DIALER Messages

Error Message

`%DIALER-2-CIRCUITCOUNT: Dialer count 0 on %s`

Explanation An internal software error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

`%DIALER-2-NOSWIDB: No software interface associated with hw interface %s`

Explanation An internal software error occurred.

Recommended Action Call your technical support representative and report the error message, the system version, and the router configuration. (Use the show version command to obtain the software version.)

Error Message

`%DIALER-2-NULLPTR: Unexpected null pointer in %s`

Explanation An internal software error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%DIALER-3-SBINIT: Error initializing [chars] subblock data structure. [chars]
```

Explanation Initialization of the specified subblock data structure could not be accomplished.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DIALER-4-MTU_WARNING: Current MTU setting of %d on %s is being overwritten by
setting of %d defined by %s.
```

Explanation This is a warning message indicating that an interface setting is changed based on a dialer rotary group memebership.

Recommended Action No action is required.

Error Message

```
%DIALER-6-BIND: Interface %s bound to profile %s
```

Explanation This is a status message indicating that a dialer interface has been bound to a dialer profile.

Recommended Action No action is required.

Error Message

```
%DIALER-6-UNBIND: Interface %s unbound from profile %s
```

Explanation This is a status message indicating that a dialer interface has been unbound to a dialer profile.

Recommended Action No action is required.

DIALPEER Messages

The following are the dial peer messages.

Error Message

```
%DIALPEER_DB-3-ADDPEER_MEM_THRESHOLD: Addition of dial-peers limited by available
memory
```

Explanation The available memory does not permit the addition of more dial-peers.

Recommended Action Increase the processor memory in order to be able to add more dialpeers.

Error Message

```
%DIALPEER_DB-3-ADDPEER_PLATFORM_LIMIT: Addition of dial-peers limited by platform
```

Explanation This platform does not permit the addition of more dial-peers.

Recommended Action Reduce the number of dial-peers in your numbering plan.

Error Message

```
%DIALPEER_DB-3-DIALPEER_ACCOUNTING: Connections for dial-peer [dec] is negative.
Resetting connections to 0.
```

Explanation The number of active connections for the dial peer has a negative value.

Recommended Action Check to see if dial peers were removed while active calls were still associated to them, and then those dial peers were reinserted while the calls were still connected.

Error Message

```
%DIALPEER_DB-3-DP_MALLOC_FAIL: Could not allocate memory in [chars] for tag [dec]
```

Explanation The memory has exhausted.

Recommended Action Observe why memory is exhausted.

Error Message

```
%DIALPEER_DB-3-NOMAP: Could not load dnis-map [chars] url=[chars]
errno=[dec]=[chars]
```

Explanation Could not read in the DNIS-map.

Recommended Action Check that map exists on the server, and is readable. DMA Messages

Recommended Action The following are direct memory access messages.

Error Message

```
%DIALPEER_DB-6-ADDPEER_WARNING: Addition of too many dial-peers may affect
performance
```

Explanation The number of dial-peers is high. This will have an effect on the dial-peer lookup time, resulting in longer call setup time.

Recommended Action Use the minimum number of dial-peers necessary for your numbering plan.

Error Message

```
%DIALPEER_DB-6-FB_ENTRY_NOT_CREATED: Could not create probe for tag [dec]
```

Explanation The fallback cache is full.

Recommended Action Increase the fallback cache size.

DIALSHELF Messages

Error Message

```
%DIALSHELF-2-DSCDOWN: DSC in slot %d changes state to down.
```

Explanation DSC in dial shelf went down.

Recommended Action Try to bring up that DSC by 1) Check LCD and LEDs of the DSC. 2) Check RS DSC connection. If none of above works, please report it to your technical support representative.

Error Message

```
%DIALSHELF-2-TIMEOUT: %s slot %d after %d secs in state '%s'
```

Explanation The specified dial shelf slot timed out as per the message. Either a software or a hardware component has failed.

Recommended Action Try removing and reinserting the card. If that does not help, try a different card. If problem persists, contact your technical support representative.

Error Message

```
%DIALSHELF-2-UNDEFCARD: Card type %d in slot %d
```

Explanation The software does not have a driver for the card in specified slot.

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

Error Message

```
%DIALSHELF-3-EVENT: Unknown event %d for slot %d
```

Explanation The software generated an unknown event for the specified slot. This is a software error.

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

Error Message

```
%DIALSHELF-3-INVALIDMSG: %s (%d)
```

Explanation The router shelf received an invalid message from the DSC in the dial shelf. This is a software error or compatibility issue. Check the software versions on the router shelf and the DSC.

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

Error Message

```
%DIALSHELF-3-MSG: Unknown message type %d from DSC
```

Explanation The router shelf received an unknown message from the DSC in the dial shelf. This is a software error or compatibility issue. Check the software versions on the router shelf and the DSC.

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

Error Message

```
%DIALSHELF-3-SLOTSTATUS: Invalid change from %s (%d) to %s (%d) for slot %d
```

Explanation The software detected an invalid state change for the specified slot. This is a software error.

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

Error Message

```
%DIALSHELF-4-UNKNOWN: UCODE not found for card in slot [dec]
```

Explanation The system could not find the microcode for the line card in the slot specified in the error message.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DIALSHELF-4-UNRECOMMENDED: Number of %s may exceed recommended configuration
```

Explanation On NPE200 more than one CT3 or more than two T1/E1 are installed, this exceeds the recommended configuration.

Recommended Action Stay within recommended limit of CT3/T1/E1, or install split dial-shelf configuration or upgrade router-shelf to NPE300.

Error Message

```
%DIALSHELF-6-RELOAD: Reload requested for card in shelf %d slot %d.
```

Explanation The command 'hw-module slot / reload' was entered. This is a confirmation that the command is being processed.

Recommended Action None.

DIGISIGN Messages

Error Message

```
%DIGISIGN-2-MISMATCH_KEYS: %%CRITICAL  : System identified a mismatch between the
show version output and the key type used in signing. %s is a signed %s software
```

Explanation System identified a mismatch in software type.This might be a modified software.

Recommended Action Do not use this file. The file might be corrupted or modified.Open a case with the Technical Assistance Center via the Internet at http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl, and contact your Cisco technical support representative with the image and version information you have gathered.

Error Message

```
%DIGISIGN-3-DEVIMAGE_NOSUPPORT: Cannot verify %s, as it is signed with special key
```

Explanation The software image cannot be verified becauseit is signed with a special key.

Recommended Action To allow booting a specially-signed image, use thesoftware authenticity special command

Error Message

```
%DIGISIGN-3-INVALID_ENVELOPE: %%ERROR  : Failure in processing signature envelope
for system image: %s
```

Explanation The loaded Cisco IOS software image has an invalid digital signature envelope.A valid digital signature envelope ensures the integrity of the image.The loaded Cisco IOS software image might be corrupted or modified.The failure type is one of the following: (1) Signature envelope version is not supported (2) Duplicate entries are found in signature envelope (3) Signature envelope is incomplete (4) Invalid image type (5) Invalid length in signature envelope (6) Invalid pad bytes (7) Invalid signature length (8) Unable to allocate memory (9) Invalid type in signer ID (10) Invalid signer ID length (11) Unknown signature algorithm (12) Invalid key type

Recommended Action Do not use this file. The file might be corrupted or modified.Please attempt to copy the file again, or download the file again from the http://www.cisco.com page before copying it.If you continue to get this error message, open a case withthe Technical Assistance Center via the Internet at http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl, and contact your Cisco technical support representative with the image and version information you have gathered.

Error Message

```
%DIGISIGN-3-INVALID_SIGNATURE: %%ERROR  : Digital signature is not valid for file
%s: %s
```

Explanation The specified Cisco IOS Software image has an invalid digital signature. A valid digital signature ensures the integrity of the image.

Recommended Action Do not use this file. The file might be corrupted or modified. Please attempt to copy the file again, or download the file again from the http://www.cisco.com page before copying it. If you continue to get this error message, open a case with the Technical Assistance Center via the Internet at http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl, and contact your Cisco technical support representative with the information you have gathered.

Error Message

```
%DIGISIGN-3-KEY_NOT_FOUND: %%ERROR  : No keys found for verifying the digital
signature in file %s
```

Explanation No keys found in the device key storage for validating the digital signature. A valid key is needed to validate the digital signature in the image.

Recommended Action The device does not have a vlaid key to verify the digitalsignature. Open a case with the Technical Assistance Centervia the internet athttp://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl, and contact your Cisco technical support representative with the information you have gathered.

Error Message

```
%DIGISIGN-3-NET_BOOT: Netbooted software used for key revocation
```

Explanation System was netbooted using a software in a remote device.It is recommended to boot the system using a software in the local device for the key revocation process.

Recommended Action Please copy the software to local device. Reboot the system with the copied software and retry the key revocation.

Error Message

```
%DIGISIGN-3-OBSOLETE_SW: %s software signed using obsolete key %s
```

Explanation System identified that a software was signed using an obsolete key. Key revocation cannot be possible when the system is still using a software signed using an obsolete key.

Recommended Action Please obtain the latest signed copy of this software from cisco.com and upgrade the system module.

Error Message

```
%DIGISIGN-3-VERIFICATION_FAILED: %%ERROR  : Digital signature verification failed
for file %s: %s
```

Explanation Validation failure while verifying the digital signature.

Recommended Action Do not use this file. The file might be corrupted or modified. Please attempt to copy the file again, or download the file again from the http://www.cisco.com page before copying it. If you continue to get this error message, open a case with the Technical Assistance Center via the Internet at http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl, and contact your Cisco technical support representative with the information you have gathered.

Error Message

```
%DIGISIGN-3-WPG_BOOT: Key revocation not allowed while running warm upgraded
software
```

Explanation System was booted using warm upgrade. Key revocation process is not supported when the system is booted using warm upgrade.It is recommended to cold boot the system using a software in the local device for the key revocation process.

Recommended Action Please copy the software to local device. Reboot the system with the copied software and retry the key revocation.

Error Message

```
%DIGISIGN-4-DEVIMAGE_CFG_NOSUPPORT: %s signed with special key will not be booted
```

Explanation With this configuration enabled, the system will be unable to boot software that is signed with a special key.

Recommended Action Use the [no] form of this configuration (no software authenticity special)to correct the condition.

Error Message

```
%DIGISIGN-4-DEV_IMAGE: %s software signed using special key version %s
```

Explanation System identified that a software was signed using special key. If this is unintentional, please obtain the latest signed copy of the production software from cisco.com and upgrade the system module.

Recommended Action Get the latest signed copy of production image from cisco.com and upgrade the respective module

Error Message

```
%DIGISIGN-4-FUR_BOOT: Field upgradable rommon used for key revocation
```

Explanation System identified that the field upgradable rommon was used to boot the image. It is recommended that the readonly rommon be used for the key revocation process.

Recommended Action Recommended action is to boot the image used for key revocation process with readonly rommon. This is a warning message.Command/process will still go through in the current state.

Error Message

```
%DIGISIGN-4-INVALID_KEY: %%WARNING  : Digital signature verification failed for
file %s: %s
```

Explanation Validation failure due to invalid key while verifying the digital signature.

Recommended Action Do not use this file. The file might be corrupted or modified. Please attempt to copy the file again, or download the file again from the http://www.cisco.com page before copying it. If you continue to get this error message, open a case with the Technical Assistance Center via the Internet at http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl, and contact your Cisco technical support representative with the device information you have gathered.

Error Message

```
%DIGISIGN-4-SIGNATURE_NOT_PRESENT: %%WARNING  : Digital signature is not found in
file %s
```

Explanation The specified image file does not have a digital signature. Only Cisco IOS Software Images are digitally signed. If you enter verify, copy, or reload command, and the specified file is not a digitally signed Cisco IOS Software Image the system displays this warning message because the file does not have a signature. A valid digital signature ensures the integrity of the image.

Recommended Action If the specified file is an unsigned Cisco IOS Software image be cautious when deciding whether or not to use this file. The system will not boot using this image.

Error Message

```
%DIGISIGN-6-KEY_UPGRADE: %s
```

Explanation System identified a key version mismatch between the key whichwas used to sign the image and the keys stored on the device

Recommended Action If the image is signed with a key version newer than the devicekeys, then follow the procedure for key revocation, which iswhich is documented at cisco.com. If the image is signed with akey version that is now obsolete, please obtain the latest signedcopy of this image from cisco.com.

DIRECTOR Messages

Error Message

```
%DIRECTOR-3-BADCOMPL: plug-in returned orphan status
```

Explanation A software or hardware error occurred.

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

Error Message

```
%DIRECTOR-3-DRPDOWN: DRP %i was down %TE ago in the last %d minute period ! There
may be problems related to this DRP agent.
```

Explanation The remote DRP agent has not responded within the time period reported

Recommended Action Make sure the remote DRP agent is running and that it is accessible from the system reporting the problem.

Error Message

```
%DIRECTOR-3-HTTPOVERLOAD: Excessive HTTP request overloading: dropping HTTP req
from .
```

Explanation HTTP requests are overloading the web redirector

Recommended Action Web redirector is automatically discarding HTTP request traffic.

Error Message

```
%DIRECTOR-3-NOALIAS: %s can not create ip alias
```

Explanation Most likely a resource problem within the system.

Recommended Action Reboot the system as soon as possible. If the problem continues to occur, report it to your technical support representative.

Error Message

```
%DIRECTOR-3-NOPORT: %s port in use
```

Explanation The IP address requested has been found to be already in use on some interface connected to the system or within the system itself.

Recommended Action Either select another IP address for use, or locate the system making use of this address and reconfigure it to use another.

Error Message

```
%DIRECTOR-3-NOPROC: unable to create %s process
```

Explanation Most likely a resource problem within the system.

Recommended Action Reboot the system as soon as possible. If the problem continues to occur, report it to your technical support representative.

Error Message

```
%DIRECTOR-3-NOSOCKET: %s unable to create socket
```

Explanation A software or hardware error occurred.

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

Error Message

```
%DIRECTOR-3-NOTCONF: Metric %s referenced but not found
```

Error Message

```
%DIRECTOR-3-NOWRITE: %s unable to write to socket
```

Explanation A software or hardware error occurred.

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

Error Message

```
%DIRECTOR-3-URLELSEWHERE: URL is elsewhere ('%s'), Code %d - %s
```

Explanation The HTTP return code indicates the page is not actually on this server

Recommended Action Check the URL configured. Check the configured HTTP server.

Error Message

```
%DIRECTOR-3-URLSVRERR: Server error ('%s'), Code %d - %s
```

Explanation The HTTP return code indicates a server failure error

Recommended Action Check the URL configured. Check the configured HTTP server.

Error Message

```
%DIRECTOR-5-SVRUPDOWN: server %i (on port %d) has gone %s
```

Explanation The remote server has gone up or down

Recommended Action None.

Error Message

```
%DIRECTOR-6-DNSNORSP: answer type %s host %s cli %i id# %d none
```

Explanation DNS reply logging: no server found.

Recommended Action None.

Error Message

```
%DIRECTOR-6-DNSQUERY: query type %s host %s cli %i id# %d
```

Explanation DNS query logging.

Recommended Action None.

Error Message

```
%DIRECTOR-6-DNSRESPN: answer type %s host %s cli %i id# %d svr %i
```

Explanation DNS reply logging with server found.

Recommended Action None.

Error Message

```
%DIRECTOR-6-SVRNSELCT: no answer for (host %s cli %i type %s id# %d) %s
```

Explanation No server found.

Recommended Action None.

Error Message

```
%DIRECTOR-6-SVRSELECT: select [IP_address] (host [chars] cli [IP_address] type
[chars] id# [dec]) [chars]
```

Explanation This DNS logging message provides information about the report server selection process.

Recommended Action No action is required.

DISKMIRROR Messages

Error Message

```
%DISKMIRROR-2-INIT: NSP Disk Mirror Init Failure: [chars]
```

Explanation The disk mirror subsystem could not be initialized.

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

Error Message

```
%DISKMIRROR-3-DST: destination disk: [chars]
```

Explanation Errors have occurred on the destination disk.

Recommended Action If the destination disk is not present in the NSP, re-insert it into the proper PCMCIA slot. Otherwise, check the disk space and ensure that it matches the source disk and is not corrupted. If the disk space is corrupted, run the Scandisk program on the laptop.

Error Message

```
%DISKMIRROR-3-PATH: [chars]: [chars]n
```

Explanation Errors have occurred in the path specified in the error message.

Recommended Action Check the identified path, correct the problem and retry the operation.

Error Message

```
%DISKMIRROR-3-SRC: source disk: [chars]
```

Explanation Errors have occurred on the source disk.

Recommended Action If the source disk is not present in the NSP, reinsert it into the proper PCMCIA slot. Otherwise, check that the file is present and ensure that the disk is not corrupted. If the disk is corrupted, run the Scandisk program on the laptop. DLC Messages

Recommended Action The following are DLC messages.

Error Message

```
%DISKMIRROR-4-GENERAL: operation: [chars]
```

Explanation An error has occurred during the disk mirror operation.

Recommended Action Ensure that the correct types of source and destination disks are present in the corresponding slots. Also ensure that the source and destination disks are of equal size and there is enough free space left on the destination disk for the operation being performed.

Error Message

```
%DISKMIRROR-6-FINISH: Disk Sync Finished ([dec] files syncd; [dec] failed[chars])
```

Explanation Disk mirror synchronization has completed.

Recommended Action No action is required.

Error Message

```
%DISKMIRROR-6-PROGRS: Disk Sync in Progress ([chars] to [chars], [dec]%)
```

Explanation Disk mirror synchronization between the specified disks is in progress.

Recommended Action No action is required.

Error Message

```
%DLC-2-NOMEMORY: no memory for %s
```

Explanation There was not enough free memory to complete the operation.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DLC-3-BADPARAM: Function %s: value %#x passed in parameter %s
```

Explanation An internal software error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DLC-3-INVPCEP: Close Station, invalid P_CEP
```

Explanation An internal software error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DLC-3-WPUTERR: unknown port type %x
```

Explanation An internal software error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

DLINK Messages

Error Message

```
%DLINK-3-BAD_QELEM: Bad queue elem - [hex]: flink [hex], blink [hex], flink-blink
[hex], blink-flink [hex]
```

Explanation An internal software error occurred.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DLINK-3-NULL_QELEM: Null queue elem
```

Explanation An internal software error occurred.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case

with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

DLSWC Messages

Error Message

`%DLSWC-3-BADCLSI: %s primitive not valid for dlsw %s %s`

Explanation A data-link switching system error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

`%DLSWC-3-BADCLSICNF: %s Invalid confirm %s %s`

Explanation A data-link switching system error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

`%DLSWC-3-BADCLSIIND: %s Invalid indication %s, %s`

Explanation A data-link switching system error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DLSWC-3-BADCLSIRET: %s Invalid ret code (0x%x) %s, %s
```

Explanation A data-link switching system error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DLSWC-3-BADCLSISAP: %s Bad clsi SAP id = %x %s
```

Explanation A data-link switching system error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DLSWC-3-BADPEEROP: bad peer op in peer_to_core %d
```

Explanation A data-link switching system error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DLSWC-3-BADSSPHDR: bad ssp hdr in proc ssp - %s = 0x%x
```

Explanation A Silicon Switch Processor (SSP) header received from the remote peer contains errors in one of the fields.

Recommended Action If the remote peer is a nonCisco router, confirm that it supports the DLSw RFC 1795 standard.

Error Message

```
%DLSWC-3-IDMGR: %s
```

Explanation A data-link switching system error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DLSWC-3-NODLSW: %s %d
```

Explanation A data-link switching system error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DLSWC-3-NOPEER: %s
```

Explanation A data-link switching system error occurred.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DLSWC-3-RECVSSP: SSP OP = %d(%s) %s from %s
```

Explanation A Silicon Switch Program (SSP) frame was received from the remote peer.

Recommended Action No action is required.

Error Message

```
%DLSWC-3-SENDSSP: SSP OP = %d(%s) %s to %s %s
```

Explanation A Silicon Switch Program (SSP) frame was sent to the remote peer.

Recommended Action No action is required.

Error Message

```
%DLSWMasterSlave-3-DLSWMS: %s
```

Explanation DLSw Master-Slave Error

Recommended Action No action is required.

Error Message

```
%DLSWMasterSlave-3-DLSWMSCSM: %s, %s
```

Explanation DLSw Master-Slave Error

Recommended Action No action is required.

Error Message

```
%DLSWMasterSlave-3-DLSWMSDLX: %s %x from %e
```

Explanation DLSw Master-Slave Error

Recommended Action No action is required.

Error Message

```
%DLSWMasterSlave-3-DLSWMSFSM: %s: %s from %e
```

Explanation DLSw Master-Slave Error

Recommended Action No action is required.

Error Message

`%DLSWMasterSlave-3-DLSWMSRCV: %s from %e`

Explanation DLSw Master-Slave Error

Recommended Action No action is required.

Error Message

`%DLSWMasterSlave-3-DLSWMSSAP: %s: %s`

Explanation DLSw Master-Slave Error

Recommended Action No action is required.

Error Message

`%DLSWMasterSlave-3-DLSWMSTX: %s: %s to %e`

Explanation DLSw Master-Slave Error

Recommended Action No action is required.

Error Message

`%DLSWP-3-PBADVALUE: %s: invalid %s %d`

Explanation A bad parameter value was passed to function chars1 - invalid parameter chars2 with value. This error should not cause any network problems unless it happens repeatedly.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

`%DLSWP-3-PCAPMISMATCH: %s: %s`

Explanation Priority keyword was used on one router but not on the other. The priority keyword is an option on the DLSW remote peer definition. If priority keyword is used on one router, it must be used on the other.

Recommended Action If you wish to use prioritization, use it on both routers.

Error Message

```
%DLSWP-3-PEERFAILURE: %s %s
```

Explanation A DLSW peer failed: - keepalive failure, dlsw between cisco peers is sending a peer keepalive by default every 30 sec. After missing 3 consecutive keepalives the peer is taken down. - We are not promiscuous, Rej conn from peer a.b.c.d The local dlsw peer is not configured for promiscuous and we receive a request to open a dlsw peer for which we have no corresponding dlsw remote peer statement. - received tcp fini, dlsw peer code has received a tcp fini from the underlaying tcp subsystem. To obey the tcp fini dlsw wring bring down the peer connection for which the tcp fini was received.

Recommended Action - keepalive failure Check end to end connectivity between the DLSW peers - We are not promiscuous, Rej conn from peer a.b.c.d correct your configuration. - received tcp fini, Check the underlaying tcp connection between the two dlsw peers.

Error Message

```
%DLSWP-3-PGENERAL: %s
```

Explanation A general error condition was detected as described in the message text. This error should not cause any network problems unless it happens repeatedly.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DLSWP-3-PLFCHANGE: %s %d; %s
```

Explanation The largest frame size configured in the DLSW remote peer definition is being changed because the MTU size configured on the interface, used by DLSW, is less than the configured value of the largest frame on DLSW remote peer definition. The largest frame size is being changed to that configured on the interface.

Recommended Action If you wish to use this largest frame size for DLSW, increase the MTU on the interface to a value larger than the configured largest frame size.

Error Message

```
%DLSWP-3-PNOCOOKIE: uninitalized peer %s from %i(%d) to %i(%d)
```

Explanation DLSw received a packet on an uninitialized peer connection.

Recommended Action Verify configuration and DLSw peer status on both routers.

Error Message

```
%DLSWP-3-PNOMEM: No memory to %s
```

Explanation The router ran out of system memory for operation, as described in the message text. Most likely, the router image requires more system memory (RAM) than the router contains.

Recommended Action Consult with your Cisco technical support representative about memory requirements for a specific image.

Error Message

```
%DLSWP-3-PPASSIVE: passive open failed from %i(%d) - %d
```

Explanation The system does not have enough main memory (RAM) for TCP to allocate the data structures required to accept an incoming TCP connection. Most likely, the router image requires more system memory (RAM) than the router contains.

Recommended Action Consult with your Cisco technical support representative about memory requirements for a specific image.

Error Message

```
%DLSWP-5-PEERUPDOWN: %s %s
```

Explanation A DLSW peer is either connected or disconnected

Recommended Action None, informational message only.

DM Messages

Error Message

```
%DM-3-DM_COMPONENT_EXISTS: Diagnostics Component registration failed for
Component [chars] client id [dec] because it already exists
```

Explanation An attempt has been made to register a component that was already registered.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%DM-3-DM_CYCLIC_DETECTED: Cyclic loop detected while linking parent node '[chars]'
in module domain [dec] with child node '[chars]' in module domain [dec].
```

Explanation Cyclic loops within the DM dependency tree are not allowed. If the cyclic loops are left unchecked, the condition could cause a catastrophic failure of the router. This message should appear only during system boot.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%DM-3-DM_DAEMON_FAILURE: Diagnostic's daemon not detected.
```

Explanation The diagnostics daemon could not be created or the process failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%DM-3-DM_EVENT_BUFFER_EMPTY: No free event elements available. Unable to generate
event.
```

Explanation A buffer element used to enqueue events to the DM process could not be allocated. As a result, the DM processes were unable to generate the event.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%DM-3-DM_EXCESSIVE_RECURSION: Excessive recursion detected in [chars]().
```

Explanation A recursive diagnostic monitor function has attempted a recursion times more than expected, but within the tolerated range.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%DM-3-DM_INCORRECT_API_PARAM: Incorrect parameter passed to function [chars]().
```

Explanation An incorrect parameter was passed to the function specified.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%DM-3-DM_MODULE_EXISTS: Module [chars], ID [dec] already exists. Module
registration aborted
```

Explanation The module with the specified ID is already registered.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%DM-3-DM_TEST_RESULT_COMPONENT_NULL: Diagnostics Component test result received
with a NULL component entry.
```

Explanation The test result from a component test notified the DM using a null component entry. Possible reasons for the error can be because the component was unable to generate the event from the DM, or because the DM returned the null entry.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%DM-3-DM_TEST_TIMEOUT: Component test [chars] timed after [dec] ms. Assumed to be
faulty
```

Explanation A DM test on a component timed out.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%DM-6-ROOT_CAUSE_DETECTED: Component [chars] detected as a root cause of a
failure.
```

Explanation A DM test determined that the component name, specified in the message, is the root-cause for the failure in the system.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%DM-6-ROOT_CAUSE_PROCESSING_ABORTED: While processing [chars] as a root cause an
error was encountered. [[chars]].
```

Explanation An internal error occurred that caused the DM to stop and not process the root-cause finding.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%DM-6-ROOT_CAUSE_RECOVERED: Component [chars] is no longer a root cause of a
failure.
```

Explanation A DM test determined that the component name, specified in the message, is the root-cause for the failure in the system. The system has recovered.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

DMA Messages

The following are direct memory access messages.

Error Message

```
%DMA-0-BADFIFO: FIFO failure detected during transfer ([dec] [hex])
```

Explanation An error has occurred in one of the FIFO hardware components used in the DMA transfer operation. This failure was detected and has resulted in the dropping of a packet. This problem is an indication of either a very serious software bug or a CIP hardware problem. This error could happen if you are running a version of CIP microcode that is incompatible with the hardware revision of this CIP motherboard.

Recommended Action If you are sure that you are running a supported version of CIP microcode, copy the error message exactly as it appears on the console or in the system log, issue the show tech-support command, and provide the information to your Cisco technical support representative.

Error Message

```
%DMA-0-INCOMPL: DMA transfer incomplete on interrupt
```

Explanation The DMA controller indicated to the CIP that the current DMA transfer had completed, but the DMA status register showed that the transfer was still in progress. This is a CIP hardware problem, from which the software cannot recover. The CIP has restarted after a fatal error dump. This error could happen if you are running a version of CIP microcode that is incompatible with the hardware revision of this CIP card.

Recommended Action If you are sure that you are running a supported version of CIP microcode, copy the error message exactly as it appears on the console or in the system log, issue the show tech-support command, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DMA-0-NOXFER: No transfer pending on DMA interrupt
```

Explanation The DMA controller indicated to the CIP that the current DMA transfer had completed, but there was no record of a transfer in progress. This is an indication of either a very serious software bug or a CIP hardware problem. In either case, this error condition is not recoverable. The CIP has restarted after a fatal error dump. This error could happen if you are running a version of CIP microcode that is incompatible with the hardware revision of this CIP card.

Recommended Action If this message occurs repeatedly, first try reseating all the cards in the router. If this does not fix the problem, copy the error message exactly as it appears on the console or in the system log. Issue the show tech-support command, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DMA-0-REGISTERS: [hex] [hex] [hex] [hex]
```

Explanation This message follows some of the other DMA related error messages. It provides some context for those error messages.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. DMTDSL Messages

Recommended Action The following are digital/discrete multitone digital subscriber line (DMTDSL) messages.

Error Message

```
%DMA-1-DRQ_EMPTY_PAK: Empty packet is being sent to backplane. particle_ptr=%#x
```

Explanation drq_io receives a packet that has particle count 0. coding error -- hurt performance

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative. If possible also provide the show log on the reporting VIP

Error Message

```
%DMA-1-DRQ_STALLED: DRQ stalled. Dumping DRQ.
```

Explanation The path from VIP to backplane has stalled. The DRQ table is being dumped for debugging

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative. If possible also provide the hex dump following this message

Error Message

```
%DMA-1-GIANT_CHECK: Giant detected; size %d
```

Explanation This error message appears only in custom built images when a sanity check fails. A packet that was too large was sent over the backplane by a VIP.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative. If possible also provide the output of show tech.

Error Message

```
%DMA-1-LOW_DMA_PCI_MEM: Not enough pci memory left over for DMA
```

Explanation Misconfiguration has resulted in overutilization of PCI memory

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative. If possible also provide the output of show diag and show controller cbus

Error Message

```
%DMA-1-LOW_DMA_PROC_MEM: Not enough processor memory left over for DMA
```

Explanation Misconfiguration has resulted in overutilization of memory

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative. If possible also provide the output of show diag and show controller cbus

Error Message

```
%DMA-1-ZERO_BH_QE: ZERO Buffer header will be fed to QE; [hex]
```

Explanation A sanity check has failed in a custom-built image. The queueing engine will be given a value of zero for the buffer header field.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands, the crash information (crashinfo) file and your pertinent troubleshooting logs. DNLD Messages

Recommended Action The following are auto-configuration and download messages.

Error Message

```
%DMA-3-BADXFER: Invalid DMA request type ([hex] [dec])
```

Explanation An unsupported DMA request type has been detected.

Recommended Action If you are sure that you are running a supported version of CIP microcode, copy the error message exactly as it appears on the console or in the system log. Issue the show tech-support command, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DMA-3-CBUSERR: CBUS error (no ACK neither NACK) [hex]
```

Explanation The DMA controller started a read or write operation and did not receive a response from the CBUS indicating the completion status. This error could be caused by an improperly seated card in the router or by an intermittent hardware problem on the CIP, the SP, the RSP, or the chassis.

Recommended Action If this message occurs repeatedly, first try reseating all the cards in the router. If this does not fix the problem, copy the error message exactly as it appears on the console or in the system log, issue the show tech-support command, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DMA-3-CBUSPARITY: CBUS parity error [hex]
```

Explanation A parity error was detected on the CBUS during a data transfer. This error could be caused by an improperly seated card in the router or by an intermittent hardware problem on the CIP, the SP, the RSP, or the chassis.

Recommended Action If this message occurs repeatedly, first try reseating all the boards in the router. If this does not fix the problem, copy the error message exactly as it appears on the console or in the system log, issue the show tech-support command, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DMA-3-DMAFAIL: DMA request failed ([hex])
```

Explanation A failure occurred during an attempted packet transfer.

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 might help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show tech-support command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DMA-3-DTQ_DISPATCH_DIRTY_PAK: pak not cleaned up by Egress processing (appId
[dec])
```

Explanation After dtq dispatched a packet to Egress processing, packet is not cleaned up by application.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. If possible also provide the show log on the reporting VIP.

DNLD Messages

The following are the DNLD messages.

Error Message

```
%DMA-3-LOGICERR: CBUS timeout (10 us) [hex]
```

Explanation The DMA controller tried to start a read or write operation but did not receive a response from the CBUS within 10 microseconds. This error could be caused by an improperly seated card in the router or by an intermittent hardware problem on the CIP, the SP, the RSP, or the chassis.

Recommended Action If this message occurs repeatedly, first try reseating all the cards in the router. If this does not fix the problem, copy the error message exactly as it appears on the console or in the system log. Issue the show tech-support command, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DMA-3-NO_VC: Packet from [chars] to [chars] has bad VC [dec], expected VC [dec]
[chars]
```

Explanation A packet from the specified ingress interface destined to the specified egress interface cannot be switched because the packet has a wrong VC. The packet is dropped.

Recommended Action Collect show adjacency internal and show mpls forwarding-table from the RSP and the ingress VIP consoles and show vip memd from the ingress VIP console.

Error Message

```
%DMA-4-DATAPARITY: DMA Data FPGA parity error [hex]
```

Explanation A parity error was detected during a DMA data transfer. This error could be caused by an improperly seated card in the router or by an intermittent hardware problem on the CIP, the SP, the RSP, or the chassis.

Recommended Action If this message occurs repeatedly, first try reseating all the boards in the router. If this does not fix the problem, copy the error message exactly as it appears on the console or in the system log, issue the show tech-support command, contact your Cisco technical support representative, and provide the representative with the gathered information.

DMB Messages

Error Message

```
%DMB-0-DMB_EMERG: %s
```

Explanation DMB_INTERNAL_ERROR

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

`%DMB-1-DMB_ALERT: %s`

Explanation DMB_INTERNAL_ERROR

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

`%DMB-2-DMB_CRIT: %s`

Explanation DMB_INTERNAL_ERROR

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

`%DMB-3-DMB_ERR: %s`

Explanation DMB_INTERNAL_ERROR

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DMB-4-DMB_WARNING: %s
```

Explanation DMB_INTERNAL_ERROR

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DMB-5-DMB_NOTICE: %s
```

Explanation Normal but significant conditions

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DMB-6-DMB_INFO: %s
```

Explanation Informational messages

Recommended Action No action is required.

Error Message

```
%DMB-7-DMB_ASSERT: Assertion Failure ( %s @%s:%d )  : %s
```

Explanation DMB_INTERNAL_ERROR

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

DMTDSL Messages

Error Message

`%DMTDSL-1-INITFAIL: DMTDSL(%d/%d), Init failed, %s`

Explanation The ADSL network module hardware may be bad

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

`%DMTDSL-3-BADINITDSL: DMTDSL(%d/%d),interface not initialized.`

Explanation The ATM network module hardware may be bad

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

`%DMTDSL-3-DMTHWBAD: DMTDSL(%d/%d), Hardware failed self test`

Explanation The DSL chipset failed its self test

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DMTDSL-3-FAILFINDATM: DMTDSL(%d/%d), Could not find ATM interface.
```

Explanation The DSL network module hardware may be bad

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DMTDSL-3-MALLOCFAIL: There is not enough main memory for the new ADSL firmware
images on flash
```

Explanation The router failed to allocate buffer memory of the firmware images on the Flash memory. More DRAM is required for the feature, which allows specific ADSL firmware images on the Flash memory to replace the ADSL firmware images embedded in the Cisco IOS software.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DMTDSL-3-NOMEM: DMTDSL(%d/%d), Out of memory
```

Explanation The router does not have enough memory installed to run this image

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

DMVPN Messages

Error Message

```
%DMVPN-3-NHRP_ERROR: [chars] failed for [IP_address] on [chars]
```

Explanation Unable to send or receive packets.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%DMVPN-5-NHRP_CACHE: Client [IP_address] on [chars] [chars].
```

Explanation A new cache entry has been created.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%DMVPN-5-NHRP_NHS: [chars] [IP_address] is [chars]
```

Explanation An NHS changed the state.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support

representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs. DNET Messages

Recommended Action The following are DECNet messages.

Error Message

```
%DMVPN-7-CRYPTO_SS: [chars]-[IP_address] socket is [chars]
```

Explanation A Registration or Resolution Request or Reply was received or sent.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%DMVPN-7-NHRP_EVENT: [chars] [chars] [chars] [chars] [chars] [IP_address]
```

Explanation A Registration or Resolution Request or Reply was received or sent.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

DNET Messages

Error Message

```
%DNET-3-HEARSELF: Hello type %x for my address from %d.%d via %s
```

Explanation The system is receiving its own DECnet packets. Either a serial line is looped back or another host with the same DECnet address is already present on the LAN.

Recommended Action Check the serial lines (if present) and the DECnet configuration.

Error Message

```
%DNET-3-NOMEMORY: Insufficient memory for DECnet accounting entry
```

Explanation The traffic information for a particular pair of DECnet nodes cannot be recorded due to a low memory condition.

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

Error Message

```
%DNET-4-DUPENTRY: Duplicate DECnet Accounting List Entry for nodes %d.%d - %d.%d
```

Explanation A synchronization problem has occurred whilst a new transit DECnet Accounting List Entry was being added and a duplicate entry has been found.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show decnet accounting** commands and your pertinent troubleshooting logs.

Error Message

```
%DNET-4-MAPCON: Map entry %d.%d conflicts with adjacency to %d.%d
```

Explanation Your DECnet configuration is incorrect. A host that is specified as nonlocal is present on your local network.

Recommended Action Correct the configuration. Call your technical support representative if you need assistance.

DNLD Messages

Error Message

```
%DNLD-3-ERROR: [chars]
```

Explanation An error has occurred on the DNLD module.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case

with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.
DOT1Q_TUNNELLING Messages

Recommended Action The following are 802.1Q tunneling messages.

Error Message

`%DNLD-4-INFO: [chars]`

Explanation Unavailable.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl. Enter 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 http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

`%DNLD-4-NOTICE: [chars]`

Explanation Unavailable.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl. Enter 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 http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

`%DNLD-4-WARNING: [chars]`

Explanation Unavailable.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl. Enter 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 http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at

http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. DNSSERVER Messages

Recommended Action The following are Domain Name Server (DNS) server messages.

Error Message

```
%DNS-3-INT_ERROR: Internal error in [chars]
```

Explanation An internal error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%DNS-4-FORW_NO_VRF: VRF [chars], used in DNS Forwarding config., does not exist
```

Explanation The specified VRF name, used in some DNS Forwarding configuration, does not currently exist, so the associated forwarding information cannot be used.

Recommended Action Review the system configuration, looking for a DNS Forwarder configuration line that references a VRF name that is not currently configured on the system.

Error Message

```
%DNS-6-LOG_ACCESS: DNS View [chars] used for client [IP_address]/[dec], querying
[chars] '[chars]'
```

Explanation Logging of DNS View usage.

Recommended Action No action is required.

DNSSERVER Messages

The following are Domain Name System (DNS) server messages.

Error Message

```
%DNSSERVER-3-BADQUERY: Bad DNS query from %i
```

Explanation A client sent a DNS query to the server which has been found to be incorrectly formatted.

Recommended Action Check the DNS server and the network attached to it.

Error Message

```
%DNSSERVER-3-NOINIT: Can't initialize DNS server
```

Explanation Internal problems with initializing ports for the DNS server

Recommended Action Make sure the DNS server port is available on the local machine.

Error Message

```
%DNSSERVER-3-TCPDNSOVERLOAD: Low available memory: dropping TCP request from .
```

Explanation There is not enough free memory to handle DNS queries.

Recommended Action DNS server is automatically discarding DNS request traffic.

Error Message

```
%DNSSERVER-3-TOOSHORT: DNS query from %i too short
```

Explanation A client sent a short DNS query packet to the server

Recommended Action Check the client and the network attached to it.

Error Message

```
%DNSSERVER-3-UDPDNSOVERLOAD: Low available memory: dropping from .
```

Explanation There is not enough free memory to handle DNS queries.

Recommended Action DNS server is automatically discarding DNS request traffic.

Error Message

```
%DNSSERVER-4-FORW_NO_VRF: VRF [chars], used in DNS Forwarding config., does not
exist
```

Explanation The specified VRF name, used in some DNS Forwarding configuration, does not currently exist, so the associated forwarding information cannot be used.

Recommended Action Review the system configuration, looking for a DNS Forwarder configuration line that references a VRF name that is not currently configured on the system.

DOSFS Messages

Error Message

`%DOSFS-3-RESETERR: [chars] [chars]`

Explanation Disk could not be reset while the system is initiating reload. This will cause a transient disk error, disk timeout error, when the ROMMON initialization code tries to read the DIB. This is a transient error and the system will be able to access the disk and continue normal operation.

Recommended Action No action is required.

Error Message

`%DOSFS-4-DFS_FSCK_ERR: Error while running fsck on the file [chars].`

Explanation Fsck is running in a loop while walking through the cluster chain of a file and has aborted.

Recommended Action Report this occurrence to Engineering. Use Topic to search for a similar DDTS. If you find none, write a DDTS for this problem.

Error Message

`%DOSFS-5-DFS_CLOSE_ERR: Error during close of the file [chars]. [chars]`

Explanation An error occured during a file close operation.

Recommended Action Enter the fsck command to check and attempt to repair the disk. If this does not fix the problem, format the disk.

Error Message

`%DOSFS-5-DIBERR: [chars] [chars]`

Explanation The system cannot boot a image from the Flash disk because the Device Information Block is different. The Flash disk can be read by the router, but will require formatting by the router before an image can be booted from it.

Recommended Action Follow any instructions provided in the message. Before storing an image in the Flash disk and trying to boot from this device, enter the format command to format the flash disk from the router. Then copy the desired image to the Flash disk and then boot from this device.

Error Message

`%DOS_TRACK-4-PROCESS: [chars]`

Explanation A process that is required by the IP source tracker feature could not be created.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show tech-support command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at

http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs. DOT1X_MOD Messages

Recommended Action The following are messages encountered in platform dependent code for 802.1x.

Error Message

```
%DOS_TRACK-4-RELEASED: IP Source Tracker has released address [IP_address] from
the tracked list due to a conflict.
```

Explanation IP Source Tracker cannot be used to track a router's own IP address. As a result, IP Source Tracker will no longer track that address.

Recommended Action No action is required. If the interface address change is a mistake, undo the address change and reconfigure the IP address for tracking. DOT11 Messages

Recommended Action The following are 802.11 messages.

Error Message

```
%DOS_TRACK-5-CFG: IP Source Tracker configured for [dec] hosts
```

Explanation The IP Source tracker feature is running.

Recommended Action No action is required.

DOT11 Messages

Error Message

```
%DOT11-2-BAD_FIRMWARE: Interface [chars], radio firmware file ([chars]) is invalid
```

Explanation When trying to flash new firmware into the radio, the file was found to be invalid.

Recommended Action Put the correct firmware image file in the place the unit is looking for it.

Error Message

```
%DOT11-2-FLASH_UNKNOWN_RADIO: Interface [chars], has an unknown radio
```

Explanation When trying to flash new firmware into the radio, radio type of the hardware cannot be determined.

Recommended Action Reboot the system and see if the firmware upgrade completes.

Error Message

```
%DOT11-2-NO_CHAN_AVAIL: Interface [chars], no channel available.
```

Explanation When selecting a frequency, none is available (likely because RADAR has been detected on them in the previous thirty minutes).

Recommended Action No action is required.

Error Message

```
%DOT11-2-NO_FIRMWARE: Interface [chars], no radio firmware file ([chars]) was
found
```

Explanation When trying to flash new firmware into the radio, the file for the radio was not found in the flash file system.

Recommended Action The wrong image has been loaded into the unit. Locate the correct the image based on the type of radio used.

Error Message

```
%DOT11-2-RADIO_FAILED: Interface [chars], failed - [chars]
```

Explanation The radio driver found a severe error and is shutting down.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DOT11-2-RADIO_HW_RESET: Radio subsystem is under going hardware reset to recover
from problem
```

Explanation Unrecoverable error happened, radio could not be recovered from soft reset

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DOT11-2-VERSION_INVALID: Interface [chars], unable to find required radio version
[hex][hex].[dec]
```

Explanation When trying to reflash the radio firmware, the copy packaged with the Cisco IOS firmware had the incorrect version.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%DOT11-3-BADSTATE: [enet]: [chars] [chars]-[chars]
```

Explanation 802.11 Association and Management uses a table-driven state machine to keep track of and transition an association through various states. A state transition occurs when an association receives one of many possible events. When this error occurs, it means that a association has received an event that it did not expect while in this state.

Recommended Action The system can continue but may lose the association that generated this error. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%DOT11-3-RADIO_IF_LO: Interface [chars] Radio cannot lock IF freq
```

Explanation The radio intermediate frequency PLL LO is out of lock.

Recommended Action No action is required.

Error Message

```
%DOT11-3-RADIO_OVER_TEMPERATURE: Interface [chars] Radio over temperature
detected
```

Explanation The radio temperature is too high.

Recommended Action No action is required.

Error Message

```
%DOT11-3-RADIO_RF_LO: Interface [chars] Radio cannot lock RF freq
```

Explanation The radio RF PLL LO is out of lock.

Recommended Action No action is required.

Error Message

```
%DOT11-3-RF_LOOPBACK_FAILURE: Interface [chars] Radio failed to pass RF loopback
test
```

Explanation The radio RF loopback test has failed.

Recommended Action No action is required.

Error Message

```
%DOT11-3-RF_LOOPBACK_FREQ_FAILURE: Radio failed to pass RF loopback test at freq
[dec]Mhz
```

Explanation The radio RF loopback test failed at a given frequency.

Recommended Action No action is required.

Error Message

```
%DOT11-3-TKIP_MIC_FAILURE_REPEATED: Two TKIP Michael MIC failures were detected
within [dec] seconds on [chars] interface. The interface will be put on MIC failure
hold state for next [dec] seconds.
```

Explanation As the MIC failure is almost always an active attack, the interface will be put on hold for the configured time. During this hold time all the stations using TKIP ciphers will be disassociated and are not allowed to reassociate until the hold timer is active. Upon the expiration of the hold timer, a normal operation will resume.

Recommended Action If this is a false alarm and the system does not need to be on hold for that long, adjust the countermeasure TKIP hold-time for the 802.11 interface in question.

Error Message

```
%DOT11-3-TX_PWR_OUT_OF_RANGE: Interface [chars] Radio transmit power out of range
```

Explanation The radio TX power control is out of range.

Recommended Action No action is required.

Error Message

```
%DOT11-4-BEACON_STUCK: isBeaconAndCabDone: TXE on beacon QCU stuck
```

Explanation RF error: transmit stopped.

Recommended Action No action is required.

Error Message

```
%DOT11-4-CANT_ASSOC: Interface [chars], cannot associate: [chars]
```

Explanation Could not establish a connect to a parent access point for the displayed reason.

Recommended Action Check the configuration of both the parent AP and this unit to ensure there is a match

Error Message

```
%DOT11-4-DFS_STORE_FAIL: DFS  : could not store the frequency statistics
```

Explanation A failure occurred while writing the DFS statistics to flash.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%DOT11-4-FLASHING_RADIO: Interface [chars], flashing the radio firmware ([chars])
```

Explanation The radio has been stopped to load new firmware.

Recommended Action No action is required.

Error Message

```
%DOT11-4-FLASH_RADIO_DONE: Interface [chars], flashing the radio firmware
completed
```

Explanation The radio will be restarted with the new firmware.

Recommended Action No action is required.

Error Message

```
%DOT11-4-LINK_DOWN: Interface [chars], parent lost: [chars]
```

Explanation The connection to the parent access point was lost for the displayed reason. The unit will try and find an new access point.

Recommended Action No action is required.

Error Message

```
%DOT11-4-LOADING_RADIO: Interface [chars], loading the radio firmware ([chars])
```

Explanation The radio has been stopped to load new firmware.

Recommended Action No action is required.

Error Message

```
%DOT11-4-MAXRETRIES: Packet to client [enet] reached max retries, removing the
client
```

Explanation Packet sends to the client has failed due to maximum retries

Recommended Action No action is required.

Error Message

```
%DOT11-4-NO_SSID: Interface [chars], no SSIDs configured, radio not started
```

Explanation All SSIDs were deleted form the configuratin. At least one must be configured for the radio to run.

Recommended Action Add at least one SSID to the radio interface configuration.

Error Message

```
%DOT11-4-PARENT_LINK_ESTABLISHED: Interface [chars], Associated To Parent AP
[chars] [enet] [chars]
```

Explanation The repeater has associated to the root AP. Clients can now associate to this repeater, and traffic can pass to the BSS.

Recommended Action No action is required.

Error Message

```
%DOT11-4-PARENT_LINK_REASSOCIATED: Interface [chars], Ressociated To Parent AP
[chars] [enet] [chars]
```

Explanation The repeater has reassociated to a root AP. Clients can now associate to this repeater, and traffic can pass to the BSS.

Recommended Action No action is required.

Error Message

```
%DOT11-4-RADIO_INVALID_FREQ: Operating frequency ([dec]) invalid - performing a
channel scan
```

Explanation The frequency set for operation is invalid; a channel scan is being forced to select a valid operating frequency.

Recommended Action No action is required.

Error Message

```
%DOT11-4-RM_INCAPABLE: Interface [chars]
```

Explanation Requested to send radio management request but this radio interface does not support the radio management function.

Recommended Action No action is required.

Error Message

```
%DOT11-4-RM_INCORRECT_INTERFACE: Invalid interface, either not existing or
non-radio
```

Explanation Requested to send radio management request but this radio interface does not exist or is not a radio interface.

Recommended Action No action is required.

Error Message

```
%DOT11-4-TKIP_MIC_FAILURE: TKIP Michael MIC failure was detected on a packet
(TSC=[hex]) received from [enet].
```

Explanation TKIP Michael MIC failure was detected on a unicast frame decrypted locally with pairwise key. A failure of the Michael MIC in a received packet almost always indicates an active attack.

Recommended Action No action is required.

Error Message

```
%DOT11-4-TKIP_MIC_FAILURE_REPORT: Received TKIP Michael MIC failure report from
the station [enet] on the packet (TSC=[hex]) encrypted and protected by [chars]
key.
```

Explanation Received a EAPOL-Key from the station notifying that TKIP Michael MIC has failed on a packet transmitted by this AP/Repeater.

Recommended Action No action is required.

Error Message

```
%DOT11-4-VERSION_UPGRADE: Interface [chars], upgrading radio firmware
```

Explanation When starting the radio, the wrong firmware version was found. The radio will be loaded with the required version.

Recommended Action No action is required.

Error Message

```
%DOT11-6-ADD: Interface [chars], Station [enet] Associated to Parent [enet]
```

Explanation A station has associated to an AP.

Recommended Action No action is required.

Error Message

```
%DOT11-6-ASSOC: Interface [chars], Station [chars] [enet] [chars]
KEY_MGMT[[chars]]
```

Explanation A station has associated to an AP.

Recommended Action No action is required.

Error Message

```
%DOT11-6-DFS_SCAN_COMPLETE: DFS scan complete on frequency [dec] MHz
```

Explanation The device has completed its Dynamic Frequency Selection scanning process on the displayed frequency.

Recommended Action No action is required.

Error Message

```
%DOT11-6-DFS_SCAN_START: DFS: Scanning frequency [dec] MHz for [dec] seconds.
```

Explanation The device has begun its Dynamic Frequency Selection scanning process on the displayed frequency.

Recommended Action No action is required.

Error Message

```
%DOT11-6-DFS_TRIGGERED: DFS: triggered on frequency [dec] MHz
```

Explanation RADAR has been detected by the dynamic frequecy selection process. This channel will be placed in the non-occupancy list for thirty minutes and a new channel will be selected.

Recommended Action No action is required.

Error Message

```
%DOT11-6-DISASSOC: Interface [chars], Deauthenticating Station [enet] [chars]
```

Explanation A station has disassociated from an AP.

Recommended Action No action is required.

Error Message

```
%DOT11-6-FREQ_INUSE: Interface [chars], frequencies used: [chars]
```

Explanation When scanning for an unused frequency, the unit saw another radio using the displayed frequencies.

Recommended Action No action is required.

Error Message

```
%DOT11-6-FREQ_SCAN: Interface [chars], Scanning frequencies for [dec] seconds
```

Explanation Starting a scan for a least-congested frequency.

Recommended Action No action is required.

Error Message

```
%DOT11-6-FREQ_USED: Interface [chars], frequency [dec] selected
```

Explanation When told to scan for an unused frequency, the unit selected the displayed frequency.

Recommended Action No action is required.

Error Message

```
%DOT11-6-ROAMED: Station [enet] Roamed to [enet]
```

Explanation A station has roamed to a new AP.

Recommended Action No action is required.

Error Message

```
%DOT11-6-ROGUE_AP: Rogue AP [enet] reported. Reason: [chars]
```

Explanation A station has reported a potential rogue AP.

Recommended Action No action is required.

Error Message

```
%DOT11-6-STANDBY_ACTIVE: Standby to Active, Reason = [chars] ([dec])
```

Explanation The AP is transitioning from standby to active mode.

Recommended Action No action is required.

Error Message

```
%DOT11-6-STANDBY_REQUEST: HotStandby request to shutdown radios from [enet]
```

Explanation A standby AP has requested this AP to shut down its radio interfaces, a failure has been detected on one of this AP's radio interfaces

Recommended Action No action is required.

Error Message

```
%DOT11-7-AUTH_FAILED: Station [enet] Authentication failed
```

Explanation The specified station has failed authentication.

Recommended Action The most common reasons are the user has entered the wrong password or the radius server may be unavailable.

Error Message

```
%DOT11-7-CCKM_AUTH_FAILED: Station [enet] CCKM authentication failed
```

Explanation The station has failed CCKM authentication.

Recommended Action Verify the topology of the APs under the WDS domain.

DOT1AD Messasges

Error Message

```
%DOT1AD-4-DOT1QTUNNEL_PORT: Port [chars] is a dot1q-tunnel port, it conflicts with
Dot1ad configuration
```

Explanation Dot1ad configuration cannot co-exist with dot1q-tunnel ports.

Recommended Action Turn off dot1q-tunnel configuration on the ports before enabling Dot1ad.

Error Message

```
%DOT1AD-4-DOT1X_PORT: Port [chars] is configured for DOT1X, it conflicts with
Dot1ad configuration
```

Explanation Dot1ad configuration cannot co-exist with DOT1X enabled ports.

Recommended Action Turn off DOT1X configuration on the ports before enabling Dot1ad.

Error Message

```
%DOT1AD-4-ETHERTYPEMISMATCH_PORT: Port [chars] ethertype cannot be changed to
Dot1ad ethertype, it conflicts with Dot1ad configuration
```

Explanation The ethertype on the port cannot be changed to Dot1ad ethertype.

Recommended Action Replace the module with one which can support ethertype change, or power down the module before enabling Dot1ad.

Error Message

```
%DOT1AD-4-L2PT_PORT: Port [chars] is a l2protocol-tunnel port, it conflicts with
Dot1ad configuration
```

Explanation Dot1ad configuration cannot co-exist with l2protocol-tunnel ports.

Recommended Action Turn off l2protocol-tunnel configuration on the ports before enabling Dot1ad.

Error Message

```
%DOT1AD-4-LACP_PORT: Port [chars] is a part of an LACP channel, it conflicts with
Dot1ad configuration
```

Explanation Dot1ad configuration cannot co-exist with LACP ports.

Recommended Action Turn off LACP configuration on the ports before enabling Dot1ad.

Error Message

```
%DOT1AD-4-OAM_PORT: Port [chars] is configured for OAM, it conflicts with Dot1ad
configuration
```

Explanation Dot1ad configuration cannot co-exist with OAM enabled ports.

Recommended Action Turn off OAM configuration on the ports before enabling Dot1ad.

Error Message

```
%DOT1AD-4-PLATFORM_RESOURCE_UNAVAILABLE: Platform does not have resouces to
support dot1ad configuration
```

Explanation In the 6500 platform, hardware match registers are not available for dot1ad use.

Recommended Action Unconfigure the features using the match registers (cfm, cgvrp) and enable dot1ad.

Error Message

```
%DOT1AD-4-STP_CONFLICT: STP mode conflicts with Dot1ad configuration as it is not
in MST mode
```

Explanation Current STP mode conflicts with Dot1ad configuration.

Recommended Action Change the STP mode to MST before enabling Dot1ad.

Error Message

```
%DOT1Q_TUNNELLING-4-MTU_WARNING: System MTU of [dec] might be insufficient for
802.1Q tunnelling.802.1Q tunnelling requires system MTU size of [dec] to handle
maximum size ethernet frames.
```

Explanation With 802.1Q tunnelling, the system MTU setting needs to take into account the four-byte overhead associated with the additional 802.1Q tag.

Recommended Action Enter the **system mtu** global configuration command to adjust system MTU to take into account the additional 802.1Q tag.

DOT1X Messages

The following are 802.1X authorization messages.

Error Message

```
%DOT1X-4-MEM_UNAVAIL: Memory was not available to perform the 802.1X action.
AuditSessionID %s
```

Explanation Insufficient system memory is available to perform the Dot1x Authentication.

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

Error Message

```
%DOT1X-4-MSG_ERR: Unknown message event received
```

Explanation The 802.1X process received an unknown message event.

Recommended Action Restart the 802.1X process by entering the dot1x system-auth-control command. If this message recurs, reload the device.

Error Message

```
%DOT1X-4-PROC_START_ERR: Dot1x unable to start.
```

Explanation The system failed to create the Dot1x process.

Recommended Action Restart Dot1x process by entering dot1x system-auth-control command. If this message recurs, Reload the device.

Error Message

```
%DOT1X-4-UNKN_ERR: An unknown operational error occurred.
```

Explanation The Dot1x process cannot operate due to an internal system error.

Recommended Action Reload the device

Error Message

```
%DOT1X-5-ERR_CHANNELLING: Dot1x can not be enabled on Channelling ports.
```

Explanation 802.1X could not be enabled on the channelling port. This condition was caused by trying to set 802.1X port-control to auto or force-unauthorized (Force_unauth) mode on a channeling port, which is not allowed.

Recommended Action Disable channeling on the interface and then try 802.1X.

Error Message

```
%DOT1X-5-ERR_DYNAMIC: Dot1x can not be enabled on Dynamic ports.
```

Explanation 802.1X could not be enabled on the dynamic mode port. This condition was caused by trying to set 802.1X port-control to auto or force-unauthorized (Force_unauth) mode on a dynamic mode port, which is not allowed.

Recommended Action Disable dynamic mode on the interface and retry the 802.1X operation.

Error Message

```
%DOT1X-5-ERR_DYNAMIC_VLAN: Dot1x can not be enabled on Dynamic VLAN ports.
```

Explanation 802.1X could not be enabled on the dynamic VLAN port. This condition was caused by trying to set 802.1X port-control to auto or force-unauthorized (Force_unauth) mode on a dynamic VLAN port, which is not allowed.

Recommended Action Disable dynamic VLAN configuration on the interface and retry the 802.1X operation.

Error Message

```
%DOT1X-5-ERR_INVALID_AAA_ATTR: Got invalid AAA attribute settings [chars]
```

Explanation The authorization settings obtained are either unsupported or invalid.

Recommended Action Change the value to reflect the right settings.

Error Message

```
%DOT1X-5-ERR_INVALID_TUNNEL_MEDIUM_TYPE: Got an invalid value [chars] for
TUNNEL_MEDIUM_TYPE [chars]
```

Explanation The provided TUNNEL_MEDIUM_TYPE is either unsupported or invalid.

Recommended Action Change the value to reflect the right tunnel medium type.

Error Message

```
%DOT1X-5-ERR_INVALID_TUNNEL_TYPE: Got an invalid value of [chars] for TUNNEL_TYPE
[chars]
```

Explanation The provided TUNNEL_TYPE is either unsupported or invalid.

Recommended Action Change the value to reflect the right tunnel type.

Error Message

```
%DOT1X-5-ERR_MULTI_ACCESS: Dot1x can not be enabled on voice vlan configured
ports.
```

Explanation 802.1X could not be enabled on voice VLAN configured port. This condition was caused by trying to set 802.1X port-control to auto or force-unauthorized (Force_unauth) mode on a voice VLAN configured port, which is not allowed.

Recommended Action Disable Voice VLAN on the interface and retry the 802.1X operation.

Error Message

```
%DOT1X-5-ERR_PER_USR_IP_ACL: Applied per-user IP ACL was unsuccessful on interface
[chars]
```

Explanation Dot1x could not successfully apply per-user IP ACL, possibly because of an invalid pub from radius server.

Recommended Action Examine radius pub and configure correct one.

Error Message

```
%DOT1X-5-ERR_PER_USR_MAC_ACL: Applied per-user MAC ACL was unsuccessful on
interface [chars]
```

Explanation 802.1X could not successfully apply per-user MAC ACL, possibly because of an invalid pub from the RADIUS server.

Recommended Action Examine the RADIUS pub and configure a correct one.

Error Message

```
%DOT1X-5-ERR_PROTO_TUNNELLING: Dot1x can not be enabled on protocol tunnelling
enabled ports.
```

Explanation 802.1X could not be enabled on the protocol tunneling enabled port. This condition was caused by trying to set 802.1X port-control to auto or force-unauthorized (Force_unauth) mode on a protocol tunnelleing enabled port, which is not allowed.

Recommended Action Disable protocol tunnelling on the interface and retry the 802.1X operation.

Error Message

```
%DOT1X-5-ERR_PSECURE: Dot1x can not be enabled on Port Security enabled ports.
```

Explanation IEEE 802.1X cannot be enabled on the port security enabled-port. This condition was caused by trying to set IEEE 802.1X port-control to either **auto** or to **force-unauthorized** (force_unauth) mode on a port security enabled-port.

Recommended Action Disable port security on the interface and retry the IEEE 802.1X operation.

Error Message

```
%DOT1X-5-ERR_PVLAN_EQ_VVLAN: Dot1x can not be enabled on a port with Access VLAN
equal to Voice VLAN.
```

Explanation 802.1X could not be enabled port with Access VLAN = Voice VLAN. This condition was caused by trying to set 802.1X port-control to auto or force-unauthorized (Force_unauth) mode on a Voice VLAN = Access VLAN port, which is not allowed.

Recommended Action Change the Voice VLAN or Access VLAN on the interface and retry the 802.1X operation.

Error Message

```
%DOT1X-5-ERR_PVLAN_TRUNK: Dot1x can not be enabled on private VLAN trunk ports.
```

Explanation 802.1X can not co-exist with private VLAN trunking on the same port.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DOT1X-5-ERR_RADIUSVLAN_EQ_VVLAN: RADIUS attempted to assign a VLAN to Dot1x port
[chars] whose Voice VLAN is same as AccessVlan
```

Explanation The RADIUS server attempted to assign a VLAN to a supplicant on a port whose Voice VLAN is equal to Access VLAN.

Recommended Action Either update the RADIUS configuration to not assign a VLAN equal to the Voice VLAN, or change the Voice VLAN on this port.

Error Message

```
%DOT1X-5-ERR_RSPAN_VLAN: Dot1x can not be enabled on ports configured in Remote
SPAN vlan.
```

Explanation 802.1X could not be enabled on the Remote SPAN VLAN port. This condition was caused by trying to set 802.1X port-control to auto or force-unauthorized (Force_unauth) mode on a port which is in remote SPAN VLAN, which is not allowed.

Recommended Action Disable Remote SPAN on the VLAN and retry the 802.1X operation.

Error Message

```
%DOT1X-5-ERR_SPANDST: Dot1x can not be enabled on [chars]. It is configured as a
SPAN Dest port.
```

Explanation 802.1X and SPAN Dest ports are mutually exclusive features.

Recommended Action Disable SPAN destination port configuration first before reconfiguring 802.1X on the port.

Error Message

```
%DOT1X-5-ERR_TRUNK: Dot1x can not be enabled on Trunk port.
```

Explanation 802.1X could not be enabled on the trunk port. This condition was caused by trying to set 802.1X port-control to auto or force-unauthorized (Force_unauth) mode on a trunk port, which is not allowed.

Recommended Action Disable Trunking on the interface and retry the 802.1X operation.

Error Message

```
%DOT1X-5-ERR_TUNNEL: Dot1x can not be enabled on 802.1q tunnelling enabled ports.
```

Explanation 802.1X could not be enabled on the 802.1Q tunneling enabled port. This condition was caused by trying to set 802.1X port-control to auto or force-unauthorized (Force_unauth) mode on an 802.1Q tunnel enabled port, which is not allowed.

Recommended Action Disable 802.1Q tunneling on the interface and retry the 802.1X operation.

Error Message

```
%DOT1X-5-ERR_VLAN_INTERNAL: The VLAN [dec] is being used internally and cannot be
assiged for use on the Dot1x port [chars] Vlan
```

Explanation The VLAN is used internally and cannot be assiged for use again on this port.

Recommended Action Update the configuration to not use this VLAN.

Error Message

```
%DOT1X-5-ERR_VLAN_INVALID: The VLAN [dec] is invalid and cannot be assiged for use
on the Dot1x port [chars] Vlan
```

Explanation The VLAN specified is out of range and cannot be assiged for use on this port.

Recommended Action Update the configuration to use a valid VLAN.

Error Message

```
%DOT1X-5-ERR_VLAN_NOT_ASSIGNABLE: RADIUS tried to assign a VLAN to dot1x port
[chars] whose VLAN cannot be assigned
```

Explanation The RADIUS server tried to assign a VLAN to a supplicant on a port whose VLAN cannot be changed, such as a routed port.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DOT1X-5-ERR_VLAN_NOT_FOUND: Attempt to assign non-existent [chars] VLAN [chars]
to dot1x port [chars]
```

Explanation An attempt is done to assign a VLAN to a supplicant on a port, but the VLAN was not found in the VTP database.

Recommended Action Ensure that the VLAN exists or use another VLAN.

Error Message

```
%DOT1X-5-ERR_VLAN_RESERVED: The VLAN [dec] is a reserved vlan and cannot be
assiged for use on the Dot1x port [chars] Vlan
```

Explanation The VLAN specified is a reserved VLAN and cannot be assiged for use on this port.

Recommended Action Update the configuration to not use this VLAN.

Error Message

```
%DOT1X-5-ERR_VLAN_RSPAN_CONFIGURED: VLAN [dec] is configured as a Remote SPAN
VLAN, which has Dot1x enabled interface(s) configured. Please disable Dot1x on all
ports in this VLAN or do not enable RSPAN on this VLAN.
```

Explanation Remote SPAN should not be enabled on a VLAN in which ports are configured with 802.1X enabled.

Recommended Action Either disable Remote SPAN configuration on the VLAN, or disable 802.1X on all the ports in this VLAN.

Error Message

```
%DOT1X-5-ERR_VVID: Dot1x can not be enabled on ports with a voice VLAN configured
```

Explanation IEEE 802.1X cannot coexist on the same port with voice VLANs .

Recommended Action Unavailable.

Error Message

```
%DOT1X-5-ERR_VVID_NOT_SUPPORTED: Dot1x can not be enabled on this port with Voice
VLAN configured.
```

Explanation 802.1X with Voice VLAN is not supported on this port on this platform.

Recommended Action Remove Voice Vlan configuration on this port and retry the 802.1X operation.

Error Message

```
%DOT1X-5-FAIL: Authentication failed for client (%s) on Interface %s
AuditSessionID %s
```

Explanation Authentication was unsuccessful.

Recommended Action No action is required.

Error Message

```
%DOT1X-5-INVALID_INPUT: Dot1x Interface parameter is Invalid on interface [chars].
```

Explanation The 802.1X interface parameter is out of the specified range or is invalid.

Recommended Action Refer to the CLI help documentation to determine the valid 802.1X parameters.

Error Message

```
%DOT1X-5-INVALID_MAC: Invalid MAC address(drop, zero, broadcast or multicast mac
address) [enet] is trying to authenticate.
```

Explanation Authentication using 802.1X is not allowed for zero, broadcast, and multicast source MAC addresses.

Recommended Action Connect an 802.1X supported host to the 802.1X enabled port.

Error Message

```
%DOT1X-5-NOT_DOT1X_CAPABLE: Dot1x disabled on interface [chars] because it is not
an Ethernet interface.
```

Explanation 802.1X Authentication can be enabled only on Ethernet interfaces.

Recommended Action Enable 802.1X Authentication on Ethernet interfaces only.

Error Message

```
%DOT1X-5-RESULT_OVERRIDE: Authentication result overridden for client (%s) on
Interface %s AuditSessionID %s
```

Explanation Authentication result was overridden

Recommended Action No action is required.

Error Message

```
%DOT1X-5-SECURITY_VIOLATION: Security violation on interface [chars], New MAC
address [enet] is seen on the interface in [chars] mode
```

Explanation The port on the specified interface is configured in single host mode. Any new host that is detected on the interface is treated as a security violation. The port has been Error disabled.

Recommended Action Ensure that the port is configured to use only one host. Enter the shutdown command followed by the no shutdown command to restart the port.

Error Message

```
%DOT1X-5-SUCCESS: Authentication successful for client (%s) on Interface %s
AuditSessionID %s
```

Explanation Authentication was successful.

Recommended Action No action is required.

Error Message

```
%DOT1X-6-INFO_EAPOL_PING_RESPONSE: The interface %s has an 802.1x capable client
with MAC %e
```

Explanation An EAPOL ping was sent out on this port to determine 802.1x readiness of the client attached. An EAPOL response has been received by the device such as a PC.

Recommended Action No action required.

Error Message

```
%DOT1XREGISTORS-3-ERRONREAD:
[chars]: Failed to read [chars] register.
```

Explanation The system failed to read a register. If this error occurs with all features on the switch, this condition indicates a hardware failure.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%DOT1XREGISTORS-3-ERRONWRITE:
[chars]: Failed to write [chars] register.
```

Explanation The system failed to write a register. If this error occurs with all features on the switch, this condition indicates a hardware failure.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%DOT1X_ISSU-2-GET_BUFFER: dot1x ISSU client failed to get buffer for message.
Error: [dec] ([chars])
```

Explanation The 802.1X ISSU client failed to get buffer space for building a negotiation message. A negotiation message cannot be sent to the standby device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show logging and show checkpoint client commands to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DOT1X_ISSU-2-INIT: dot1x ISSU client initialization failed to [chars]. Error:
[dec] ([chars])
```

Explanation The 802.1X ISSU client could not be initialized. This initialization failure must be addressed before in-service software upgrade or downgrade can be performed successfully. If you do not address this failure, there will be downtime during software upgrade or downgrade.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DOT1X_ISSU-2-SEND_NEGO_FAILED: dot1x ISSU client failed to send negotiation
message. Error: [dec] ([chars])
```

Explanation The 802.1X ISSU client failed to send a session negotiation message to the peer device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show logging and show checkpoint client commands to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case

with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DOT1X_ISSU-2-SESSION_NEGO: dot1x ISSU client encountered unexpected client
nego_done. Error: [dec] ([chars])
```

Explanation An ISSU-compliant client transitions through a series of internal states. The 802.1X ISSU client encountered a 'client negotiation done' state that was unexpected. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show issu session and show issu negotiated capability commands to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DOT1X_ISSU-2-SESSION_REGISTRY: dot1x ISSU client failed to register session
information. Error: [dec] ([chars])
```

Explanation The 802.1X ISSU client failed to register session information. If a problem occurs with the ISSU session registration, the standby device cannot be brought up properly.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show issu capability entries , show issu session and show issu negotiated capability commands to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DOT1X_ISSU-3-CAP_INVALID_SIZE: dot1x ISSU client capability list is empty.
```

Explanation The 802.1X ISSU client capability exchange list size is invalid.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show issu capability entires command to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case

with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DOT1X_ISSU-3-CAP_NOT_COMPATIBLE: dot1x ISSU client capability exchange result
incompatible.
```

Explanation The 802.1X ISSU client capability exchange have negotiated as incompatible with the peer.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show issu negotiated capability command to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DOT1X_ISSU-3-INVALID_SESSION: dot1x ISSU client does not have a valid registered
session.
```

Explanation The 802.1X ISSU client does not have a valid registered session.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show issu capability entries , show issu session and show issu negotiated capability commands to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. . Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DOT1X_ISSU-3-MSG_NOT_COMPATIBLE_WITH_PEER: 'Feature Id [dec], Tag [dec]' is not
supported by dot1x ISSU client at peer
```

Explanation The 802.1X ISSU client at the peer supervisor is not compatible for this message type. The 802.1X client will be marked as incompatible with the peer.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show issu message group and show issu session and show issu negotiated version commands to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require

assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DOT1X_ISSU-3-MSG_NOT_OK: dot1x ISSU client 'Feature Id [dec], Tag [dec]' is not
compatible
```

Explanation The 802.1X ISSU client received an incompatible message from the peer device. The message cannot be processed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show issu message group , show issu session and show issu negotiated version commands to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DOT1X_ISSU-3-MSG_SIZE: dot1x ISSU client failed to get the MTU for Feature Id
[dec], Tag [dec]. Error: [dec] ([chars])
```

Explanation The 802.1X ISSU client failed to calculate the MTU for the specified message. The 802.1X ISSU client is not able to send the message to the standby device.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show issu message group , show issu session and show issu negotiated version commands to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DOT1X_ISSU-3-SESSION_UNREGISTRY: dot1x ISSU client failed to unregister session
information. Error: [dec] ([chars])
```

Explanation The 802.1X ISSU client failed to unregister session information.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show issu session and show issu negotiated capability commands to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case

with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DOT1X_ISSU-3-TRANSFORM_FAIL: dot1x ISSU client [chars] transform failed for
'Feature Id [dec], Tag [dec]'. Error: [dec] ([chars])
```

Explanation The 802.1X ISSU client could not transform the specified message type. If the transmit transformation failed, the checkpoint message was not sent to the standby device. If the receive transformation failed, the checkpoint message was not applied on the standby device. In both cases, the 802.1X state between the active device and the standby device is not identical.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show issu session and show issu negotiated version commands to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DOT1X_ISSU-6-SESSION_NEGO_DELAYED: dot1x ISSU client takes [dec] milisec to
complete
```

Explanation The 802.1X ISSU client is taking more than 30 seconds to complete ISSU Negotiation

Recommended Action No action is required.

Error Message

```
%DOT1X_MOD-3-NULLPTR: Unexpected null pointer in %s at %d
```

Explanation An internal software error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%DOT1X_MOD-4-UNSUPPORTED_TYPE:
[chars]: 802.1x does not support [chars] which is of value [dec].
```

Explanation IEEE 802.1X does not support the values specified in the error message. The system should recover from this error.

Recommended Action No action is required.

Error Message

```
%DOT1X_SWITCH-4-PROC_START_ERR: Unable to start dot1x switch process.
```

Explanation The system failed to create the Dot1x switch process.

Recommended Action Reload the device

Error Message

```
%DOT1X_SWITCH-5-ERR_ADDING_ADDRESS: Unable to add address %e on %s AuditSessionID
%s
```

Explanation The authenticated host's address could not be added. This is likely because either the TCAM is full or the address exists as a secure address on another port.

Recommended Action If the TCAM is full, clear some dynamic addresses to make room for the host's address. If the host's address is secured on another port, manually remove it from that port.

Error Message

```
%DOT1X_SWITCH-5-ERR_INVALID_PRIMARY_VLAN: Attempt to assign primary VLAN %s to
802.1x port %s AuditSessionID %s
```

Explanation An attempt was made to assign a primary VLAN to an 802.1x port, which is not allowed.

Recommended Action Update the configuration to use a different VLAN.

Error Message

```
%DOT1X_SWITCH-5-ERR_INVALID_SEC_VLAN: Attempt to assign invalid secondary VLAN %s
to PVLAN host 802.1x port %s AuditSessionID %s
```

Explanation An attempt was made to assign a non-secondary VLAN to a PVLAN host 802.1x port.

Recommended Action Change the mode of the port so that it is no longer a PVLAN host port or use a valid secondary VLAN.

Error Message

```
%DOT1X_SWITCH-5-ERR_PRIMARY_VLAN_NOT_FOUND: Attempt to assign VLAN %s, whose
primary VLAN does not exist or is shutdown, to 802.1x port %s AuditSessionID %s
```

Explanation An attempt was made to assign a private VLAN whose primary VLAN does not exist or is shutdown.

Recommended Action Make sure the primary VLAN exists and is not shutdown. Also verify that the private VLAN is associated with a primary VLAN.

Error Message

```
%DOT1X_SWITCH-5-ERR_SEC_VLAN_INVALID: Attempt to assign secondary VLAN %s to
non-PVLAN host 802.1x port %s AuditSessionID %s
```

Explanation An attempt was made to assign a secondary VLAN to a port that is not a PVLAN host port, which is not allowed.

Recommended Action Change the mode of the port so that it is configured as a PVLAN host port or use a different VLAN that is not configured as a secondary VLAN.

Error Message

```
%DOT1X_SWITCH-5-ERR_SPAN_DST_PORT: Attempt to assign VLAN %s to 802.1x port %s,
which is configured as a SPAN destination AuditSessionID %s
```

Explanation An attempt was made to assign a VLAN to an 802.1x port which is configured as a SPAN destination port

Recommended Action Change the SPAN configuration so that the port is no longer a SPAN destination port or change the configuration so that no VLAN is assigned.

Error Message

```
%DOT1X_SWITCH-5-ERR_VLAN_EQ_MDA_INACTIVE: Multi-Domain Authentication cannot
activate because Data and Voice VLANs are the same on port AuditSessionID %s
```

Explanation Multi-Domain Authentication host mode cannot activate if the configured Data VLAN on a port is the same as Voice VLAN.

Recommended Action Change either the Voice VLAN or the access VLAN on the interface so they are not equal anymore. This will cause Multi-Domain authentication to activate.

Error Message

```
%DOT1X_SWITCH-5-ERR_VLAN_EQ_VVLAN: Data VLAN %s on port %s cannot be equivalent
to the Voice VLAN AuditSessionID %s
```

Explanation An attempt was made to assign a data VLAN to an 802.1x port that is the same as the voice VLAN.

Recommended Action Change either the Voice VLAN or the access/802.1x assigned VLAN on the interface so they are not equal anymore. This will cause the authentication to proceed normally on the next retry.

Error Message

```
%DOT1X_SWITCH-5-ERR_VLAN_INTERNAL: Attempt to assign internal VLAN %s to 802.1x
port %s AuditSessionID %s
```

Explanation An attempt was made to assign an invalid VLAN to an 802.1x port. The VLAN specified is used internally and cannot be assigned to this port.

Recommended Action Update the configuration not to use this VLAN.

Error Message

```
%DOT1X_SWITCH-5-ERR_VLAN_INVALID: Attempt to assign invalid VLAN %s to 802.1x port
%s AuditSessionID %s
```

Explanation An attempt was made to assign an invalid VLAN to an 802.1x port. The VLAN specified is out of range and cannot be assigned to this port.

Recommended Action Update the configuration to use a valid VLAN.

Error Message

```
%DOT1X_SWITCH-5-ERR_VLAN_NOT_FOUND: Attempt to assign non-existent or shutdown
VLAN %s to 802.1x port %s AuditSessionID %s
```

Explanation An attempt was made to assign a VLAN to an 802.1x port, but the VLAN was not found in the VTP database.

Recommended Action Make sure the VLAN exists and is not shutdown or use another VLAN.

Error Message

```
%DOT1X_SWITCH-5-ERR_VLAN_ON_ROUTED_PORT: Attempt to assign VLAN %s to routed
802.1x port %s AuditSessionID %s
```

Explanation An attempt was made to assign a VLAN to a routed 802.1x port, which is not allowed.

Recommended Action Change the mode of the port so that it is no longer a routed port or change the configuration so that no VLAN is assigned.

Error Message

```
%DOT1X_SWITCH-5-ERR_VLAN_PROMISC_PORT: Attempt to assign VLAN %s to promiscuous
802.1x port %s AuditSessionID %s
```

Explanation An attempt was made to assign a VLAN to a promiscuous 802.1x port, which is not allowed.

Recommended Action Change the mode of the port so that it is no longer a promiscuous port or change the configuration so that no VLAN is assigned.

Error Message

```
%DOT1X_SWITCH-5-ERR_SPAN_DEST_PORT: Attempt to assign VLAN [dec] to 802.1x port
[chars], which is configured as a SPAN destination AuditSessionID [chars]
```

Explanation An attempt was been made to assign a VLAN to an 802.1X port that is configured as a Switched Port Analyzer (SPAN) destination port.

Recommended Action Change the SPAN configuration so that the port is no longer a SPAN destination port, or change the configuration so that no VLAN is assigned.

Error Message

```
%DOT1X_SWITCH-5-ERR_VLAN_RESERVED: Attempt to assign reserved VLAN %s to 802.1x
port %s AuditSessionID %s
```

Explanation An attempt was made to assign an invalid VLAN to an 802.1x port. The VLAN specified is a reserved VLAN and cannot be assigned to this port.

Recommended Action Update the configuration not to use this VLAN.

Error Message

```
%DOT1X_SWITCH-5-ERR_VLAN_ROUTED_PORT: Assigning a dot1x VLAN [dec] to a routed
port [chars] is not allowed
```

Explanation An attempt was made to assign a VLAN to a supplicant on a a routed port, which is not allowed.

Recommended Action Update the configuration to use a valid VLAN.

Error Message

```
%DOT1X_SWITCH-5-ERR_VLAN_RSPAN: Attempt to assign RSPAN VLAN %s to 802.1x port %s.
802.1x is incompatible with RSPAN AuditSessionID %s
```

Explanation An attempt was made to assign a Remote SPAN VLAN to an 802.1x port. Remote SPAN should not be enabled on a VLAN in which ports are configured with 802.1x enabled.

Recommended Action Either disable Remote SPAN configuration on the VLAN OR disable 802.1x on all the ports in this VLAN.

DP83815 Messages

Error Message

```
%DP83815-1-DISCOVER: Only found [dec] interfaces on bay [dec], shutting down bay
```

Explanation The software could not identify the interface card.

Recommended Action Reseat the interface card. If the message recurs, copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DP83815-1-INITFAIL: [chars] failed to initialized
```

Explanation The software failed to initialize/restart an Ethernet/Fast Ethernet interface.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DP83815-1-MEMERR: [chars] status = [hex]
```

Explanation The interface could not access system resources for a long time. This problem might occur under very heavy loads.

Recommended Action The system should recover. If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DP83815-3-OWNERR: [chars] packet buffer, pak=[hex]
```

Explanation The software detected an error in descriptor ownership.

Recommended Action Clear the interface. If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DP83815-3-UNDERFLO: [chars] transmit error
```

Explanation While transmitting a frame, the controller chip's local buffer received insufficient data because data could not be transferred to the chip fast enough to keep pace with its output rate. Normally, such a problem is temporary, depending on transient peak loads within the system.

Recommended Action The system should recover. No action is required.

Error Message

```
%DP83815-5-LATECOLL: [chars] transmit error
```

Explanation Late collisions occurred on the Ethernet/Fast Ethernet interface.

Recommended Action If the interface is Fast Ethernet, verify that both peers are in the same duplex mode. For regular Ethernet, the system should recover. No action is required.

Error Message

```
%DP83815-5-LOSTCARR: [chars] cable/transceiver problem?
```

Explanation The cable and/or transceiver is not connected.

Recommended Action Connect the cable and/or transceiver.

Error Message

```
%DP83815-6-EXCESSCOLL: [chars]
```

Explanation Ethernet/Fast Ethernet is seeing multiple collisions. This might occur under heavy loads.

Recommended Action The system should recover. No action is required.

Error Message

```
%DP83815-6-NOTDP83815: Slot [dec] device ID seen as [hex], expected [hex]
```

Explanation The software did not recognize the interface chips.

Recommended Action Reseat the interface card. If the message recurs, copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

DPM Messages

Error Message

```
%DPM-3-BADMAGIC: SMP hasn't initialized the DPRAM.
```

Explanation The remote peer hasn't finished initializing its DPRAM magic number.

Recommended Action Check software compatibility between peers.

Error Message

```
%DPM-3-BADSMP: SMP hasn't initialized the DPRAM.
```

Explanation The remote peer hasn't finished initializing its DPRAM layout area.

Recommended Action Check software compatibility between peers.

Error Message

```
%DPM-3-NOIDB: Copernico failed on acquiring DPRAM idb.
```

Explanation Insufficient internal resource available to create idb.

Recommended Action Check available memory capacity on router.

Error Message

```
%DPM-3-OOBINIT: Copernico failed on out-of-band sub-system initialization.
```

Explanation Failed on DPRAM initialization.

Recommended Action Check software compatibility between peers.

DRIP Messages

Error Message

```
%DRIP-3-DRIPFAIL: DRIP  : Assertion failed: %s
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DRIP-6-DRIP_CONFLICT: DRIP conflict with CRF %d.
```

Explanation A DRIP conflict has occured. The virtual ring or pseudo ring's CRF is being re-used in the network.

Recommended Action Make sure that the CRF vlanid of the virtual ring and the pseudo ring is unique in the network.

Error Message

```
%DRMI-3-IPC_ERROR: [chars][chars] [hex] rc:[chars]
```

Explanation ERM Framework is experiencing errors when communicating to line cards using IPC.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show ipc ports command to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DRMI-3-ISSU_ERR: [chars], error:[dec]
```

Explanation ERM Framework is experiencing ISSU errors.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show ipc ports command to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DRMI-3-ISSU_MTU: Client id:[dec] MTU failed, error:[dec]
```

Explanation ERM Framework is experiencing errors when performing ISSU GET MTU during a transmit operation.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show issu nego command to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DRMI-3-ISSU_RCV: Client id:[dec] receive failed, error:[dec]
```

Explanation ERM Framework is experiencing errors when performing ISSU Transformation during a receive operation.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show ipc ports command to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DRMI-3-ISSU_XMIT: Client id:[dec] xmit failed, error:[dec]
```

Explanation ERM Framework is experiencing errors when performing ISSU Transformation during a transmit operation.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show ipc ports command to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

DRP Messages

Error Message

```
%DRP-3-MULTICOMMAND: multiple DRP commands encountered
```

Explanation Multiple DRP commands were found in a single DRP packet.

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

Error Message

```
%DRP-3-NOSOCKET: Unable to open socket
```

Explanation The requested operation could not be accomplished because of a low memory condition.

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

Error Message

```
%DRP-3-NOWRITE: unable to send response to %i:%d
```

Explanation A software or hardware error occurred.

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

Error Message

```
%DRP-3-SUBNETTED: unable to determine metric for %i, %i subnetted
```

Explanation A software or hardware error occurred.

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

Error Message

```
%DRP-7-NOROUTE: no route for destination %i
```

Explanation A software or hardware error occurred.

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

Error Message

```
%DRVGRP-3-CMD: Interface ([chars]): [chars] (cause  :[int])
```

Explanation This message provides interface driver initialization errors.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

DS0_DUMP Messages

Error Message

```
%DS0_DUMP-3-INIT_FAIL: DS0 PCM Tracer is not initialized.
```

Explanation The Digital Signal 0 (DS0) dump initiation process has failed.

Recommended Action Ensure that there is sufficient memory in the system and that the Cisco IOS software is properly installed.

Error Message

```
%DS0_DUMP-3-MALLOC_IO_MEM: I/O memory allocation failed for PCM capture: size
[hex].
```

Explanation The available input/output (I/O) memory in the system is not sufficient for the pulse-code modulation (PCM) capture session.

Recommended Action Use the **show memory** command to ensure that there is sufficient memory before the PCM capture starts.

Error Message

```
%DS0_DUMP-3-MALLOC_PROC_MEM: Process memory allocation failed for PCM capture:
size [hex].
```

Explanation The available process memory in the system is not sufficient for the PCM capture session.

Recommended Action Use the **show memory** command to ensure that there is sufficient memory before the PCM capture starts.

Error Message

```
%DS0_DUMP-3-PCMT_COPY_FAILED: PCM capture file copy failed.
```

Explanation An attempt to copy the captured PCM data to the destination file failed.

Recommended Action Ensure that the pathname and filename of the capture destination are valid and that they are configured correctly.

Error Message

```
%DS0_DUMP-3-PCM_TRACE_NOT_SUPPORTED: PCM Trace/ds0 dump is not supported on slot
[int].
```

Explanation An attempt to execute the specified command on the specified slot is not supported.

Recommended Action *Unavailable*

Error Message

```
%DS0_DUMP-3-PCM_TRACER_RUNNING: A previous session of PCM capture is in progress.
```

Explanation The user cannot start a new PCM capture session when there is an active session.

Recommended Action Ensure that there are no active PCM capture sessions before starting a new capture session.

Error Message

```
%DS0_DUMP-3-PCM_TRACE_START_FAILED: PCM capture start failed.
```

Explanation An attempt to start the DS0 dump in the time division multiplexing (TDM) driver failed.

Recommended Action Ensure that there is no hardware defect and that there is no other active DS0 dump session or test TDM dump session.

Error Message

```
%DS0_DUMP-6-PCMT_COPY_COMPLETED: PCM capture copy completed.
```

Explanation *Unavailable*

Recommended Action *Unavailable*

Error Message

```
%DS0_DUMP-6-PCM_TRACE_STARTED: PCM capture started.
```

Explanation *Unavailable*

Recommended Action Unavailable

Error Message

```
%DS0_DUMP-6-PCMT_COPY_COMPLETED: PCM capture copy completed.
```

Explanation *Unavailable*

Recommended Action *Unavailable*

DS1337 Messages

Error Message

```
%DS1337-3-RTC_CHIP_NOT_RESPONDING: RTC (real time clock) chip is not responding
```

Explanation The Real Time Clock through the SMBUS timed out. Calendar functions will not be available.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DS1337-3-RTC_FAILURE: [chars] onboard Real Time Clock DS1337 chip failed
```

Explanation There was a Read or Write failure to the RTC chip, possibly due to high system load.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DS3E3SUNI-1-NOMEMORY: Unit %d, no memory for %s
```

Explanation

Recommended Action

DSA Messages

Error Message

```
%DSA-6-DSA_EVT_QUEUE_FAILED: Cannot create the DSA input queue
```

Explanation Failed to create the DSA process input queue.

Recommended Action Check the size of free memory to make sure there is enough memory.

Error Message

```
%DSA-6-PROCESS_CREATION_FAILED: Cannot create the DSA process
```

Explanation Failed to create the DSA process.

Recommended Action Check the size of free memory to make sure there is enough memory.

Error Message

```
%DSC-4-MANUALBOOT: Setting config-register to 0x0 will prevent the feature boards
from booting when router shelf is rebooted
```

Explanation Dial-shelf Controller cannot be booted manually

Recommended Action Set the config-register to 0x2 for auto boot

DSC Messages

Error Message

```
%DSCC4-1-INITFAIL: DSCC4(%d/%d), SCC%d init failed
```

Explanation The software failed to initialize/restart an SCC of a serial interface

Recommended Action Clear the serial interface. If the message recurs, call your technical support representative for assistance.

Error Message

```
%DSCC4-3-ANALYZE_DEVICE_FAILURE: %s
```

Explanation DSCC4 analyze device failure is detected.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSCC4-3-GENERIC: %s
```

Explanation Generic error message

Error Message

```
%DSCC4-3-INVALID_CLOCKRATE: DSCC4(%d/%d), invalid clock rate (index %d) requested
```

Explanation An internal software error occurred.

Recommended Action Call your technical support representative to obtain a software upgrade.

Error Message

```
%DSCC4-3-NOMEMORY: No memory for %s of unit %d
```

Explanation The router does not have enough memory to perform the function

Recommended Action Consider adding more shared memory. Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message

```
%DSCC4-3-OWNERR: DSCC4(%d/%d), Buffer ownership error, pak=0x%x
```

Explanation An internal software error occurred.

Recommended Action Call your technical support representative to obtain a software upgrade.

Error Message

```
%DSCC4-3-TOOBIG: DSCC4(%d/%d), packet (size %d) too big
```

Explanation A packet greater than the assigned MTU of this serial interface was queued up for transmission.

Recommended Action The system should recover. No action is required. If the message recurs, it may indicate an error related to data traffic patterns. Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message

```
%DSCC4-3-TOOSMALL: DSCC4(%d/%d), packet (size %d) was less than 2 bytes
```

Explanation A small packet (less than 2 bytes) was queued up for transmission. The interface cannot handle such small packets for transmission.

Recommended Action The system should recover. No action is required. If the message recurs, it may indicate a hardware error related to data traffic patterns. Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message

```
%DSCC4-3-UNKNOWN_SCCS: DSCC4, Incorrect SCC number
```

Explanation An internal software error occurred.

Recommended Action Call your technical support representative to obtain a software upgrade.

DSCCLOCK Messages

Error Message

```
%DSCCLOCK-3-DUP_PRI: Duplicate priority (%d) clock sources: slot %d port %d, and
slot %d port %d.
```

Explanation While using split-dial-shelf separate clocks sources (one on each router shelf) with the same priority have been configured

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSCCLOCK-3-FAIL: The System Primary Clock is down. Moving to HOLDOVER state and
waiting to see if it comes up
```

Explanation This message is generated whenever the current primary clock goes bad. The TDM clock circuit goes into HOLDOVER mode and a holdover timer is started to see if the bad clock turns good within the holdover time.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSCCLOCK-3-NOMEMORY: Failed to allocate memory for the DSC clocks
```

Explanation The clock switching software has failed to allocate memory while adding a clock.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSCCLOCK-3-SWITCH2: Clock moving to FREERUN from HOLDOVER
```

Explanation The current primary TDM clock has been deleted and hence the system primary has switched to the DSC local oscillator, which is the current highest priority good clock. Phase continuity is maintained during the switchover.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSCCLOCK-3-SWITCH3: Clock moving to NORMAL from HOLDOVER, selected clock is on
slot %d port %d line %d
```

Explanation The current primary TDM clock has been deleted and hence the system primary has switched to the clock coming in via the trunk specified by the slot/port, which is the current highest priority good clock. Phase continuity is maintained during the switchover.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSCCLOCK-3-SWITCH4: Switching to the user configured clock on slot %d port %d
line %d
```

Explanation The TDM primary clock is switching from a default clock or a lower priority user configured clock to a (higher priority) user configured clock coming in via a trunk. Phase continuity is maintained during the switchover.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSCCLOCK-3-SWITCH5: Switching to the clock on slot %d port %d line %d
```

Explanation The TDM primary clock is switching to the clock coming in via the trunk specified, most likely after the router-shelf and hence feature boards reload. The phase of the output TDM clock is forced to align with the input reference during the switchover.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSCCLOCK-3-SWITCH6: Switching to the clock on slot %d port %d line %d as the
current primary has gone bad
```

Explanation The TDM primary clock has switched to a backup clock coming in via the specified trunk as the current primary clock has gone bad.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSCCLOCK-3-SWITCH7: Moving to NORMAL mode from HOLDOVER mode, clock is slot %d
port %d line %d
```

Explanation The TDM primary clock which is in HOLDOVER mode and whose source was a trunk port, has switched to the same trunk port and moved to NORMAL mode with a phase alignment between input source clock and output TDM reference clock. Most likely the router-shelf and hence the feature boards have reloaded.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSCCLOCK-3-SWITCH8: Moving to NORMAL mode from HOLDOVER mode without phase
correction, clock is slot %d port %d line %d
```

Explanation The source trunk port of the TDM primary clock which had gone bad, has turned good again before the holdover timer expiry. Hence the primary has moved from HOLDOVER to NORMAL state without phase correction between input trunk reference and the output TDM clock.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSCCLOCK-3-SWITCH_ERROR1: Failed to select any clock as the system clock.
Remaining in HOLDOVER mode
```

Explanation The clock selection algorithm has failed to select any clock as the TDM primary clock.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSCCLOCK-3-UP: The System Primary Clock is up. Moving to NORMAL state from
HOLDOVER
```

Explanation The TDM primary clock which had gone bad, has turned good within the holdover time. Hence the TDM primary clock switches to the NORMAL mode from the HOLDOVER mode.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSCCLOCK-5-SWITCH1: Clock moving to NORMAL from FREERUN, selected clock is on
slot %d port %d line %d
```

Explanation The primary TDM clock, which has been running off the local oscillator of DSC in FREERUN mode, has switched to the line clock coming in via the specified trunk.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSCEXTCLK-3-SWITCH3: Clock moving to NORMAL from HOLDOVER, selected clock is
external clock on DSC
```

Explanation The current primary TDM clock has been deleted and hence the system primary has switched to the clock coming in via the external network reference clock on the DSC front panel, which is the current highest priority good clock. Phase continuity is maintained during the switchover

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSCEXTCLK-3-SWITCH4: Switching to the user configured external clock on DSC
```

Explanation The TDM primary clock is switching from a default clock or a lower priority user configured clock to the (higher priority) user configured clock coming in via the DSC front panel clock feed. Phase continuity is maintained during the switchover.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSCEXTCLK-3-SWITCH5: Switching to the external clock on DSC
```

Explanation The TDM primary clock is switching to the clock coming in via the DSC front panel, most likely after the router-shelf and hence feature boards reload. The phase of the output TDM clock is forced to align with the input reference during the switchover.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSCEXTCLK-3-SWITCH6: Switching to the external clock on DSC as the current
primary has gone bad
```

Explanation The TDM primary clock has switched to a backup clock coming in via the DSC front panel external clock feed as the current primary clock has gone bad.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSCEXTCLK-3-SWITCH7: Moving to NORMAL mode from HOLDOVER mode, selected external
clock on DSC
```

Explanation The TDM primary clock which is in HOLDOVER mode and whose source was a the DSC front panel clock, has switched to the same clock and moved to the NORMAL mode.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSCEXTCLK-3-SWITCH8: Moving to NORMAL mode from HOLDOVER mode without phase
correction, selected external clock on DSC
```

Explanation The DSC front panel clock which is the source of the current TDM primary clock and which had gone bad, has turned good again before the holdover timer expiry. Hence the primary has moved from HOLDOVER to NORMAL state without phase correction between input reference and the output TDM clock.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSCEXTCLK-5-SWITCH1: Clock moving to NORMAL from FREERUN, selected clock is
external clock on DSC
```

Explanation The primary TDM clock, which has been running off the local oscillator of DSC in FREERUN mode, has switched to the external network reference clock being fed from the DSC front panel.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSCREDCLK-2-BACTFAIL: Clock on other DSC has failed - immediate clock takeover
```

Explanation The backup DSC clock has detected failure on the other DSC clock hardware and is taking over to become the active clock manager.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSCREDCLK-2-BACTGONE: Removal of other DSC detected - immediate clock takeover
```

Explanation The backup DSC clock has detected removal of the other DSC

Recommended Action Reinstall a DSC in other DSC slot to provide DSC.

Error Message

```
%DSCREDCLK-2-BCLKCMDFAIL: Clock command hardware failed
```

Explanation The

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSCREDCLK-2-BODCLKCMDFAIL: Clock hardware failure: other controller card
returned invalid value [hex]
```

Explanation The other controller card has failed to report a valid clock command value indicating a hardware failure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSCREDCLK-2-BODCLKCMDTO: Clock hardware failure: read on other controller card
timed out
```

Explanation The other controller card has failed to report a valid clock command value indicating a hardware failure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSCREDCLK-3-BACTIOSF: Other DSC IOS keepalive failure - clock takeover
```

Explanation The other DSC has failed to respond to keepalives to the current DSC and so the current DSC is taking over to become the active clock manager.

Recommended Action Recover DSC in other DSC slot to provide backup DSC.

Error Message

```
%DSCREDCLK-3-BTAKEDELAY: Active DSC requests backup to takeover clock - delaying
for sync
```

Explanation The other DSC has requested the current DSC to take over active clock management, but the current DSC is waiting for clock hardware synchronization before doing so, to avoid call loss.

Recommended Action No action is required.

Error Message

```
%DSCREDCLK-3-BTAKEOVER: Active DSC requests backup to takeover clock - done
```

Explanation The other DSC has requested the current DSC to take over active clock management, and the current DSC has done so.

Recommended Action No action is required.

Error Message

```
%DSCREDCLK-5-BNORMAL: Backup clock moving to NORMAL to phase lock to active clock
```

Explanation The backup DSC has detected a change to the clock

Recommended Action No action is required.

Error Message

```
%DSCREDCLK-5-BSWITCHE: Backup clock matched to active clock reference, external
clock on DSC
```

Explanation The backup DSC has detected a change in the selected clock reference on the active DSC and has changed it's own clock hardware to match the new selection. The selected clock reference is now from the DSC front panel external clock feed.

Recommended Action No action is required.

Error Message

```
%DSCREDCLK-5-BSWITCHT: Backup clock matched to active clock reference, slot %d
line %d
```

Explanation The backup DSC has detected a change in the selected clock reference on the active DSC and has changed it's own clock hardware to match the new selection. The selected clock reference is now from the specified trunk line.

Recommended Action No action is required.

Error Message

```
%DSC_ENV-0-CRITICAL_BLOWER: Slot %d, %s
```

Explanation Fans in the blower unit have failed. Operation of unit may lead to cards overheating and being shutdown

Recommended Action Power down dial-shelf to avoid overheating. Replace faulty fans

Error Message

```
%DSC_ENV-0-DSC_FB_POWERDOWN: Temperature/Voltage has reached a critical level for
DSC in slot %d. No backup DSC available. Powering down all feature boards in the
chassis.
```

Explanation The temparature or voltage sensor has reached a condition outside the acceptable range for the DSC. No backup is available to takeover control/monitoring of the feature boards so all feature boards are being shutdown.

Recommended Action Attempt to resolve voltage/temperature problems. If the problem is not resolved, call your technical support representative for assistance.

Error Message

```
%DSC_ENV-0-SHUTDOWN: Slot %d, %s %u %s
```

Explanation The card enviromental parameters specified are outside the normalrange of operation.

Recommended Action Check blowers and ambient room temperature

Error Message

```
%DSC_ENV-1-CRITICAL: Slot %d, %s %u %s
```

Explanation The card enviromental parameters specified are outside the normalrange of operation.

Recommended Action Check blowers and ambient room temperature

Error Message

```
%DSC_ENV-1-WARNING: Slot [dec], [chars] [int] [chars]
```

Explanation The specified environmental parameters of the card are outside the normal range of operation.

Recommended Action Check the blowers and the ambient room temperature.

Error Message

```
%DSC_ENV-2-CRITICAL: Slot [dec], [chars] [int] [chars]
```

Explanation The specified environmental parameters of the card are outside the normal range of operation.

Recommended Action Check the blowers and the ambient room temperature.

Error Message

```
%DSC_ENV-2-NORMAL: Slot %d, %s %s %u %s
```

Explanation The environmental parameters have returned from a state other thannormal to normal

Recommended Action Do nothing. Conditions are nominal

Error Message

```
%DSC_ENV-2-WARNING: Slot %d, %s %u %s
```

Explanation The card enviromental parameters specified are outside the normalrange of operation.

Recommended Action Check blowers and ambient room temperature

Error Message

```
%DSC_ENV-2-WARNING_BLOWER: Slot %d, %s
```

Explanation A fan in the blower unit has failed. Operation of unit can continue but failure should be looked into

Recommended Action Replace faulty fan

Error Message

```
%DSC_REDUNDANCY-2-BAD_INDEX: %s array of bounds 0..%d indexed with %d; software
error
```

Recommended Action .

Error Message

```
%DSC_REDUNDANCY-3-BAD_ASPECT: illegal red. entity history aspect (%d) passed to
%s()
```

Recommended Action .

Error Message

```
%DSC_REDUNDANCY-3-BAD_DESTN: %s was passed an unknown DSIP destination (%d);
ignored
```

Recommended Action .

Error Message

```
%DSC_REDUNDANCY-3-BAD_DSIP_MSG_ENQ: failed to enqueue DSIP UI peer msg; max elts
(%d) = free elts (%d) + used elts (%d)?
```

Recommended Action .

Error Message

```
%DSC_REDUNDANCY-3-BAD_ENTITY: illegal red. entity type (%d) passed by API user;
ignored
```

Recommended Action .

Error Message

```
%DSC_REDUNDANCY-3-BAD_MSG: %s rcvd unknown %s; ignored
```

Recommended Action .

Error Message

```
%DSC_REDUNDANCY-3-BAD_ROLE: illegal red. entity role (%d) found in history queue
by %s()
```

Recommended Action .

Error Message

```
%DSC_REDUNDANCY-3-BAD_STATE: unexpected %s state in %s
```

Recommended Action .

Error Message

```
%DSC_REDUNDANCY-3-BICLINK: %s
```

Recommended Action .

Error Message

```
%DSC_REDUNDANCY-3-DSIP_TX_ERR: reliable IPC msg not tx'd by DSIP on %s
```

Recommended Action .

Error Message

```
%DSC_REDUNDANCY-3-EVENT: Redundancy event: %s
```

Recommended Action .

Error Message

```
%DSC_REDUNDANCY-3-MODECONFLICT: Other DSC/router in split mode
```

Explanation There is another router connected to the dial shelf. In this situation both must be configured in split mode

Recommended Action Configure the other router in split mode

Error Message

```
%DSC_REDUNDANCY-3-NO_MEM: memory allocation failed in %s(%d), %s(); %s may be
unusable
```

Recommended Action .

Error Message

```
%DSC_REDUNDANCY-3-Q_EMPTY: expected %d elements in queue but found none
```

Recommended Action .

Error Message

```
%DSC_REDUNDANCY-3-ROLES_INCONSISTENT: clk role = %d, hub role = %d; expected same
```

Recommended Action .

Error Message

```
%DSC_REDUNDANCY-3-ROLE_COMBINATION: clk role = %d, hub role = %d; unaccounted for
combination
```

Recommended Action .

Error Message

```
%DSC_REDUNDANCY-3-SLOTCONFLICT: Slot ownership conflict detected for slot %d
```

Explanation There is another router connected to the dial shelf, it is claiming ownership of a slot that this router is also claiming

Recommended Action Fix the ownership conflict by reconfiguring one of the routers so that it doesn't own the slot

Error Message

```
%DSC_REDUNDANCY-3-STATUSCHANGE: DSC in slot %d %s
```

Recommended Action .

Error Message

```
%DSC_REDUNDANCY-3-TDMSPLITCONFLICT: Tdm Split conflict detected,my tdm %d, other
rs %d
```

Explanation There is another router connected to the dial shelf, it is claiming ownership of backplane timeslots that this router requires. This is probably due to OIR activity moving trunk cards from one half of the split to the other.

Recommended Action Fix the ownership conflict by reloading the router whose tdm number is greater than the trunk capacity for that router. In some cases it may be necessary to reset both routers.

Error Message

```
%DSC_REDUNDANCY-3-WRONG_DIRN: %s received known msg (%d) but in wrong direction;
check versions
```

Recommended Action .

Error Message

```
%DSG-6-LIST_ERR: [chars] [dec]
```

Explanation Infomational only.

Recommended Action No action is required.

DSI Messages

Error Message

```
%DSI-2-BADPORT: Out of range PCI port %d
```

Explanation The software specified an out-of-range port on the dial shelf interconnect board. This is a software error.

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

Error Message

```
%DSI-3-AGENTSTATUS: Invalid change from %s (%d) to %s (%d) for slot %d
```

Explanation The software detected an invalid state change for the specified slot's mbus agent. This is a software error.

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

Error Message

```
%DSI-3-AGENTSTSCHNG: From %s (%d) to %s (%d) for slot %d
```

Explanation The software detected an mbus agent state change for the specified slot.

Recommended Action None. Message is informational.

Error Message

```
%DSI-3-ALTTRUNK: The card in slot [dec] does not match the chassis' trunk type.
The system can only either be a T1 or E1 system
```

Explanation The newly inserted card does not have the same trunk type as the other cards currently running on the system. T1 and E1 cards cannot reside in the same system.

Recommended Action Ensure that either E1 trunk cards or T1 trunk cards exist exclusively in the system.

Error Message

```
%DSI-3-EVENT: Unknown event %d for slot %d
```

Explanation The software generated an unknown event for the specified slot. This is a software error.

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

Error Message

```
%DSI-3-EXCEEDE1: Cannot have more than two 24E1 cards per RSC. Powering down card
in slot [dec]
```

Explanation More than two 24E1 cards have been installed under the same RSC. If the system is a split-shelf system, this applies to each split. Recommended limits for ingress trunks have been exceeded. The card in the slot specified in the message has been powered down.

Recommended Action If more trunks are required in the chassis, install another RSC card and try configuring the system as a split-shelf system.

Error Message

```
%DSI-3-EXCEEDSTM1: Cannot have more than one STM1 cards per RSC. Powering down
card in slot [dec]
```

Explanation More than one STM1 card has been installed under the same RSC. If the system is a split-shelf system, this applies to each split. Recommended limits for ingress trunks have been exceeded. The card in the slot specified in the message has been powered down.

Recommended Action If more trunks are required in the chassis, install another RSC card and try configuring the system as a split-shelf system.

Error Message

```
%DSI-3-EXCEEDSTM1E1: Cannot have more than one STM1 or two 24E1 cards per RSC.
Powering down card in slot [dec]
```

Explanation More than one STM1 or two 24E1 cards have been installed under the same RSC. If the system is a split-shelf system, this applies to each split. Recommended limits for ingress trunks have been exceeded. The card in the slot specified in the message has been powered down.

Recommended Action If more trunks are required in the chassis, install another RSC card and try configuring the system as a split-shelf system.

Error Message

```
%DSI-3-EXCEEDT1: Cannot have more than two 24T1 cards per RSC. Powering down card
in slot [dec]
```

Explanation Cannot have more than two 24T1 cards under the same RSC. In split-shelf case, this applies to each split.

Recommended Action You have exceeded recommended ingress trunks. If you need more trunks in the chassis, install another RSC card and try configuring split-shelf.

Error Message

```
%DSI-3-EXCEEDT3: Cannot have more than two CT3 cards per RSC. Powering down card
in slot [dec]
```

Explanation More than two CT3 cards have been inserted under the same RSC. If the system is a split-shelf system, this applies to each split. Recommended limits for ingress trunks have been exceeded. The card in the slot specified in the message has been powered down.

Recommended Action If more trunks are required in the chassis, install another RSC card and try configuring the system as a split-shelf system.

Error Message

```
%DSI-3-EXCEEDT3T1: Cannot have more than two CT3 or two 24T1 cards per RSC.
Powering down card in slot [dec]
```

Explanation More than two CT3 or two 24T1 cards have been inserted under the same RSC. If the system is a split-shelf system, this applies to each split. Recommended limits for ingress trunks have been exceeded. The card in the slot specified in the message has been powered down.

Recommended Action If more trunks are required in the chassis, install another RSC card and try configuring the system as a split-shelf system.

Error Message

```
%DSI-3-EXCESSFB: The card in slot [dec] is powered off. There are too many [chars]
cards in the chassis. The maximum number of [chars] cards allowed is [dec]
```

Explanation There are too many cards of the same type in the chassis. The card that caused this error message has been powered off to avoid system overload.

Recommended Action Remove the excess card.

Error Message

```
%DSI-3-MIXE1T1: Cannot have E1 and T1/T3 trunk cards in the same chassis. Powering
down card in slot [dec]
```

Explanation Both an E1 and a T1 or T3 trunk card have been inserted in the same chassis. If the system is a split-shelf system, both splits must have conforming card types.

Recommended Action Ensure that either E1 trunk cards or T1 or T3 trunk cards exist exclusively per chassis. If it is required to switch from one trunk card to the other, first remove all trunk cards (E1, T1 or T3) in the entire chassis and insert cards of the new type in the chassis.

Error Message

```
%DSI-3-SLOTSTATUS: Invalid change from %s (%d) to %s (%d) for slot %d
```

Explanation The software detected an invalid state change for the specified slot. This is a software error.

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

Error Message

```
%DSI-3-SLOTSTSCHNG: From %s (%d) to %s (%d) for slot %d
```

Explanation The software detected a state change for the specified slot.

Recommended Action None. Message is informational.

Error Message

```
%DSIP-3-BADINIT: Uninitialized or partially initialized DSIP client, client =
[hex], client name = [chars]
```

Explanation A DSIP client data structure has uninitialized fields.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DSIP-3-CLIENT_ADD_FAIL: Adding client %d after DSIP has started.
```

Recommended Action .

Error Message

```
%DSIP-3-CLIENT_VERSION_MISMATCH: Some clients on this feature board are running
versions which are incompatible with RS. Not initializing any DSIP clients. You
can find the incompatible clients by executing the show dsip version command
```

Recommended Action .

Error Message

```
%DSIP-3-CLIVERSDBASE_MALLOC_FAILURE: Failed to get memory for the DSIP clicnets
version database
```

Recommended Action .

Error Message

```
%DSIP-3-ERROR: [chars] error for client [chars]
```

Explanation The indicated DSIP client has encountered an error.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DSIP-3-GETPAK: Failed to get packet buffer
```

Recommended Action .

Error Message

```
%DSIP-3-GET_INTRAPI_BUF_FAILURE: Failed to get interrupt api buffers
```

Recommended Action .

Error Message

```
%DSIP-3-GET_VERSBUF_FAILURE: Failed to get version buffers
```

Recommended Action .

Error Message

```
%DSIP-3-INCOMPATIBLE_CLIENT: Incompatible client %s on DS slot %d with major
version %d and minor version %d. Shutting down all the DSIP clients on this slot
```

Recommended Action .

Error Message

```
%DSIP-3-INTRAPI_BUF_MALLOC_FAILURE: Failed to get memory for the DSIP interrupt
api buffers %DSIP-3-IPC_CLIENT: IPC subsystem API error(%s), %s, %d
```

Explanation This message indicates that a client has encountered a problem with the Nitro Interconnect Protocol reliable stack. The exact problem can be decoded further by the IPC error message (first parameter), the action involved (second parameter) and the client id (third parameter) %DSIP-3-IPC_PORT: IPC subsystem API error(%s), %s, %s

Explanation This message indicates that Nitro Interconnect Protocol has encountered a problem while dealing with the port specfied in the error message. The exact problem can be further decoded by the IPC error message(first parameter), the action involved (second parameter) and the port name (third parameter) %DSIP-3-IPC_SEAT: IPC subsystem API error, can not create seat by the seatid %d for the slot %d

Explanation Nitro Interconnect Protocol reliable stack has failed to create seat for the specified slot. %DSIP-3-NO_MAJOR_VERSION: Client addition to DSIP has failed, %s, %d

Recommended Action .

Error Message

```
%DSIP-3-IPC_CLIENT: IPC subsystem API error([chars]), [chars], [dec]
```

Explanation A problem has occurred with the NIP reliable stack. The exact problem can be decoded further by the IPC error message (first parameter), the action involved (second parameter), and the client ID (third parameter).

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DSIP-3-IPC_PORT: IPC subsystem API error([chars]), [chars], [chars]
```

Explanation The NIP has encountered a problem with the port specified in the error message. The exact problem can be decoded further by the IPC error message (first parameter), the action involved (second parameter), and the port name (third parameter).

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DSIP-3-IPC_SEAT: IPC subsystem API error, can not create seat by the seatid [dec]
for the slot [dec]
```

Explanation The NIP reliable stack has failed to create a seat for the specified slot.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DSIP-3-NO_COMMS_PROC: Failed to create a process to initiate DSIP communications
with the RSC
```

Explanation The DSIP is not functioning because it failed to create the process that initiates DSIP communications with the RSC.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%DSIP-3-NO_COMMS_UP_EVENTS: Exceeded the maximum number of comms up messages in
use ([dec])
```

Explanation The number of communications-up messages (comms_up) in use has exceeded the allowed limit, causing the DSIP to function erratically. After some events are put in the queue, the system should recover.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%DSIP-3-NO_COMMS_UP_PROC: Failed to create a process to inform clients that comms
are up
```

Explanation The DSIP is not functioning because it failed to create the process that informs clients that communications are up.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%DSIP-3-NO_COMMS_UP_Q: Failed to create a the queue for informing clients that
comms are up
```

Explanation The DSIP is not functioning because it failed to create the process and queue that inform clients when communications are up.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%DSIP-3-NO_DSIP_OUTPUT_ENCAPS: Unable to queue DSIP output for slot [dec] client
[dec]
```

Explanation The output buffer lacks encapsulation space, causing the DSIP output to hold for this client and slot. Because of the lack of space, the output cannot be queued for later delivery.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%DSIP-3-NO_IPC_TO_DSIP_DEQ_PROC: Failed to create a process to dequeue elements
from the IPC-to-DSIP queue
```

Explanation The DSIP is not functioning because it failed to create the process that dequeues the IPC-to-DSIP messages and passes each message on to the destination client.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%DSIP-3-NO_IPC_TO_DSIP_Q: Failed to create a watched queue to store the
IPC-to-DSIP data
```

Explanation The DSIP is not functioning because it failed to create a watched queue for storing DSIP data delivered by way of IPC.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%DSIP-3-NO_MAJOR_VERSION: Client addition to DSIP has failed, [chars], [dec]
```

Explanation An internal error occurred while a client was being added to the distributed system interconnect protocol. A minor version of the client was specified, and the major version was not specified.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%DSIP-3-PRIVPOOL: Failed to create DSIP private buffer pool
```

Recommended Action .

Error Message

```
%DSIP-3-RANGE: DSIP parameter range error, %s, %d
```

Recommended Action .

Error Message

```
%DSIP-3-TXCONTEXT: (%s), slot %d, client %d
```

Recommended Action .

Error Message

```
%DSIP-3-TXCONTEXT_ACTIVE_USE: Waiting for the active transmit contexts to become
inactive
```

Recommended Action .

Error Message

```
%DSIP-3-VERSBUF_MALLOC_FAILURE: Failed to get memory for the DSIP version buffers
```

Recommended Action .

Error Message

```
%DSIP-3-VERSDBASE_MALLOC_FAILURE: Failed to get memory for the DSIP version
database
```

Recommended Action .

Error Message

```
%DSIP-4-PING_TEST_REPLY_ERROR: Cannot send a ping test reply message from DSIP
slave client [[chars]] to DSIP master.
```

Explanation The DSIP client failed to send a ping test reply message to the DSIP active.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%DSIP-6-NIP_SEND_BUF: DSIP send data failed, slot [dec] nip client id [dec]
```

Explanation A failure occurred while a communication packet was being sent from the router to the feature board in the slot specified in the message. This situation might be a transient condition.

Recommended Action No action is required.

Error Message

```
%DSIPPF-3-BASE_FTBL_MALLOC_FAIL: Failed to allocate memory for the base fucntion
table
```

Recommended Action .

Error Message

```
%DSIPPF-3-DSIP_SEND_FAILURE: Failed to send DSIP message - number of failures %d
```

Explanation This message indicates that Nitro Interconnect Protocol has encountered an error while sending a message and that the message has been discarded after three unsuccessful resends.

Recommended Action .

Error Message

```
%DSIPPF-4-SWITCHOVER: Reloading slot [dec], DSIP/IPC communications failed to come
up within [dec] secs.
```

Explanation The system is reloading the FB in this slot because the DSIP and IPC communications did not come up within the specified number of seconds after a switchover.

Recommended Action No action is required.

Error Message

```
%DSIPPF-5-COMMS_STATUS: DSIP/IPC communications to slot [dec] are [chars].
```

Explanation Full DSIP and IPC communications to this slot have gone up or down.

Recommended Action No action is required.

Error Message

```
%DSIPPF-5-DS_HELLO: DSIP Hello from shelf %d slot %d Succeeded
```

Recommended Action .

Error Message

```
%DSIPPF-5-DS_KEEPALIVE_LOSS: DSIP Keepalive Loss from shelf %d slot %d
```

Recommended Action .

Error Message

```
%DSIPPF-5-HELLO_ERROR: DSIP Hello from shelf %d slot %d failed due to DSIP version
mismatch
```

Recommended Action .

Error Message

```
%DSIPPF-5-RS_HELLO: DSIP Hello from router shelf %d Succeeded
```

Recommended Action .

Error Message

```
%DSIPPF-5-RS_KEEPALIVE_LOSS: DSIP Keepalive Loss from router shelf %d
```

Recommended Action .

Error Message

```
%DSIP_IOSDIAG-3-PING_TEST_INTERNAL_ERROR: DSIP ping test internal error: [chars].
```

Explanation The DSIP client ping test has failed because of an internal software error. The most likely software errors are: The internal process cannot queue the DSIP client response.

Explanation The internal process cannot allocate queue elements for the DSIP to send the client ping test response.

Explanation The internal process cannot create the watched queue.

Explanation The internal process cannot create a process to service ping responses. The DM cannot detect any DSIP-related errors until this condition has been corrected.

Recommended Action If the test does not recover within the next few scheduled tests, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%DSIP_IOSDIAG-3-PING_TEST_NO_RESPONSE: DSIP master on the RSC failed to receive
ping test response from slave client [chars] in FB slot [dec].
```

Explanation The active DSIP on the RSC failed to receive a ping test response from the specified client on the feature board in the specified slot. The feature board cannot communicate with the RSC.

Recommended Action If the test does not recover itself within the next few scheduled tests, reload the feature board reported in the error to reestablish the communication with the RSC. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%DSIP_IOSDIAG-3-PING_TEST_OK: DSIP slave client [chars] in FB slot [dec] is
pinged.
```

Explanation An error condition that was detected during the DSIP ping test has cleared. The active DSIP on the RSC has now successfully received a ping test response from the specified DSIP client on the feature board. The RSC and feature board are now communicating normally.

Recommended Action No action is required.

Error Message

```
%DSIP_IOSDIAG-3-PING_TEST_SEND_ERROR: DSIP master on the RSC failed to send a ping
to slave client [chars] in FB slot [dec].
```

Explanation The active DSIP client on the RSC failed to send a ping test message to the specified standby DSIP client on the feature board in the specified slot. The RSC can no longer communicate with the feature board.

Recommended Action If the test does not recover within the next few scheduled tests, reload the feature board reported in the error to reestablish the communication with the RSC. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

DSLSAR Messages

Error Message

```
%DSLSAR-1-ALLOCFAIL_BUF_FBQ: Memory Allocation Failed. Unable to Add buffer to
Free Buffer Queue. Interface : [chars] in routine [chars]
```

Explanation A request for new buffer for addition to the Free Buffer Queue has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSLSAR-1-DOWNGRADEDBW: PCR and SCR for VCD [dec] ([dec]/[dec]) has been reduced
to [dec]k [dec]k due to insufficient upstream bandwidth
```

Explanation The DSL line has insufficient upstream bandwidth to support the guaranteed bandwidth that has been configured for the virtual circuits.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DSLSAR-1-DOWNGRADEDVC: Quality of Service (QoS) for VCD [dec] ([dec]/[dec]) has
been downgraded to a UBR QoS due to insufficient upstream bandwidth
```

Explanation The DSL line may have trained at a lower than provisioned upstream speed.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DSLSAR-1-INITFAIL: DSLSAR([dec]/[dec]), Init failed, CSR[dec]=[hex].
```

Explanation The ATM25 network module hardware might have failed.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DSLSAR-1-MISMATCH_TBD_PTRS: [chars]: Mismatch in the TBD pointers for the
transmitted packet. Host  : [hex] and FPGA  : [hex]
```

Explanation There is a mismatch in the pointers to a transmit buffer descriptor of a successfully transmitted buffer, maintained by the host and the FPGA.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSLSAR-1-NO_LED_BLINK: Failed to create LED blink process
```

Explanation The system has failed to create the LED blink process.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DSLSAR-1-NO_SCC_CLK_ERR: [chars]: Interface is DOWN because the sum of the clock
rate values for both the WICs in slots 0 and 1 exceeded maximum capacity. Please
configure clock rates using clock rate command in interface mode such that the sum
of clock rate on both the WICs does not exceed [dec] bps. For a DSL wic, please
include aal5 and aal2 clock rate values while calculating the total.
```

Explanation An adjacent interface might be using more of the clock function than what is currently configured.

Recommended Action Ensure that SCC clock rates are configured properly. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%DSLSAR-1-NO_TX_BUFFERS: No Free Buffers available for Transmit on Interface :
[chars]
```

Explanation There are no free buffers available for transmit on ATM HWIC.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/ or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSLSAR-1-OUT_OF_RANGE_UPSTREAM_BW: Out of range upstream bandwidth ([dec] Kbps)
reported by the PHY; assuming upstream bandwidth of [dec] Kbps.
```

Explanation The upstream line bandwidth is beyond the legal range, which is 32 kbps to 25,600 kbps.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DSLSAR-1-ROUNDUPMCR: for VCD [dec] ([dec]/[dec]) has been changed to , because
MCR [dec] is less than the atm granularity allowed
```

Explanation The ATM controller does not accept UBR+ because the MCR parameter is smaller than the defined granularity.

Recommended Action No action is required.

Error Message

```
%DSLSAR-1-SCC_ERR: Interface [chars]: SCC Error: [chars]
```

Explanation Either an SCC underrun or overrun has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the

following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs. DSMP Messages

Recommended Action The following are DSP Stream Manager messages.

Error Message

```
%DSLSAR-1-UNSUPPORTED_1750_ADSL_CONFIG: Slot [dec] supports ADSL WAN interface
card on slot 1 only
```

Explanation On the Cisco 1750, the ADSL WIC is supported only on slot 1 due to thermal constraints.

Recommended Action Install the ADSL WIC on slot 1.

Error Message

```
%DSLSAR-1-UNSUPPORTED_ADSL_CONFIG: Slot [dec] supports only one ADSL WAN Interface
card The ADSL WIC in card_num [dec] is currently working
```

Explanation On the Cisco 1720, only one ADSL WIC is supported due to thermal constraints.

Recommended Action Remove one of the ADSL cards.

Error Message

```
%DSLSAR-3-FAILSETUPVC: Interface [chars], Failed to setup vc [dec] (Cause:
[chars])
```

Explanation The ATM network module hardware might have failed.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DSLSAR-3-FAILTEARDOWNVC: Interface [chars], Failed to down vc [dec] (Cause:
[chars])
```

Explanation The ATM network module hardware might have failed.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DSLSAR-3-FIRMWARE_DOWNLOAD_FAILURE: DSLSAR FPGA download fails. failure counts =
[char].
```

Explanation The FPGA load might have failed.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DSLSAR-3-FIRMWARE_VERSION_CHECK_FAILURE: Failed DSLSAR version check; expected
[hex]; got [hex] at location [hex]
```

Explanation The FPGA load might have failed.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DSLSAR-3-HWIC_FIRMWARE_VERSION_CHECK_FAILURE: Failed DSLSAR version check;
expected [hex]; got [hex] at location [hex]
```

Explanation The FPGA load has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSLSAR-3-UNSUPPORTED: Interface [chars], [chars] not supported
```

Explanation The ATM network module hardware might have failed.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DSLSAR-4-SCC_CLOCK_LESSTHAN_DEFAULT_VALUE: Configured SCC clock rate is less
than default clock rate.
```

Explanation SCC clock is configured less than the default SCC clock value.

Recommended Action No action is required.

Error Message

```
%DSLSAR-5-LOOPBACK_MODE: Interface [chars] is operating in loopback mode
```

Explanation The interface is set to operate in loopback mode. When set to operate in loopback mode, no packets are sent out on the line. This is strictly for debugging purpose.

Recommended Action Debug message. No action is required.

DSM Messages

Error Message

```
%DSM-3-DSPALARM: channel [chars], DSP ID [hex]: status=[hex] message=[hex]
text=[chars]
```

Explanation The DSP reported a fatal error. All sessions on the DSP were dropped and a DSP reload was attempted.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%DSM-3-DSP_TIMEOUT: DSP timeout on channel [chars], event [hex]: DSP ID=[hex]:
[chars]
```

Explanation A timeout has occurred on DSP response.

Recommended Action The DSP has been automatically reset. If problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%DSM-3-INTERNAL: Internal Error : [chars]
```

Explanation A DSM internal error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%DSM-3-MSGSNDFAIL: channel:[chars] DSP ID:[hex] Message ID:[hex]
```

Explanation A message could not be sent to the DSP. The session continued but may have experienced problems.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%DSM-3-NOEVENT: no free event structure available from [chars] for DSM message
```

Explanation There were no event structures remaining in the system pools to alert the router of a voice or signaling event.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%DSM-6-SESSION_DATABASE_FAILED: Cannot create DSM session database
```

Explanation The creation of a DSM session failed.

Recommended Action Check the size of free memory to make sure there is enough memory.

DSMP Messages

The following are the DSMP messages.

Error Message

```
%DSMP-3-DSPALARM: Alarm on DSP [chars]: status=[hex] message=[hex] text=[chars]
```

Explanation The DSP reported a fatal error. All sessions on the DSP were dropped and a DSP reload was attempted.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSMP-3-DSP_TIMEOUT: DSP timeout on DSP [chars]: event [hex], [chars]
```

Explanation A timeout on DSP response has occurred.

Recommended Action The DSP has been automatically reset. If problem persists, contactyour technical support representative.

Error Message

```
%DSMP-3-INTERNAL: Internal Error : [chars]
```

Explanation An DSMP internal error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSMP-3-INVALID_EVENT: Unhandled event: current state:[chars] event:[chars]
```

Explanation The event is not handled in the DSMP gateway state machine specification.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSMP-3-MSGSNDFAIL: channel:[chars] DSP ID:[hex] Message ID:[hex]
```

Explanation A message could not be sent to the DSP. The session continued but may have experienced problems.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSMP-3-NOEVENT: no free event structure available from [chars] for DSMP message
```

Explanation There were no event structures remaining in the system pools to alert the router of a voice or signaling event.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSMP-3-PRG_ERROR: Programming Error : [chars]
```

Explanation A programming error has occurred in the DSMP subsys.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSMP-3-SUBSYS_UNINITIALIZED: Internal Error : [chars]
```

Explanation The DSMP subsystem has not initialized.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSMP-4-WARNING: Warning : [chars]
```

Explanation The resource is temporarily not available.

Recommended Action If the conditions prolongs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSMP-6-SESSION_DATABASE_FAILED: Cannot create DSMP session database
```

Explanation The creation of DSMP session has failed.

Recommended Action Check the size of free memory and ensure there is enough memory.

DSP Messages

Error Message

```
%DSP-5-DNLD: DNLD started for device [dec]
```

Explanation The digital signal processor (DSP) bootloader download has started.

Recommended Action No action is required.

Error Message

```
%DSP-3-DSP_ALARM: DSP device [dec] is not responding. Trying to recover DSP device
by reloading
```

Explanation A digital signal processor (DSP) device on a DSP shared port adapter (SPA) is not responding. The error message indicates the slot, subslot, type of SPA, and name of the hardware device that has failed.

Recommended Action The Cisco IOS software will attempt to recover by reloading the failed DSP. If the problem persists, perform online insertion and removal (OIR) of the SPA located in the specified subslot. Before removing the SPA, enter the **hw-module subslot stop** command. Remove the SPA, wait for 5 seconds, and reinsert the SPA. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show diag** command and your pertinent troubleshooting logs.

Error Message

```
%DSP-3-DSP_DNLD: DSP device [dec] DNLD process exited.Trying to recover DSP device
by rebooting the DSP
```

Explanation A digital signal processor (DSP) device on a DSP shared port adapter (SPA) is not responding. The error message indicates the slot, the subslot, the type of SPA and the name of the hardware device that has failed.

Recommended Action The Cisco IOS software will attempt to recover by reloading the failed DSP. If the problem persists, perform online insertion and removal (OIR) of the SPA located in the specified subslot. Before removing the SPA, enter the **hw-module subslot stop** command. Remove the SPA, wait for 5 seconds, and reinsert the SPA. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support

representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show diag** command and your pertinent troubleshooting logs.

Error Message

```
%DSP-3-DSP_KEEPALIVE: DSP device [dec] is not responding. Trying to recover DSP
device by reloading
```

Explanation A digital signal processor (DSP) device on a DSP shared port adapter (SPA) is not responding. The error message indicates the slot, the subslot, the type of SPA and the name of the hardware device that has failed.

Recommended Action The Cisco IOS software will try to recover by reloading the failed DSP. If the problem persists then perform online insertion and removal (OIR) of the SPA located in the specified subslot. Before removing the SPA, enter the **hw-module subslot stop** command. Remove the SPA, wait for 5 seconds, and reinsert the SPA. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show diag** command and your pertinent troubleshooting logs.

Error Message

```
%DSP-3-DSP_WATCHDOG: DSP device [dec] is not responding. Trying to recover DSP
device by reloading
```

Explanation A digital signal processor (DSP) device on a DSP shared port adapter (SPA) is not responding. The error message indicates the slot, the subslot, the type of SPA and the name of the hardware device that has failed.

Recommended Action The Cisco IOS software will attempt to recover by reloading the failed DSP. If the problem persists, perform online insertion and removal (OIR) of the SPA located in the specified subslot. Before removing the SPA, enter the **hw-module subslot stop** command. Remove the SPA, wait for 5 seconds, and reinsert the SPA. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show diag** command and your pertinent troubleshooting logs.

Error Message

```
%DSP-3-TIMER: [chars] timer expired for DSP [dec]
```

Explanation The digital signal processor (DSP) timer has expired.

Recommended Action No action is required.

Error Message

```
%DSP-5-UPDOWN: DSP [dec] is [chars]
```

Explanation The digital signal processor (DSP) device has changed state.

Recommended Action No action is required.

DSPDD Messages

Error Message

```
%DSPDD-1-DSPFWFAILURE: DSPDD internal firmware error[%s:%d
```

Explanation The router or access server has detected an internal error.

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

Error Message

```
%DSPDD-1-INTERNALERROR: DSPDD internal error[%s:%d
```

Explanation The router or access server has detected an internal error.

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

Error Message

```
%DSPDD-1-NOBUFFERS: IOS buffer pool unavailable [%s:%d]
```

Explanation The router or access server could not allocate internal resources.

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

Error Message

```
%DSPDD-1-NOIOSBUFFERS: IOS buffer pool unavailable [%s:%d]
```

Explanation The router or access server could not allocate internal resources.

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

Error Message

```
%DSPDD-1-NOIOSMEMORY: IOS memory unavailable [%s:%d]
```

Explanation The router or access server could not allocate memory for internal data structures.

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

Error Message

```
%DSPDD-1-NOMEMORY: IOS memory unavailable [%s:%d]
```

Explanation The router or access server could not allocate memory for internal data structures.

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

DSPDUMP Messages

Error Message

```
%DSPDUMP-5-DUMPSTART: DSP [dec] ([hex]) in slot [dec] starting dump
```

Explanation The DSP resource is beginning crash dump collection.

Recommended Action No action is required.

Error Message

```
%DSPDUMP-5-RX_CONTROL_DROP: DSP [dec] in slot [dec] Rx Control Message Dropped by
DSP
```

Explanation The DSP has reported that a Rx Control Message was dropped

Recommended Action No action is required.

Error Message

```
%DSPDUMP-5-TX_CONTROL_DROP: DSP [dec] in slot [dec] Tx Control Message Dropped by
DSP
```

Explanation The DSP has reported that a Tx Control Message was dropped

Recommended Action No action is required.

DSPFARM Messages

The following are the DSPFARM messages.

Error Message

```
%DSPFARM-3-ERROR: [chars]
```

Explanation An error has occurred on the DSPFARM module.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%DSPFARM-4-INFO: Info on DSPFARM module [chars]
```

Explanation This indicates an informational message occurring on the DSPFARM module.

Recommended Action Enter the show dspfarm all command to determine the nature of the problem and, if possible, attempt to fix it. If you cannot determine the nature of the error from the error message text or from the command output, copy the error message exactly as it appears on the console or in the system log. contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSPFARM-4-NOTICE: Failure on DSPFARM module [chars]
```

Explanation A failure has occurred on the DSPFARM module.

Recommended Action Enter the show dspfarm all command to determine the nature of the problem and, if possible, attempt to fix it. If you cannot determine the nature of the error from the error message text or from the command output, copy the error message exactly as it appears on the console or in the system log. contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSPFARM-4-WARNING: Warning on DSPFARM module [chars]
```

Explanation This message indicates a warning-level message on the DSPFARM module.

Recommended Action Enter the show dspfarm all command to determine the nature of the problem and, if possible, attempt to fix it. If you cannot determine the nature of the error from the error message text or from the command output, copy the error message exactly as it appears on the console or in the system log. contact your Cisco technical support representative and provide the representative with the gathered information.

DSPRM Messages

The following are advance DSPRM messages.

Error Message

```
%DSPRM-2-FORKFAIL: Process creation of [chars] failed.
```

Explanation An attempt to create the specified process has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%DSPRM-3-DSPALARM: Received alarm indication from dsp ([dec]/[dec]). Resetting the
DSP.
```

Explanation A fatal error has occurred in the digital signal processor (DSP).

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%DSPRM-3-DSPALARMINFO: [chars]
```

Explanation DSP Alarm Data.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%DSPRM-3-INSUFFICIENT: Insufficient DSP resources for timeslot [dec] on port
[chars]
```

Explanation The configuration requires more DSP resources than are available.

Recommended Action Change the configuration to specify fewer used timeslots. Install additional DSP resources to allow more complex configurations.

Error Message

```
%DSPRM-3-INSUFFICIENT_DSP: voice-port  : [chars] Not initialized due to
insufficient DSP resources
```

Explanation The cnfiguration requires more DSP resources than available to initialize the analog voice-port.

Recommended Action Install additional DSP resources to allow the voice-port initialization.

Error Message

```
%DSPRM-3-NO_INTERNAL_IDB: Unable to create internal interface descriptor
```

Explanation There are insufficient resources to create a necessary data structure.

Recommended Action Verify that there is sufficient main memory.

Error Message

```
%DSPRM-5-DSPFAIL: DSP %d in slot %s, is in the failed state
```

Explanation The DSP entered the FAILED state due to alarm indications.

Recommended Action Replace the DSP resource.

Error Message

```
%DSPRM-5-DSPMSGFAIL: Failed to get dsprm msg for msg id [chars]
```

Explanation A DSPRM control message could not be obtained.

Recommended Action No action is required.

Error Message

```
%DSPRM-5-JUKEBOX: Jukebox transmit overlay resp %d on slot %s, failed
```

Explanation The Jukebox received failed response code.

Error Message

```
%DSPRM-5-JUKEBOX_UPDOWN: DSP Jukebox(%d) in slot %s, changed state to %s
```

Explanation The DSP JUKEBOX changed state.

Recommended Action No action is required.

Error Message

```
%DSPRM-5-KEEPALIVE: DSP %d in slot %s, NOT RESPONDING - auto restart(%d times)
```

Explanation The DSP failed the background keep-alive test.

Recommended Action No action is required.

Error Message

```
%DSPRM-5-NULLIDB_CREATE_FAIL: VoIP Null IDB creation failed.
```

Explanation VoIP nullidb creation has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%DSPRM-5-SETCODEC: Configured codec %d is not supported with this dsp image.
```

Explanation Codec negotiation failed.

Error Message

```
%DSPRM-5-UPDOWN: DSP [dec] in slot [dec], changed state to [chars]
```

Explanation The DSP resource changed state.

Recommended Action No action is required.

DSPU Messages

Error Message

```
%DSPU-3-CLSIBadAdptCorr: CLSI bad Adaptor correlator, header= [chars]
```

Explanation An internal software error occurred.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSPU-3-CLSIBadIdentifier: CLSI bad identifier, header= [chars]
```

Explanation An internal software error occurred.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSPU-3-CLSIBadIdentifierType: CLSI bad identifier type, header= [chars]
```

Explanation An internal software error occurred.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSPU-3-CLSIBadLength: CLSI bad length, header= [chars]
```

Explanation An internal software error occurred.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSPU-3-CLSIBadPrimitiveCmd: CLSI bad primitive command, header= [chars]
```

Explanation An internal software error occurred.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSPU-3-CLSIBadPrimitiveType: CLSI bad primitive type, header= [chars]
```

Explanation An internal software error occurred.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSPU-3-CLSIBadReturnCode: CLSI bad return code: [dec], header= [chars]
```

Explanation An internal software error occurred.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSPU-3-CLSIUnexpctActSapCnf: CLSI unexpected ActivateSapCnf, header= [chars]
```

Explanation An internal software error occurred.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSPU-3-CLSIUnexpctDeactSapCnf: CLSI unexpected DeactivateSapCnf, header= [chars]
```

Explanation An internal software error occurred.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSPU-3-CLSIUnexpctEnableCnf: CLSI unexpected EnableCnf, header= [chars]
```

Explanation An internal software error occurred.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

Recommended Action %DSPU-3-CLSIUnexpctIdStnInd: CLSI unexpected IdStnInd, header= %s

Explanation An internal software error occurred.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at
http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSPU-3-CLSIUnexpctIdStnInd: CLSI unexpected IdStnInd, header= [chars]
```

Explanation An internal software error occurred.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSPU-3-DSPU_BufferCorrupted: DSPU could not free buffer - buffer corrupted
```

Explanation An internal software error occurred.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

DSP_CONN Messages

Error Message

```
%DSP_CONN-3-INVALID_CONNECTION_TYPE: Invalid connection type [dec]
```

Explanation The connection type is invalid. It is neither a TDM-to-DSP-or-HWECAN connection nor a HWECAN-to-DSP connection.

Recommended Action No action is required.

Error Message

```
%DSP_CONN-3-NO_BACKPLANE: Setup of a DSP connection from slot [dec] to slot [dec]
not possible
```

Explanation There cannot be a DSP connection between the specified slots because there is no TDM backplane support on the system.

Recommended Action Install the required hardware on the system.

Error Message

```
%DSP_CONN-3-SETUP: Setup of a DSP connection [dec]/[dec] to [dec]/[dec] in slot
[dec] failed
```

Explanation During a DSP connection setup process, an invalid source, destination stream, or channel pair has been passed.

Recommended Action Check the connection parameters. Perform the DSP connection setup and teardown process again. If this error message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

DSP_SPA Messages

Error Message

```
%DSP_SPA-3-BUFF_FAIL: Not Enough MEM Buffers [chars]
```

Explanation The available memory buffers are insufficient for shared port adapter (SPA) operation.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSP_SPA-3-HW_ERROR: [chars]: A Hardware device error was detected. Trying to
recover the SPA by reload. Error information : [chars]
```

Explanation An unrecoverable hardware device failure has occurred on the services shared port adapter (SPA). The error message indicates the slot, subslot, type of SPA, and name of the hardware device that has failed. The SPA has been deactivated and reactivated to resolve the problem. If the error recurs more than five times within an hour, there will be no further attempts to reactivate the SPA.

Recommended Action Perform online insertion and removal (OIR) of the SPA located in the specified subslot. Before removing the SPA, enter the **hw-module subslot stop** command. Remove the SPA, wait for 5 seconds, and reinsert the SPA. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show diag** command and your pertinent troubleshooting logs.

Error Message

```
%DSP_SPA-3-HW_ERROR_INFO: [chars]: Non fatal hardware device error was detected.
Error information : [chars]
```

Explanation An internal hardware device error has occurred on the services shared port adapter (SPA). The error message indicates the slot, subslot, type of SPA, and name of the hardware device that has failed.

Recommended Action Perform online insertion and removal (OIR) of the SPA located in the specified subslot. Before removing the SPA, enter the **hw-module subslot stop** command. Remove the SPA, wait for 5 seconds, and reinsert the SPA. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show diag** command and your pertinent troubleshooting logs.

Error Message

```
%DSP_SPA-2-INITFAIL: Not Enough Resources:[chars]
```

Explanation The shared port adapter (SPA) has failed to complete the software initialization.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSP_SPA-3-NULL_FAIL: Non-Initialized ptr: [chars]
```

Explanation The shared port adapter (SPA) is attempting to access a noninitialized pointer.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

DSS Messages

The following are the Direct Station Select messages.

Error Message

```
%DSS-3-ACK_FAIL: Ack failed for dsp_id [dec],
 seq_no [dec]
```

Explanation The digital signal processor (DSP) core is not responding to host messages.

Recommended Action No action is required.

Error Message

```
%DSS-3-DSPID_INVALID: Invalid DSPID [dec]
```

Explanation An invalid digital signal processor (DSP) identifier has been detected in the message.

Recommended Action No action is required.

Error Message

```
%DSS-3-TIMER: [chars] timer expired for DSPID [dec]
```

Explanation The Direct Station Select (DSS) timer has expired.

Recommended Action No action is required.

Error Message

```
%DSS-5-UPDOWN: DSP core [dec] is [chars]
```

Explanation The digital signal processor (DSP) core has changed state.

Recommended Action No action is required.

DSX0 Messages

Error Message

```
%DSX0-5-RBSLINEDBUSYOUT: RBS of slot %d controller %d timeslot %d is dynamic
busyout
```

Explanation This message indicates that Robbed-Bit Signaling (RBS) has been dynamically busied-out on the specified timeslot and controller.

Recommended Action No action is required.

Error Message

```
%DSX0-5-RBSLINEDOWN: RBS of controller %d timeslot %d is down
```

Explanation This message indicates that Robbed-Bit Signaling (RBS) has been disabled on the specified timeslot and controller.

Recommended Action No action is required.

Error Message

```
%DSX0-5-RBSLINESBUSYOUT: RBS of slot %d controller %d timeslot %d is static
busyout
```

Explanation This message indicates that Robbed-Bit Signaling (RBS) has been statically busied-out on the specified timeslot and controller.

Recommended Action No action is required.

Error Message

```
%DSX0-5-RBSLINEUNBUSYOUT: RBS of slot %d controller %d timeslot %d is unbusyout
```

Explanation This message indicates that Robbed-Bit Signaling (RBS) has been restored from a busied-out condition on the specified timeslot and controller.

Recommended Action No action is required.

Error Message

```
%DSX0-5-RBSLINEUP: RBS of controller %d timeslot %d is up
```

Explanation This message indicates that Robbed-Bit Signaling (RBS) has been enabled on the specified timeslot and controller.

Recommended Action No action is required.

DSX1 Messages

Error Message

```
%DSX1-1-FIRMWARE_RESTART_FAILED: Trunk Firmware in slot %d reset failed
```

Explanation Trunk could not be restarted.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSX1-1-FIRMWARE_RUNNING: T1/E1 Firmware in slot %d is running
```

Explanation T1/E1 Firmware is now running after recovering from critical error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSX1-1-FIRMWARE_STOPPED: T1/E1 Firmware in slot %d is not running
```

Explanation Critical error occurred in the T1/E1 Firmware and it stopped running. Access server needs to be reloaded.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSX1-1-M32_INPUT_CONGEST: Munich 32 channel input queue is congested
```

Explanation Can't allocate receive buffers since input queue is at its maximum, this indicates data is coming faster than the receiver can handle.

Recommended Action Reduce data goes into this channel and or increase the number of input queue.

Error Message

```
%DSX1-3-FIRMWARE_RESTART: T1/E1 Firmware in slot %d restarted
```

Explanation T1/E1 Firmware restarted. All the active calls on the T1/E1 lines will be disconnected and the controllers will come back up within few seconds

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DSX1-3-M32_AR_FAILURE: Munich 32 action request failure: Ctrl = 0x%08x, Channel
= %d
```

Explanation Munich 32 does not respond to request

Recommended Action If message continue to print out, contact customer support

Error Message

```
%DSX1-3-M32_AR_TIMEOUT: Munich 32 action request timeout: Ctrl = 0x%08x, Channel
= %d
```

Explanation Munich 32 is not response to action request

Recommended Action If problem persist, contact customer support

Error Message

```
%DSX1-3-M32_BAD_BITRATE: Munich 32 bit rate not match: Ctrl = 0x%08x, Channel = %d
```

Explanation Command can not be carried out, there is a mismatch on bit rate

Recommended Action Make sure the configured data matched the supported speed

Error Message

```
%DSX1-3-M32_BAD_INTQ: Munich 32 bad interrupt queue: Ctrl = 0x%08x, Channel = %d
```

Explanation There might be an overflow on interrupt queue

Recommended Action Contact tech support

Error Message

```
%DSX1-3-M32_BAD_STATE: Munich 32 in unknown state: Ctrl = 0x%08x, Channel = %d
```

Explanation Munich 32 goes into unknown state

Recommended Action If message persists, contact customer support

Error Message

```
%DSX1-3-M32_ERR: Munich 32 error configuring channelized interface: Ctrl = 0x%08x,
Channel = %d
```

Explanation There is unidentify error occurs to Munich 32

Recommended Action If message repeat, contact tech support

Error Message

```
%DSX1-3-M32_ILLEGAL_CHANNEL: Munich 32 channel invalid: Ctrl = 0x%08x, Channel =
%d
```

Explanation The channel select is not valid

Recommended Action Make sure the channel supports the needed feature

Error Message

```
%DSX1-3-M32_MEM_ALLOC: Munich 32 channel memory allocation error: Ctrl = 0x%08x,
Channel = %d
```

Explanation The requested operation could not be accomplished because of a low memory condition.

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

Error Message

```
%DSX1-3-M32_NO_TIMESLOT: Munich 32 no timeslot available: Ctrl = 0x%08x, Channel
= %d
```

Explanation All timeslot on Munich are assigned.

Recommended Action Make sure there are channel available before use

Error Message

```
%DSX1-3-M32_TIMESLOT_IN_USE: Munich 32 timeslot already configured: Ctrl = 0x%08x,
Channel = %d
```

Explanation This timeslot was assigned and can not be used

Recommended Action Make sure the timeslot is available before use

Error Message

```
%DSX1-3-NOMEMORY: msgtxt_nomemory
```

Explanation The requested operation could not be accomplished because of a low memory condition.

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

Error Message

```
%DSX1-6-CLOCK_CHANGE: %s clock is now selected as clock source
```

Explanation One of the events (LOS or AIS or CLI command ..) has caused a change in clock selected

Recommended Action No action is required.

DSXPNM Messsages

Error Message

```
%DSXPNM-1-BOOTDNLD: Slot([dec]) WAN H/W init failed (download bootcode)
```

Explanation A TE3 network module boot code download could not be initialized.

Recommended Action Save your router configurations, power down the router, reinsert the network module in the specified bay, and reboot the system. If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DSXPNM-1-CONFIGURE: Failed to configure [dec] interfaces in bay [dec], shutting
down bay
```

Explanation The TE3 network module hardware in the specified bay has failed. Some components on the board have failed to initialize. The network module in the specified bay has been shut down.

Recommended Action Replace the TE3 network module in the specified bay.

Error Message

```
%DSXPNM-1-DISCOVER: Found [dec] interfaces in bay [dec], shutting down bay
```

Explanation The TE3 network module hardware in the specified bay has failed. Some components on the board have failed to initialize. The network module in the specified bay has been shut down.

Recommended Action Save your router configurations, power down the router, reinsert the network module in the specified bay, and reboot the system. If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DSXPNM-1-DSXPNM_BAD_SLOT: [chars]: invalid slot [dec]
```

Explanation An invalid slot number has been detected for the TE3 network module.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DSXPNM-1-DSXPNM_FWDNLD_BAD_FILE_SIZE: Bad size for file [[chars]] during
downloading firmware
```

Explanation The firmware download from the URL was not successful. The size of the firmware file is invalid. The system is using the firmware bundled version that was in use before the firmware download.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DSXPNM-1-DSXPNM_FWDNLD_BAD_FOPEN: cannot open file [chars], using bundled
firmware image
```

Explanation The firmware download failed because the URL path specified could not be opened. The system is using the firmware bundled version that was in use before the firmware download.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DSXPNM-1-DSXPNM_HWIDB_NOT_NULL: [chars]: hwidb passed is non-zero, slot [dec],
port [dec]
```

Explanation The system has failed to create a serial interface. This condition is the result of an internal software error.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DSXPNM-1-DSXPNM_INVALID_PHY_PORT: [chars]: slot [dec] invalid phy port [dec]
```

Explanation The system has determined that an invalid port configuration is present on the system. This condition is the result of an internal software error.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DSXPNM-1-DSXPNM_IS_NOT_DSXPNM: [chars]: Not a valid dsxpnm NM, slot [dec], port
[dec]
```

Explanation The Cisco IOS software does not recognize the inserted network module.

Recommended Action Check the part number on the network module to verify that the network module is supported by the Cisco IOS release that is operating on the router. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DSXPNM-1-DSXPNM_NO_DS: [chars] ds is not allocated!
```

Explanation The system has determined that an invalid card configuration is present on the system. This condition is the result of an internal software error.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DSXPNM-1-DSXPNM_PUT_LCN_RESOURCE: dsxpnm_put_lcn_resource: invalid lcn
specifiedlcn-channel_num=[dec], lcn-free=[dec], lcn-blk=[dec],
lcn-blk_index=[dec], slot=[dec]
```

Explanation The TE3 network module driver for the slot specified has encountered an invalid channel resource error. This condition is the result of an internal software error.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DSXPNM-1-DSXPNM_SER_IDB_INIT_FAIL: [chars]: serial_idb_init failed! slot=[dec]
```

Explanation The TE3 network module driver encountered an error during creation of the serial interface. This condition is due to an internal software error.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DSXPNM-1-DSXPNM_UNKNOWN_GT_PORT_USE: [chars]: unknown gt_port_use [dec]
```

Explanation The TE3 network module driver for the port specified in the error message has encountered an internal software error.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DSXPNM-1-DSXPNM_VCON_ARG_READ_FAIL: [chars]: couldn't read the process argument
```

Explanation The TE3 network module could not start the process to support logging the console of the network module. This condition is due to an internal software error.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DSXPNM-1-DSXPNM_VCON_NOT_INIT: [chars]: Virtual console debug buffer not
initialized !!
```

Explanation The TE3 network module driver could not set up the network buffers for the network module for the virtual console logs. This condition is due to an internal software error.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DSXPNM-1-DWNLDFAIL: Microcode to slot [dec]
```

Explanation The firmware failed to be downloaded to the TE3 network module in the specified slot.

Recommended Action Save your router configurations, power down the router, reinsert the network module in the specified bay, and reboot the system. If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DSXPNM-1-FWDNLD: Slot([dec]) WAN H/W init failed (download firmware)
```

Explanation The TE3 network module firmware for the port module in the specified slot failed to be downloaded.

Recommended Action Save your router configurations, power down the router, reinsert the network module in the specified bay, and reboot the system. If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DSXPNM-1-GT96K: Slot([dec]) WAN H/W init failed (gt96k init on NM)
```

Explanation The WAN interface for the TE3 network module for the slot specified failed to be initialized.

Recommended Action Save your router configurations, power down the router, reinsert the network module in the specified bay, and reboot the system. If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DSXPNM-1-INITFAIL: Slot([dec]) firmware init fail ([chars])
```

Explanation The TE3 network module firmware failed to initialize for the network module in the specified slot.

Recommended Action Save your router configurations, power down the router, reinsert the network module in the specified bay, and reboot the system. If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DSXPNM-1-INITFAIL1: Slot([dec]) Pa_type([hex]) firmware init fail ([chars])
```

Explanation The TE3 network module firmware failed to initialize for the network module in the specified slot.

Recommended Action Save your router configurations, power down the router, reinsert the network module in the specified bay, and reboot the system. If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DSXPNM-1-NOTREADY: Slot [dec] for microcode download
```

Explanation An error has been detected on the communication path between the host and the network module in the specified slot. The TE3 hardware or firmware has failed. Some components on the network module have failed to initialize.

Recommended Action Save your router configurations, power down the router, reinsert the network module in the specified bay, and reboot the system. If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DSXPNM-1-UNSUPPORTED: [chars]
```

Explanation Unavailable.

Recommended Action Unavailable. E

Error Message

```
%DSXPNM-2-DSXPNM_BAD_CARD_TYPE: [chars]: Unknown card_type [hex], slot [hex]
```

Explanation The network module that has been inserted is not recognized by the Cisco IOS software.

Recommended Action Check the part number on the network module to verify that the network module is supported by the Cisco IOS release that is operational on the router.

Error Message

```
%DSXPNM-2-DSXPNM_GET_LCN_RESOURCE: [chars]: No more ch SCCs slot [dec].
```

Explanation The TE3 network module driver for the specified slot could not allocate a channel resource for the port.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DSXPNM-2-DSXPNM_NO_WPI: [chars]: no wpi struct for slot [dec]
```

Explanation The TE3 network module driver for the slot specified has encountered an invalid channel resource error. This condition is the result of an internal software error.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DSXPNM-2-DSXPNM_SHMEM_ALLOC_FAIL: I/O Shared Memory Malloc failed
```

Explanation A firmware initialization failure has occurred.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DSXPNM-2-NM_WATCH_DOG: Got WATCHDOG Interrupt from NM at slot [dec]
```

Explanation A firmware crash has been detected.

Recommended Action Save your router configurations, power down the router, reinsert the network module in the specified bay, and reboot the system. If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DSXPNM-2-NM_WATCH_DOG_NO_INFO: Cannot display watchdog information for the TE3
network module.
```

Explanation The firmware has crashed, and the firmware crash information for the network module could not be saved.

Recommended Action Save your router configurations, power down the router, reinsert the network module in the specified bay, and reboot the system. If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DSXPNM-3-'NULL': Slot [dec], ([chars])
```

Explanation The internal data structure for the TE3 driver is corrupted.

Recommended Action Save the router configurations, power down the router, re-insert the network module in the specified bay, and reboot the system. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the

tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%DSXPNM-3-0: Slot [dec], ([chars])
```

Explanation The internal data structure for the TE3 driver has become corrupted.

Recommended Action Save your router configurations, power down the router, reinsert the network module in the specified bay, and reboot the system. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%DSXPNM-3-HWIDBFAILED: Controller [dec]/[dec] does not have idb
```

Explanation The system does not have a hardware IDB registered for the serial interface.

Recommended Action Save your router configurations, power down the router, reinsert the network module in the specified bay, and reboot the system. If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DSXPNM-3-HWIDBMISMATCH: Controller [dec]/[dec] channel [dec] idb does not match
the system idb for that channel
```

Explanation The system does not have a valid hardware IDB registered for the serial interface.

Recommended Action Save your router configurations, power down the router, reinsert the network module in the specified bay, and reboot the system. If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DSXPNM-3-INITFAILURE: Slot [dec], Unit [dec] initialization failure - [chars]
```

Explanation The TE3 network module driver detected an error during the initialization of the port module.

Recommended Action Save your router configurations, power down the router, reinsert the network module in the specified bay, and reboot the system. If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

DS_MODEM Messages

Error Message

```
%DS_MODEM-3-BADCB: Unexpected DSIP data callback for modem
```

Explanation An unexpected software event occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DS_MODEM-3-BADIFNUMBER: Missing [chars] for if_number [dec] or [dec]
```

Explanation A software structure was found in an unexpected state during run-time.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DS_MODEM-3-FLOW_CONTROL: DS-RS flow control has got out of sync, connection has
too many particles free. slot:%d ttynum:%d parts_avail:%d
```

Explanation Indicates the flow control accounting on the DS has got out of sync.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DS_MODEM-3-LOW_PARTICLES: Not enough particles - modem number:%d particles
needed:%d available:%d; CTS %s
```

Explanation Indicates a break down of flow control between RS-DS, RS has sent more particles than are available for this connection.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DS_MODEM-3-MISMATCH: Request to [chars] call that is already [chars]
```

Explanation A software structure was found in an unexpected state during run-time.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DS_MODEM-3-NORXPAK: Static receive paktype unavailable
```

Explanation A software structure was found in an unexpected state during run-time for the indicated modem.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DS_MODEM-3-OUTPUT_DROP: Output drop - modem number:%d refunded %d; particle count
%d, pool size %d, queue size %d
```

Explanation Temporarily unable to allocate particle for sending traffic to modem module, indicates a break down of flow control between RS-DS.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

DS_TDM Messages

Error Message

```
%DS_TDM-3-ASSERT_FAIL: Slot %d: Assertion failed: file '%s', line %d
```

Explanation An internal sanity check failed.

Error Message

```
%DS_TDM-3-ATTACH_ERR: Slot %d: tried but failed to set COMBO_SELECT bit on %s FB;
cannot attach to backplane
```

Explanation TDM subsystem could not configure FB to attach to backplane in desired way; FB is unusable.

Error Message

```
%DS_TDM-3-BAD_CONN: Slot %d: unrecognized TDM connect message received (%d) on %s
feature board
```

Explanation An unrecognized TDM connect message was received.

Error Message

```
%DS_TDM-3-BAD_DISCONN: Slot %d: unrecognized TDM disconnect message received (%d)
on %s feature board
```

Explanation An unrecognized TDM disconnect message was received.

Error Message

```
%DS_TDM-3-BAD_DSIP: Slot %d: unrecognized DSIP message received (%d) on %s feature
board
```

Explanation An unrecognized DSIP message was received.

Recommended Action .

Error Message

```
%DS_TDM-3-BAD_MAPPING: Slot %d: Legacy FB (%s), with static port-to-DS0 mapping,
was passed dynamic mapping info
```

Explanation A software error lead to dynamic port-to-DS0 mapping info being passed to a statically-mapped FB.

Recommended Action .

Error Message

```
%DS_TDM-3-BAD_S4_POWER_UP: Slot %d: %s powered-up with one or more incorrect
default settings(%s)
```

Explanation The given S4 ASIC did not power-up with some of the defaults expected by the software; TDM data integrity could be compromised.

Recommended Action .

Error Message

```
%DS_TDM-3-CONN_FAILED: Slot %d: handling of sub-msg (%d/%u/%u/%u/%u/%u) %u of %u
failed; processing of rest of DSIP msg aborted
```

Explanation Processing of a sub-message encapsulated within a DSIP TDM_CONNECTmessage failed; any remaining sub-messages in the DSIP message werenot processed.

Recommended Action .

Error Message

```
%DS_TDM-3-CONV_CLOSE: Slot %d: open MT8986 (addr: 0x%x) connection failed - STo%d,
CHo%d
```

Explanation An attempt to disable a rate converted connection failed.

Recommended Action .

Error Message

```
%DS_TDM-3-CONV_OPEN: Slot %d: open MT8986 (addr: 0x%x) %s connection failed -
STi%d, CHi%d, STo%d, CHo%d
```

Explanation An attempt to establish a rate converted connection failed.

Recommended Action .

Error Message

```
%DS_TDM-3-DISC_FAILED: Slot %d: handling of sub-msg (%d/%u/%u/%u/%u/%u) %u of %u
failed; processing of rest of DSIP msg aborted
```

Explanation Processing of a sub-message encapsulated within a DSIP TDM_DISCONNECTmessage failed; any remaining sub-messages in the DSIP message werenot processed.

Recommended Action .

Error Message

```
%DS_TDM-3-DISC_FOR_NO_CONN: Slot %d: got disc msg for non-existent conn:
%s-st%02u-ts%03u/gts%04u %s (%i:%d) not found.
```

Explanation The CBAC code was searching its database for information for a particular inspection session, but this information was not found.

Recommended Action If this message recurs, copy it down exactly as it appears and contact your technical support representative for assistance.

Error Message

```
%DTRACE-6-UNEXPECTED: [chars]
```

Explanation Dtrace is a debugging facility that records events as they occur on the router. This message indicates that an unexpected event has occurred.

Recommended Action No action is required.

DWDM Messages

Error Message

```
%DWDM-3-CLEAR_G709_CTR: Unable to clear g709 counter in slot [dec] rc = [dec]
```

Explanation The SPA driver was unable to clear the G.709 OTN protocol counters for bit errors

Recommended Action Check the configuration of the interfaces and controllers and correct the configuration if necessary. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DWDM-3-CONFIG_ALARM_REPORT: Failed to config report alarm [chars] slot [dec] rc
= [dec]
```

Explanation The SPA driver could not configure one of the reporting status of the alarms.

Recommended Action Check the configuration of the interfaces and controllers and correct the configuration if necessary. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case

with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DWDM-3-CONFIG_ALARM_THRESHOLD: Failed to config threshold alarm [chars] slot
[dec] rc = [dec]
```

Explanation The SPA driver could not configure one of the threshold alarms for the optical data or transport unit.

Recommended Action Check the configuration of the interfaces and controllers and correct the configuration if necessary. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DWDM-3-CONFIG_OVERHEAD_TTI: Failed to config [chars][chars] slot [dec] rc = [dec]
```

Explanation The line card (LC) driver could not configure the tail trace identifier on the optical data or the transport unit.

Recommended Action Check the configuration of the interfaces and controllers, and correct the configuration if required. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DWDM-3-CONFIG_TX_POWER: Failed to config transmit power [dec] on slot [dec] rc =
[dec]
```

Explanation The SPA driver detected a error in configuring the Tx power level for the UT2 transponder module.

Recommended Action Power down and reseat the indicated SPA card. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet

http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Also provide the output of a **show tech-support** command, or attach it to your case in non-zipped, plain text format (.txt).

Error Message

```
%DWDM-3-DWDM_CONFIG_FAIL: Failed to [chars] [chars] in slot [dec] rc = [dec]
```

Explanation The SPA driver detected failure during configuring one of the DWDM parameters.

Recommended Action Reload the SPA card. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DWDM-3-DWDM_GET_INFO_FAIL: Failed receiving [chars] from slot [dec] rc = [dec]
```

Explanation The SPA driver did not receive the necessary optics information from the slot.

Recommended Action Check the configuration of the interfaces and controllers and correct the configuration if necessary. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DWDM-3-DWDM_NULL_INFO: DWDM info is NULL in [dec]
```

Explanation The SPA driver detected NULL information for DWDM.

Recommended Action Reload the SPA. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DWDM-3-IPC_SHIM_INIT: DWDM IPC SHIM init failed
```

Explanation The SPA driver detected failure during DWDM IPC SHIM initialization.

Recommended Action Power down and reseat the indicated SPA card. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DWDM-3-LC_ERR_STATS: error sending LC stats to RP
```

Explanation The SPA driver encountered an error while sending the LC stats to the RP.

Recommended Action Reload the SPA card. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DWDM-3-MALLOC_FAIL: malloc failure creating G.709 port on slot [dec]
```

Explanation The SPA driver detected a memory error on the SPA card.

Recommended Action Reload the SPA card. If this messaage recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DWDM-3-RPC_FAILED: Application error rc = [dec]:
```

Explanation The system failed to retrieve the information required to execute the command.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show version** command to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at

http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DWDM-3-RPC_INIT_FAIL: DWDM RPC init failure
```

Explanation The system failed to create the resources required to process user interface commands for transceivers. The error is not fatal but some 'show' commands could fail.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show version** command to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DWDM-3-RPC_PROCESSING_ERROR: DWDM RPC error: [chars]
```

Explanation Non Fatal error occured in processing an RPC messsage.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show version** command to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DWDM-3-RX_G709_INFO: Failed receiving G709 info from slot [dec] rc = [dec]
```

Explanation The SPA driver did not receive the necessary G.709 OTN protocol information from the slot .

Recommended Action Check the configuration of the interfaces and controllers and correct the configuration if necessary. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case

with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DWDM-3-RX_LOS_THRESHOLD: Failed to config rx los threshold = [dec] on slot [dec]
rc = [dec]
```

Explanation The SPA driver detected an error in configuring the transponder receive power threshold.

Recommended Action Reload the SPA card. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DWDM-3-TIMER_ERR: Timer error
```

Explanation The Driver did not obtain an expiredtimer from the timer tree for the DWDM process

Recommended Action The SPA driver has encountered an error event on the SPA card. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DWDM-4-G709ALARM: [chars] : [chars] [chars] [chars]
```

Explanation The specified G709 Alarm has been declared or released.

Recommended Action Repair the source of the alarm.

DYNCMD Messages

Error Message

```
%DYNCMD-3-CHAINADDFAIL: Parse chain link add failed for '[chars]'
```

Explanation An error has occurred when a dynamic command is being added to the Cisco IOS software command set. The commands specified will not be available.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-3-CHAINDELFAIL: Parse chain link delete failed for '[chars]'
```

Explanation An error has occurred when a dynamic command is being removed from the Cisco IOS software command set. The commands specified will stil not be available.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-3-FLAGSINUSE: New feature flags list [int] invalid while feature flags in
use [int]
```

Explanation The Cisco IOS software received a message to set the feature flags for the CLI. The message received to set the feature flags changed the number of feature flags which is unexpected. The message is ignored.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-3-FLAGSINVALID: New feature flag list values ([int]) different than
expected ([int])
```

Explanation IOS received a message to set the feature flags for the CLI. The message received does not contains the number of feature flag values that the message list size indicated.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-3-INIT: Dynamic command subsystem failed to initialize '[chars]'
```

Explanation Some features depend on portions of the dynamic command infrastructure.Such features will be unavailable.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-3-LINKINVALIDALT: Link alternate node message received for node '[chars]',
which cannot have an alternate.
```

Explanation The Cisco IOS software received a message to add a command into the CLI. One of the messages to link nodes instructed the Cisco IOS software to link nodes which would result in an invalid construction.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-3-LINKINVALIDTRANS: Link transition '[chars]' message received for node
'[chars]', which cannot have such a transition.
```

Explanation The Cisco IOS software received a message to add a command into the CLI. One of the messages to link nodes instructed the Cisco IOS software to link nodes which would result in an invalid construction.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-3-LINKOUTOFSEQ: Create node message received when in mode '[chars]'
```

Explanation The Cisco IOS software received a message to add a command node into the CLI. The message was received out of sequence

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%DYNCMD-3-LINKUNKNOWNACCEPTNODE: Link node message received for unknown accept
([chars]) node '[int]'
```

Explanation The Cisco IOS software received a message to add a command into the CLI. One of the messages to link nodes referenced a node unknown to the Cisco IOS software.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-3-LINKUNKNOWNALTNODE: Link node message received for unknown alternate
node '[int]'
```

Explanation The Cisco IOS software received a message to add a command into the CLI. One of the messages to link nodes referenced a node unknown to the Cisco IOS software.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-3-LINKUNKNOWNNODE: Link node message received for unknown node '[int]'
```

Explanation The Cisco IOS software received a message to add a command into the CLI. One of the messages to link nodes referenced a node unknown to the Cisco IOS software.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-3-MSGBIPCBUFFER: Unable to acquire a BIPC buffer for sending messages.
```

Explanation A message was to be sent by the Cisco IOS software, but no BIPC buffer was available. The message to be sent has been discarded and the associated operation failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-3-MSGBIPCERR: Unable to process received BIPC messages for Dynamic
Commands, error: [chars]
```

Explanation An unexpected condition has occurred while the Cisco IOS software was trying to process a received BIPC message for dynamic commands.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-3-MSGBUILDERROR: Error '[dec]' building TDL message '[chars]' to send to
the Shell Manager
```

Explanation An unexpected condition has occurred while the Cisco IOS software is building a TDL message to send to the Shell Manager.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-3-MSGDISPATCH: Unable to dispatch received TDL messages for Dynamic
Commands
```

Explanation An unexpected condition has occurred while the Cisco IOS software is trying to dispatch to the TDL message handler functions for received TDL messages for dynamic commands.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-3-MSGDISPATCHNULL: Received NULL TDL message
```

Explanation An unexpected condition in which the Cisco IOS software has received a NULL TDL message for dynamic commands.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-3-MSGENQUEUEERROR: Error queueing TDL message '[chars]' to send to the
Shell Manager
```

Explanation An unexpected condition has occurred when the Cisco IOS software attempted to queue a TDL message to send to the Shell Manager

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-3-MSGERROR: Error '[chars]' handling a received TDL message '[chars]' for
Dynamic Commands
```

Explanation An unexpected condition has occurred while the Cisco IOS software is processing a received Dynamic Command TDL message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-3-MSGINVALIDFIELDINT: Invalid field '[chars]' in TDL message '[chars]'
received: value '[int]' for Dynamic Commands
```

Explanation A message with an invalid field value was received for the creation of dynamic command.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-3-MSGINVALIDFIELDSTR: Invalid field '[chars]' value '[chars]' in TDL
message '[chars]' received for Dynamic Commands
```

Explanation A message with an invalid field value was received for Dynamic Command creation.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-3-MSGMARSHALERROR: Error '[dec]' marshaling TDL message '[chars]' to send
to the Shell Manager
```

Explanation An unexpected condition has occurred while the Cisco IOS software is marshaling TDL message to send to the Shell Manager.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-3-MSGMISSINGFIELD: Missing field '[chars]' in TDL message '[chars]'
received from the Shell Manager
```

Explanation A message missing a required field was received from the Shell Manager.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-3-NODEDUPLICATE: Create node message received for duplicate node '[int]'
```

Explanation The Cisco IOS software received a message to add a command into the CLI. One of the command nodes to be created has an identifier of an existing node. The new node is ignored.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-3-NODEOUTOFSEQ: Create node message received when in mode '[chars]'
```

Explanation The Cisco IOS software received a message to add a command node into the CLI. The message was received out of sequence.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-3-NODETYPEUNKNOWN: Create node message received for unknown node type
'[dec]', '[chars]'
```

Explanation The Cisco IOS software received a message to add a command into the CLI. One of the command nodes to be created is of a type unknown to the Cisco IOS software.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-3-PKGERR_LOG_FAIL: Failed to log errors for package '[chars]'
```

Explanation An error has occurred updating the commandset for a newly installed package. The commands which failed to transfer could not be saved for further analysis.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-3-PKGHANDLER_FILE_REMOVE: Package '[chars]' failed to remove: [chars]
([chars])
```

Explanation An error has occurred when a package was attempting to remove a file.This should never fail.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-3-PKGHANDLER_FILE_WRITE: Package '[chars]' failed to write: [chars]
([chars])
```

Explanation An error has occurred when a package was attempting to write a file.The configuration for the package could not be propagated to associated components.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-3-PKGINT_API: Package interface failure for package '[chars]': [chars]
```

Explanation Some features' configuration depends on a packaging infrastructure.Packaged configuration for the specified package will be unavailable.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-3-PKGINT_ARG: Incorrect argument type for package '[chars]', operation
'[chars]': [chars] ([int])
```

Explanation An error has occurred loading the commandset for a newly installed package. The package is not compatible with the running IOS instance.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-3-PKGINT_ARGS: Incorrect argument count for package '[chars]', operation
'[chars]': [dec] not [dec]
```

Explanation An error has occurred loading the commandset for a newly installed package. The package is not compatible with the running IOS instance.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-3-PKGINT_ARG_NUMBERVAL: Invalid argument value for package '[chars]',
operation '[chars]': [int] ([int])
```

Explanation An error has occurred loading the commandset for a newly installed package. The package is not compatible with the running IOS instance.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-3-PKGINT_ARG_OPAQUEVAL: Invalid argument value for package '[chars]',
operation '[chars]':Unrecognized format ` %p' ([int])
```

Explanation An error has occurred loading the commandset for a newly installed package. The package is not compatible with the running IOS instance.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-3-PKGINT_DIR_CREATE: Package integration failed to create directory:
[chars] ([chars])
```

Explanation An error has occurred when attempting to create a package export directory. This should never fail.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-3-PKGINT_DIR_MOVE: Package integration failed to move directory: [chars]
to [chars] ([chars])
```

Explanation An error has occurred when attempting to move a package export directory. This should never fail.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%DYNCMD-3-PKGINT_DIR_OPEN: Package integration failed to open directory: [chars]
([chars])
```

Explanation An error has occurred when attempting to open a package export directory. This should never fail.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-3-PKGINT_DIR_REMOVE: Package integration failed to remove directory:
[chars] ([chars])
```

Explanation An error has occurred when attempting to remove a package export directory. This should never fail.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-3-PKGINT_FILE_OPEN: Package integration failed to open file: [chars]
([chars])
```

Explanation An error has occurred when attempting to open a file in a package export directory. This should never fail.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-3-PKGINT_FILE_REMOVE: Package integration failed to remove: [chars]
([chars])
```

Explanation An error has occurred when attempting to remove a package export file. This should never fail.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-3-PKGINT_INSTALL: Failed to install '[chars]': [chars]
```

Explanation Some features' configuration depends on a packaging infrastructure.Packaged configuration for the specified package will be unavailable.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-3-PKGINT_LOAD: Failed to load '[chars]': [chars]
```

Explanation Some features' configuration depends on a packaging infrastructure.Packaged configuration for the specified package will be unavailable.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-3-PKGINT_LOCK: Failed to acquire package list lock for [chars]: [chars]
```

Explanation An error occurred when a configuration package was being installed or removed. This may indicate a timeout which may be a temporary condition.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-3-PKGINT_OFFSET: Invalid offset argument for package '[chars]', operation
'[chars]': [chars] ([int])
```

Explanation An error has occurred loading the commandset for a newly installed package. The package is not compatible with the running the Cisco IOS software instance.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-3-PKGINT_PKGLOCK: [chars] failed to acquire package lock for [chars]
```

Explanation An error occurred when locking a configuration package. The package needs to be locked for processing configuration commands or timer-based processing of configuration data.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-3-PKGINT_SYMBOL: Package [chars] incompatible: symbol '[chars]' is of type
[chars], expected [chars]
```

Explanation Some features' configuration depends on a packaging infrastructure.Packaged configuration for the specified package will be unavailable.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-3-PKGINT_UNLOCK: Failed to release the package list lock: [chars]
```

Explanation An error occurred when a configuration package was being installed or removed. This should not occur.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-3-PKGINT_VALIDATE: Failed to validate '[chars]': [chars]
```

Explanation Some features' configuration depends on a packaging infrastructure.Packaged configuration for the specified package will be unavailable.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-3-PKGNODE_ADD_FAIL: Parse node add failed for package '[chars]', [chars]
([int])
```

Explanation An error has occurred loading the commandset for a newly installed package. The node could not be added and the commandset for the package will not be available.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-3-TREETOP: Unable to link top-level keyword '[chars]' into parse tree
```

Explanation The Cisco IOS software received a message to add a command into the CLI. The appropriate location to link in the command could not be found.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-3-TREETOPNOTKW: The top-level parser transition '[chars]' is not a keyword
```

Explanation The Cisco IOS software received a message to add a command into the CLI. The top-level node must be a keyword node.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-7-CMDSET_LOADED: The Dynamic Command set has been loaded from the Shell
Manager
```

Explanation The Cisco IOS software has completed loading the set of commands published and processed by components running in packages other than the Cisco IOS software package.

Recommended Action No action is required.

Error Message

```
%DYNCMD-7-CMDSET_UNLOADED: The Dynamic Command set from the Shell Manager has been
unloaded
```

Explanation The Cisco IOS software has completed unloading the Dynamic Command set. This should only occur when a new package has been installed and should shortly be followed by a message indicating that the new Dynamic Command set has been loaded.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DYNCMD-7-PKGINT_INSTALLED: The command package '[chars]' has been succesfully
installed
```

Explanation IOS has completed installation of the specified command package. Configuration commands for the package are now available.

Recommended Action No action is required.

Error Message

```
%DYNCMD-7-PKGINT_UNINSTALLED: The command package '[chars]' has been succesfully
uninstalled
```

Explanation IOS has completed uninstallation of the specified command package. Configuration commands for the package are no longer available.

Recommended Action No action is required.

E1T1_MODULE Messages

Error Message

```
%E1T1_MODULE-3-NOHAIRPIN: Hairpinning is not supported on E1T1 VWICs in slot
[dec].
```

Explanation There is no TDM switch on E1T1 VWICs to hairpin channels.

Recommended Action This is normal behavior. No action is required.

Error Message

```
%E1T1_MODULE-5-RELAY_STATE_CHANGE: [chars] - [dec]/[dec]
```

Explanation E1T1 VWIC relays have undergone a state change.

Recommended Action This is normal behavior. No action is required.

E911 Messages

The following are E911 messages.

Error Message

```
%E911-3-MISSING_DEFAULT_NUMBER: It is mandatory to configure an ELIN under 'voice
emergency response settings.'
```

Explanation The administrator has enabled the Enhanced 911 feature without configuring a default ELIN under voice emergency response settings.

Recommended Action Enter the voice emergency response settings mode and configure a value for the elin command.

Error Message

```
%E911-4-CALLBACK_UNREACHABLE: Unable to contact the last emergency caller at
[chars].
```

Explanation The Public Safety Answering Point is calling an Emergency Line Identification Number (ELIN). The last caller from that ELIN has its calling number saved for three hours from the time the emergency call was originated. If the ELIN cannot be translated to the caller's calling number, then one of the following has happened: 1) The emergency call information has expired. Forwarding has not been set-up when calls have expired. 2) A system reload has occurred, thereby erasing the emergency call information.

Recommended Action The dial-peer created to accept ELIN calls could set-up Call Forwarding to a corporate operator or main help desk to avoid having the call backs rejected.

Error Message

```
%E911-5-EMERGENCY_CALL_HISTORY: calling number[[chars]]; called number[[chars]];
ELIN[[chars]]
```

Explanation A call has been made to an emergency response number. This message simply informs system administrators of the call.

Recommended Action The administrator determines the policy for outbound emergency calls. The administrator may set-up an application to page or email a technician everytime this message is emitted.

EAP Messages

Error Message

```
%EAP-2-PROCESS_ERR: [chars]
```

Explanation This is critical condition where the router could not perform EAP process related operation.

Recommended Action Reload the device. EC Messages

Recommended Action The following are PAgP Shim/EC messages.

Error Message

```
%EAP-4-BADPKT: IP=[IP_address]| HOST=[chars]
```

Explanation This messages informs that the router received an invalid or malformed EAP packet from the specified host.

Recommended Action Check specified host for EAP operation.

Error Message

```
%EAP-6-MPPE_KEY: IP=[chars]| MPPE_RECV_KEY_LENGTH=[dec]
```

Explanation This messages informs that the router received MPPE KEY for the specified host.

Recommended Action No action is required.

EARL Messages

Error Message

```
%EARL-0-FATAL_ERR: [chars]
```

Explanation The EARL is in panic mode. The system is printing registers and other information to help determine the cause of the problem.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%EARL-0-NO_RESOURCES: [chars]
```

Explanation The Enhanced Address Recognition Logic component failed to obtain the resource required by the system to work properly. The failure most probably occurred because of a software error or a lack of system memory. Additonal details on the nature of the error are specified in the message text on the console or in system log. Most errors will cause a system reload, however in some cases only the feature that failed to start will be affected.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show monitor capture point all** and **show tech-support** commands and your pertinent troubleshooting logs.
EARL_L2_ASIC Messages

Recommended Action The following are Enhanced Address Recognition Logic (EARL) L2 ASIC messages.

Error Message

```
%EARL-0-TASK_SPAWN_FAIL: Failed to spawn task '[chars]'
```

Explanation The system crashed because it was not able to spawn the Layer 2 task specified in the error message. The system crash happened when the system was booted.

Recommended Action After this error message displays, the system performs a crashdump. Contact your Cisco technical support representative and provide the representative with the crashdump information. If this interruption occurs on the supervisor engine, you must reboot the switch. If the switch has a redundant supervisor engine, the standby supervisor engine takes over automatically
EARL_COM Messages

Recommended Action The following are Enhanced Address Recognition Logic (EARL) communication messages.

Error Message

```
%EARL-2-SWITCH_BUS_TIMEOUT: Switching bus timeout detected. System not switch
packets for [dec] sec
```

Explanation EARL did not switch any packets on the EARL bus. A recovery is being applied.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%EARL-3-FABRIC_CONNECTION: Recovering from sequence error detected on fabric
connection.
```

Explanation A sequence error was detected by the crossbar and bus fabric interface. This error can be fatal. Recovery is being applied.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%EARL-3-MEDUSA_SEQ_ERR: Sequence error detected by Medusa ASIC. Applying recovery
patch
```

Explanation A sequence error was detected by the Medusa ASIC. This error can be fatal. Recovery is being attempted.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%EARL-4-BUS_CONNECTION: Interrupt [chars] occurring in EARL bus connection.
```

Explanation An error interrupt is occurring for the switching bus interface.

Recommended Action Enter the show earl status command on the consoles of the switch supervisor and any DFC-enabled line cards. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show earl status, show logging, and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%EARL-4-EXCESSIVE_INTR: INBAND [dec]/[dec] EOBC [dec]/[dec] DMA/TIMER [dec]/[dec]
EARL [dec]/[dec]
```

Explanation Critical interrupts have occurred that indicate EARL (forwarding ASICs) might not be functioning anymore. Recovery action is being applied.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%EARL-4-L3_LOOKUP: Interrupt [chars] occurring in Layer 3 ASIC.
```

Explanation An error interrupt is occurring for the Layer 3 fowarding engine.

Recommended Action Enter the show earl status command on the consoles of the switch supervisor and any DFC-enabled line cards. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show earl status, show logging, and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%EARL_COM-4-CREATE: Earl com fail to create earl com task
```

Explanation This message indicates that the Supervisor Engine failed to create the DFC communication task. A DFC communication task allows the supervisor to communicate with the DFC card.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%EARL_COM-4-MINOR: Earl com unknown minor version
```

Explanation The system has received an unknown minor request option.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%EARL_COM-4-NOMEM: Earl com fail to allocate pak
```

Explanation The supervisor engine has failed to allocate memory for ICC.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%EARL_COM-4-UNKNOWNICC: Unknow Icc Request Type
```

Explanation The Distributed Forwarding DFC has received an unknown ICC request.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at

http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%EARL_COM-4-VERSION: Earl com unknown request version
```

Explanation The DFC has received an unknown request.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

EC Messages

The following are PAgP Shim/EC messages.

Error Message

```
%EC-4-NOMEM: Not enough memory available for [chars]
```

Explanation The PAgP Shim/EC could not obtain the memory it needed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%EC-5-BUNDLE: Interface [chars] joined port-channel [chars]
```

Explanation Interface joined the bundle.

Recommended Action No action is required.

Error Message

```
%EC-5-CANNOT_ALLOCATE_AGGREGATOR: Aggregator limit reached, cannot allocate
aggregator for group [dec]
```

Explanation New aggregator cannot be allocated in the group specified in the error message.

Recommended Action Change the port attributes of the ports in the group so that they match and join the same aggregator.

Error Message

```
%EC-5-CANNOT_BUNDLE1: Port-channel [chars] is admin-down, port [chars] will remain
stand-alone.
```

Explanation The port-channel is admin-down. Unshut the port-channel to form a bundle.

Recommended Action Unshut the port-channel.

Error Message

```
%EC-5-CANNOT_BUNDLE2: [chars] is not compatible with [chars] and will be suspended
([chars])
```

Explanation The port has different port-attributes that of port-channel or ports within the port-channel. For the port to join the bundle, change the ports attributes so that it matches the port.

Recommended Action Match the port-attributes to that of port-channel.

Error Message

```
%EC-5-CANNOT_BUNDLE_LACP: [chars] is not compatible with aggregators in channel
[dec] and cannot attach to them ([chars])
```

Explanation The port has different port attributes: attributes of the port channel and attributes of ports within the port channel. The attributes should match.

Recommended Action To enable the port to join the bundle, change the port attributes so that they match the port.

Error Message

```
%EC-5-CANNOT_BUNDLE_QOS: Removed [chars] from port channel because a QoS policy
cannot be supported across multiple DFC cards.
```

Explanation The port specified in the error message cannot join the port channel because the QoS policy attached to the port channel cannot support multiple DFC cards.

Recommended Action Place the port in another port channel, or remove the QoS policy from the port channel.

Error Message

```
%EC-5-CANNOT_BUNDLE_QOS1: Removed [chars] from port channel as QoS attributes of
port and port-channel are different.
```

Explanation The Port specified in the error message cannot join port channel, because the QoS attributes of this port are not consistent with the QoS attributes of the port-channel.

Recommended Action Match the QoS attributes of the specified port to the QoS attributes of other member ports in the port channel. Enter the **show queueing interface** command to display the QoS attributes of a port.

Error Message

```
%EC-5-DONTBNDL: [chars] suspended: incompatible partner port with [chars]
```

Explanation The configuration of the partner port is different from the configuration of other ports in the bundle. A port can join the bundle only when the global configuration of the port and the configuration of the partner port are the same as that of the other ports in the bundle.

Recommended Action Ensure that the configuration of the partner ports is the same for all ports in the bundle.

Error Message

```
%EC-5-ERRPROT: Channel protocol mismatch for interface [chars] in group [dec]: the
interface can not be added to the channel group
```

Explanation The interface cannot be added to the channel group with the specified mode.

Recommended Action Change either the channel group or the mode for the interface.

Error Message

```
%EC-5-ERRPROT2: Command rejected: the interface [chars] is already part of a
channel with a different type of protocol enabled
```

Explanation The interface cannot be selected for the specified protocol because the interface is already part of a channel that has a different type of protocol enabled.

Recommended Action Remove the interface from the channel group.

Error Message

```
%EC-5-ERRPROT3: Command rejected: the interface [chars] is already part of a
channel
```

Explanation The interface can not be deselected for the specified protocol because the interface is already part of a channel.

Recommended Action Remove the interface from the channel group.

Error Message

```
%EC-5-L3DONTBNDL1: [chars] suspended: PAgP not enabled on the remote port.
```

Explanation PAgP is enabled on L3 interface, but the partner port does not has PAgP enabled. In this mode, the port is put in a suspended state.

Recommended Action Enable PAgP on remote side.

Error Message

```
%EC-5-L3DONTBNDL2: [chars] suspended: incompatible partner port with [chars]
```

Explanation For a port to join a bundle, local GC and partner GC should be same as that of the ports in the bundle. In this case, the partner port's GC is different then some of the other ports in the bundle.

Recommended Action Ensure the partner GC for all the ports in the group are the same.

Error Message

```
%EC-5-L3DONTBNDL3: [chars] suspended: LACP currently not enabled on the remote
port.
```

Explanation LACP is enabled on the Layer 3 interface, but the partner port is currently detected not to have LACP enabled. In this mode, the port is put into a suspended state.

Recommended Action Enable LACP on the remote side.

Error Message

```
%EC-5-L3PORTDOWN: Shutting down [chars] as it's port-channelis admin-down
```

Explanation L3 port's admin-state is ruled by the admin-state of its agport. If the agport's admin-state is down, the port's admin-state will be forced to be dow.n

Recommended Action Get the agport's admin-state up.

Error Message

```
%EC-5-L3STAYDOWN: [chars] will remain down as it's port-channel[chars] is
admin-down
```

Explanation For L3 ports/agport, the admin-state of the agport overrides that of the port. If agport is admin-down, all ports in the agport will be forced to be down.

Recommended Action Un-shut the agport.

Error Message

```
%EC-5-NOLACP: Invalid EC mode, LACP not enabled
```

Explanation LACP is not included in this Cisco IOS software image. EC mode cannot be set to active or passive.

Recommended Action Obtain an image that includes LACP, or set the mode to On.

Error Message

```
%EC-5-NOPAGP: Invalid EC mode, PAgP not enabled
```

Explanation PAgP is not included in the image. Cannot set EC mode to desirable/auto.

Recommended Action Get an image with PAgP included or set mode to On.

Error Message

```
%EC-5-PORTDOWN: Shutting down [chars] as its port-channel is admin-down
```

Explanation The administrative state of a port is controlled by the administrative state of the aggregate port. If the administrative state of the aggregate port is down, the administrative state of the port is also forced to be down.

Recommended Action Enter the **no shutdown** command on the aggregate port to activate it.

Error Message

```
%EC-5-STAYDOWN: [chars] will remain down as its port-channel [chars] is admin-down
```

Explanation The administrative state of the aggregation port overrides the stateof the port. If the aggregation port is administratively down, all ports in the aggregation port are also forced to be administratively down.

Recommended Action Enter the **no shutdown** command on the aggregation port to activate (unshut) the aggregation port.

Error Message

```
%EC-5-UNBUNDLE: Interface [chars] left the port-channel [chars]
```

Explanation Interface fell off the bundle.

Recommended Action No action is required.

Error Message

```
%EC-5-UNSUITABLE: [chars] will not join any port-channel, [chars]
```

Explanation Configuring any of Port-fast, VMPS, Dest-SPAN are considered unsuitable for etherchannel. Unconfigure them.

Recommended Action Unconfigure port-channels.

EDSP Messages

Error Message

```
%EDSP-4-CEF_TOOLONG: CEF to SCCP devices may be disabled! See message below.
```

Explanation Given up waiting for CEF initialization to complete.

Recommended Action Check the message about CEF and the EDSP0 interface below. If the vector is EVENTUALLY set to Null, CEF RTP sending for SCCP devices is disabled. You may try to recover by restarting 'ip cef' in the Cisco IOS software configuration.

Error Message

```
%EDSP-6-CEF_WAIT: Waiting for CEF initialization to complete first ... [dec]
```

Explanation Initialization of CEF RTP sending relies on the system's CEF readiness.

Recommended Action No action is required.

Error Message

```
%EDSP-6-IPV6_ENABLED: IPv6 on interface [chars] added.
```

Explanation The IPv6 capability has been enabled for the sub-interface.

Recommended Action No action is required.

Error Message

```
%EDSP-6-IPV6_FAILED: IPv6 on interface [chars] failed.
```

Explanation The IPv6 initialization has failed for the sub-interface.

Recommended Action Check the IPv6 and interface related configurations.

EEPROM Messages

The following are Electronically Erasable Programmable Read-Only Memory messages.

Error Message

```
%EENULL-3-ENCEXPNULL: [chars]
```

Explanation An unexpected null application error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%EEPROM-3-DEVIATION_NUMBER: Failed to update Deviation number in EEPROM for
[chars]
```

Explanation Updation of Deviation Number for SPA-4FE-c7304 EEPROM failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show diag slot-number** command to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%EEPROM-3-READ: [chars] [chars]
```

Explanation An error has occured while reading the EEPROM.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

EHSA Messages

The following are Santa NRP2 EHSA messages.

Error Message

```
%EHSA-1-CFGSYNCALERT: Failed to sync [chars] configuration to the standby Router
```

Explanation The startup configuration, or private configuration, has failed to synchronize with the standby router.

Recommended Action No action is required.

Error Message

```
%EHSA-3-CONFIG_SYNC: [chars]
```

Explanation An EHSA configuration synchronization error has occurred. The details about what was attempted and what went wrong is printed.

Recommended Action Copy the system configuration along with any other relevant information. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%EHSA-3-EHSA_ALARMS: [chars]
```

Explanation An EHSA Alarm assertions error occurred. The details about what was attempted and what went wrong will be printed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%EHSA-3-FSM: [chars]
```

Explanation An EHSA Finite State Machine (FSM) error occurred. The details about what was attempted and what went wrong will be printed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%EHSA-3-GENERAL: [chars]
```

Explanation An EHSA error occurred. The details about what was attempted and what went wrong will be printed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%EHSA-3-IPC: [chars] [chars]
```

Explanation An IPC error has occurred. The details about what was attempted and what went wrong is printed.

Recommended Action Copy the system configuration along with any other relevant information. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%EHSA-3-NEGOTIATION: [chars]
```

Explanation EHSA negotiation did not complete.

Recommended Action Copy down the system configuration along with any other relevant information. Copy the system's configuration along with any other relevant information. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%EHSA-5-CFGSYNCINFO: The [chars] configuration has been successfully synced to the
standby Router
```

Explanation The startup configuration, or private configuration, has been successfully synchronized with the standby router.

Recommended Action No action is required.

Error Message

```
%EHWIC_1GE_SFP_CU-6-CHANGED:Transceiver module SFP type is changed in [chars]
interface.
```

Explanation A small form-factor pluggable (SFP) transceiver module was changed to a different type.

Recommended Action No action is required.

Error Message

```
%EHWIC_1GE_SFP_CU-3-DUPLEX:Interface [chars], Phy Unsupported Duplex settings
```

Explanation The EHWIC-1GE-SFP-CU Module Phy Half Duplex is not supported. The link is not expected to become active. The duplex settings failed.

Recommended Action Enter the **shutdown** and **no shutdown** commands on the interface for which the duplex settings are failing. If the problem recurs, and attempt to reload the system when there is no traffic on other interfaces.

Error Message

```
%EHWIC_1GE_SFP_CU-3-DUPLICATE_SN:SFP in interface [chars] has the same serial
umber as another SFP
```

Explanation The serial number of the small form-factor pluggable (SFP) matches that of another interface on the system. Cisco SFPs are assigned unique serial numbers.

Recommended Action Cisco SFPs are assigned unique serial numbers. Verify that the SFP was obtained from Cisco or a supported vendor.

Error Message

```
%EHWIC_1GE_SFP_CU-1-EHWIC_INITFAIL:[chars]
```

Explanation An attempt to initialize the EHWIC-1GE-SFP-CU failed. The indicated interface cannot be used.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show diag** command and your pertinent troubleshooting logs. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%EHWIC_1GE_SFP_CU-6-FAILOVER:[chars] link down on interface [chars], now using
[chars] link.
```

Explanation The failover feature switched its active link to the alternate media available.

Recommended Action No action is required.

Error Message

```
%EHWIC_1GE_SFP_CU-3-FAILURE:Transceiver module SFP is failed in [chars]
interface.
```

Explanation The small form-factor pluggable (SFP) transceiver module failed to initialize in the interface specified. The module was disabled.

Recommended Action Attempt to reseat the module in the slot. If there is an I2C error along with this error, then attempt an I2C bus reset by restarting the router. A hardware failure is not very common. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show diag** command and your pertinent troubleshooting logs. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%EHWIC_1GE_SFP_CU-3-ID_MISMATCH:SFP in interface [chars] failed identification
check
```

Explanation The system could not verify the small form-factor pluggable's (SFP) identity.

Recommended Action Verify that the SFP was obtained from Cisco or from a supported vendor. Use the Cisco Software Advisor tool to check if the Cisco IOS software that is running on the system supports the SFP. If the SFP is newer, a system software upgrade might be required.

Error Message

```
%EHWIC_1GE_SFP_CU-3-INTERNAL_ERROR:[chars]
```

Explanation The router encountered an internal software error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show diag** command and your pertinent troubleshooting logs. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%EHWIC_1GE_SFP_CU-3-MODE_SELECT:Interface [chars], Phy Mode-Select Failed
```

Explanation The intended mode was not set for the EHWIC-1GE-SFP-CU Module Phy. The link does not operate as expected.

Recommended Action Enter the **shutdown** and no **shutdown** commands on the interface for which the mode selection failed. If the problem recurs, attempt to reload the system when there is no traffic on other interfaces.

Error Message

```
%EHWIC_1GE_SFP_CU-1-NOMEMORY:EHWIC_1GE_SFP_CU [dec]: Memory allocation failure;
could not allocate [chars]
```

Explanation An attempt to allocate memory for the specified HWIC-1GE-SFP failed. More RAM may be required for the execution of this image.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show diag** command and your pertinent troubleshooting logs. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%EHWIC_1GE_SFP_CU-4-NON_CISCO_SFP:Unsupported SFP transceiver module found on
board.
```

Explanation The system detected that a non-Cisco small form-factor pluggable (SFP) transceiver module is inserted.

Recommended Action Replace the SFP with a Cisco supported one. If Cisco determines that a fault or a defect can be traced to the use of a third-party tranceiver, Cisco may withhold support under warranty or a Cisco support program. If the error is due to a transreceiver module received from Cisco, it could be due to incorrect cookie information on the SFP. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show controllers**, **show diag**, **show platform version** commands and your pertinent troubleshooting logs.

Error Message

```
%EHWIC_1GE_SFP_CU-3-NOT_IDENTIFIED:Unidentified transceiver module in [chars]
port.
```

Explanation The small form-factor pluggable (SFP) transceiver module for the interface specified in the error message could not be identified and may not be compatible with the interface. The transceiver module specified in the error message contains a transceiver code that could not be interpreted correctly. As a result of the error, the module was disabled.

Recommended Action Replace the SFP with a compatible one.

Error Message

```
%EHWIC_1GE_SFP_CU-3-PHYPOWERUP:Interface [chars], PHY powerup failed
```

Explanation The Ethernet device driver failed to power up the Ethernet PHY device.

Recommended Action If the error recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show controllers**, **show diag**, **show platform version** commands and your pertinent troubleshooting logs.

Error Message

```
%EHWIC_1GE_SFP_CU-2-PHY_READ_FAIL:Interface [chars], PHY Read failed
```

Explanation An attempt to write the contents of a register associated with the Gigabit Ethernet hardware. The Gigabit Ethernet hardware may fail to set up correctly and a network outage might occur. This message indicates a major hardware problem.

Recommended Action Reload the router. If the error persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%EHWIC_1GE_SFP_CU-2-PHY_WRITE_FAIL:Interface [chars], PHY Write failed
```

Explanation An attempt to read the contents of a register associated with the Gigabit Ethernet hardware. The Gigabit Ethernet hardware may fail to set up correctly and a network outage might occur. This message indicates a major hardware problem.

Recommended Action Reload the router. If the error persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%EHWIC_1GE_SFP_CU-3-SFP_BAD_CC:Interface [chars] SFP [chars] ID fields check sum
failed.
```

Explanation The specified small form-factor pluggable (SFP) ID fields have failed a checksum operation.

Recommended Action Reinsert or replace SFP.

Error Message

```
%EHWIC_1GE_SFP_CU-6-SFP_INSERTED: Transceiver module [chars] SFP is inserted in
[chars] interface.
```

Explanation A small form-factor pluggable (SFP) transceiver module has been inserted in the EHWIC-1GE-SFP-CU card.

Recommended Action This is an informational message only. No action is required.

Error Message

```
%EHWIC_1GE_SFP_CU-6-SFP_REMOVAL:Transceiver module SFP is removed from [chars]
interface.
```

Explanation A small form-factor pluggable (SFP) transceiver module has been removed.

Recommended Action This is an informational message only. No action is required.

Error Message

```
%EHWIC_1GE_SFP_CU-3-VN_DATA_CRC_ERROR:SFP in interface [chars] has bad crc
```

Explanation The small form-factor pluggable (SFP) does not have a valid Cyclic Redundancy Check (CRC) in the EEPROM data.

Recommended Action Reinsert SFP or replace SFP.

EHWIC_CELL_MSG Messages

Error Message

```
%EHWIC_CELL_MSG-1-EHWIC_ERROR_EVENTS: eHWIC Error Event: [chars], HWIC slot [dec]
```

Explanation EtherSwitch High-Performance WAN Interface Card (EHWIC) error events have occurred on the slot indicated in the message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%EHWIC_CELL_MSG-1-EHWIC_FATAL_HW_ERROR: EHWIC Hardware Failure: [chars] slot:
[dec]
```

Explanation A fatal error occurred in the the EtherSwitch High-Performance WAN Interface (EHWIC) because of a hardware failure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%EHWIC_CELL_MSG-1-FPGA_CRITICAL_ERROR: FPGA Critical Error: [chars], HWIC slot
[dec]
```

Explanation A critical error has occurred in the EtherSwitch High-Performance WAN Interface (EHWIC) field-programmable gate array (FPGA).

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%EHWIC_CELL_MSG-1-IPC_DMA_ERROR: IPC DMA Error-Event: [chars], HWIC slot [dec]
```

Explanation An Inter-process communication (IPC) direct memory access (DMA) error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%EHWIC_CELL_MSG-1-LINUX: EHWIC [dec]/[dec] loading Linux image [chars]
```

Explanation This message indicates that the device is loading a local copy of the Linux firmware.

Recommended Action No action is required.

Error Message

```
%EHWIC_CELL_MSG-1-RESUME_SUSPEND_ERROR: EHWIC_HOST: Improper Suspend/Resume
setting in EHWIC slot [dec] Receive Ring [dec]
```

Explanation The host termination logic has encountered an invalid suspend/resume setting in the Buffer Descriptor for the Receive Ring and the EtherSwitch High-Performance WAN Interface (EHWIC) slot specified in the message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%EHWIC_CELL_MSG-1-RX_DONE_ERROR: EHWIC_HOST: Improper DONE bit setting in EHWIC
slot [dec] Receive Ring [dec]
```

Explanation The host termination logic has encountered an invalid Done bit setting in the Buffer Descriptor for the Receive Ring and the EtherSwitch High-Performance WAN Interface Card (EHWIC) slot specified in the message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%EHWIC_CELL_MSG-1-TX_DONE_ERROR: EHWIC_HOST: Improper DONE bit setting in EHWIC
slot [dec] Transmit Ring [dec]
```

Explanation The host termination logic has encountered an invalid Done bit setting in the Buffer Descriptor for the Transmit Ring and the EtherSwitch High-Performance WAN Interface (EHWIC) slot specified in the message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%EHWIC_CELL_MSG-1-TX_FIRST_LAST_ERROR: EHWIC_HOST: Improper First/Last sequence
in EHWIC slot [dec] Transmit Ring [dec]
```

Explanation The host termination logic has encountered an invalid First/Last Sequence in the Buffer Descriptor for the Transmit Ring and the EtherSwitch High-Performance WAN Interface Card (EHWIC) slot described in the message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%EI_CLI_MT_SPI-3-FILE_ERROR: Error occured: %s, for file: %s
```

Explanation An error occured while trying to manipulate a file.

Recommended Action After making sure that the file permissions are appropriate and locations are correct, attempt to restart.

Error Message

```
%EI_CLI_MT_SPI-3-GENERAL_ERROR: Error occured: %s
```

Explanation An error occured during startup of the CLI Agent causingunwanted behavior and early exit.

Recommended Action Restart the cli_agent process or all processes if needed.

Error Message

```
%EM_FPGA-0-SELF_TEST_FAILURE: Encryption self-test failed ([chars])
```

Explanation One of the encryption self-tests has failed. The encryption engine is not operable in this state.

Recommended Action If the failure persists, contact Cisco to obtain a replacement IOS image.

Error Message

```
%EM_FPGA-1-EM_PROC_INIT: VPN Module Command Processor initialization failed:
([chars])
```

Explanation VPN Module Command Processor initialization failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%EM_FPGA-1-ERROR: [chars]
```

Explanation An error occured in the application using VPN Module.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%EM_FPGA-1-FPGA_ALIGN: [chars] Alignment failure on packet buffer: [hex]
```

Explanation A software error occurred. The FPGA driver detected that the buffer is not aligned correctly.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%EM_FPGA-1-FPGA_DECOMP_FAIL: FPGA packet decompression failure
```

Explanation FPGA crypto-engine fail to decompress packet.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%EM_FPGA-1-FPGA_PARTICLE: We do not support particle so far
```

Explanation A packet with multiple particles arrived.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%EM_FPGA-1-FPGA_RING_FULL: FPGA buffer descripter is full
```

Explanation FPGA buffer descripter is full.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%EM_FPGA-1-NOMEMORY: [chars] creation failed for FPGA
```

Explanation The VPN Module driver could not allocate memory for the specified data structure.

Recommended Action Consider adding more memory. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%EM_FPGA-3-EM_PROC_ERR: VPN Module Command Processor error: ([chars])
```

Explanation VPN Module Command Processor error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%EM_FPGA-3-FPGA_INT: Wrong crypto IPSec interrup
```

Explanation Wrong crypto IPSSec interrupt.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%EM_FPGA-6-SHUTDOWN: [chars] shutting down
```

Explanation The specified VPN Module is shutting down. It may have been physically removed.

Recommended Action This is an informational message only. It occurs in normal operation.

ENSP Messages

The following are Enhanced Network Service Provider (ENSP) messages.

Error Message

```
%ENSP-2-FMAIL_INTERNAL_ERROR: Internal software error
```

Explanation An internal software error occurred.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ENSP-2-FMAIL_NO_AUTH_STARTED: AAA authentication startup failed
```

Explanation AAA authentication startup failed.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ENSP-2-INTERNAL_ERROR: FAX- Internal software error: [chars]
```

Explanation An internal software error occurred.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ENSP-4-FMAIL_BAD_MESSAGE: FAXMAIL- Bad message received
```

Explanation An unexpected message was received.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ENSP-4-FMAIL_NO_SMTP: FAXMAIL- Can not connect to the SMTP server
```

Explanation No connection was able to be created to any of the specified SMTP servers.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ENSP-4-FMAIL_NO_SMTP_SEND: FAXMAIL- Could not send data to the SMTP server
```

Explanation A connection was made to the SMTP server, but no data can be sent.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ENTITY_ALARM-6-INFO: [chars] [chars] [chars] [chars] [chars]
```

Explanation Alarm assertion or deassertion information.

Recommended Action No action is required.

Error Message

```
%ENT_API-4-MULTIPLEREG: Multiple registration request with same entity name =
[chars] using entity index [int] and phyDescr = [chars].
```

Explanation An attempt to register a physical entity happened and failed, because the same entity name is being used for which a registration has already been done.

Recommended Action Need to raise a DDTS with the component responsible for the registration to use different entity names for registering different entities.

ENTITY_ALARM Messages

The following are entity alarm messages.

Error Message

```
%ENT_API-4-NOPARENT: Parent physical entity [int] did not exist when trying to add
child physical entity [int], phyDescr = [chars], phyName = [chars].
```

Explanation An attempt to add a physical entity has failed because its parent physical entity did not exist in the entPhysicalTable of the Entity MIB.

Recommended Action Using the NMS tool, produce the contents of the Entity MIB table. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%ENT_API-4-NOPORT: Physical entity does not have a Port PhysicalClass when adding
an alias with physical index = [int] and logical index = [int] to the Entity MIB
```

Explanation An attempt to add an alias entry to the Entity MIB was made. The physical entity with the specified index does not have an entPhysicalClass of 10(Port class) and so the alias entry creation failed. See RFC2737 for the definition of the PhysicalClass textual-convention and the aliasMappingEntry object.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. Using your NMS tool, also provide the content of the Entity MIB table.

ENVIRONMENT Messages

Error Message

```
%ENVIRONMENT-2-FAN_FAULT: System Fault: FAN FAULT is detected.
```

Explanation An internal fan fault is detected.The switch has two fans and can operate with one of the two failing

Recommended Action Either check the switch itself, or use the **sho env** priviledged EXEC command to determine whether a fan on the switch has failed. Replace the fan at your convenience.

Error Message

```
%ENVIRONMENT-3-OVERTEMP: [chars] [chars] [chars] [chars]
```

Explanation The chassis inside temperature exceeds the max temperature threshold.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%ENVIRONMENT-3-RPS_FAILED: [chars] [chars] [chars] [chars]
```

Explanation Only one power supply was detected for system in dual power mode or power supply is failing.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%ENVIRONMENT-3-UNDERTEMP: [chars] [chars] [chars] [chars]
```

Explanation The chassis inside temperature is below the minimum temperature threshold.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. ENVIRONMENTAL Messages

Recommended Action The following are the environmental messages.

Error Message

```
%ENVIRONMENT-4-CONFIG_OVERTEMP: [chars] [chars] [chars] [chars]
```

Explanation The chassis inside temperature exceeds the configured threshold but is less than or equal to the maximum inside temperature.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%ENVIRONMENTAL-1-ALERT: [chars], Location: [chars], State: [chars], Reading:
[dec] [chars]
```

Explanation One of the sensors in the system is reading an out of normal value.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ENVIRONMENTAL-1-SENSORFAIL: [chars], Location [chars], State: fail
```

Explanation One of the sensors in the system has detected a failure condition from which it can not recover. This sensor is no longer reporting readings to the environmental monitoring subsystem.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ENVIRONMENTAL-1-SENSOROK: [chars], Location: [chars], State: normal
```

Explanation One of the sensors in the system had been in a failure condition but is now operating normally.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ENVIRONMENTAL-3-CHASFSERR: Sensor [chars] on FRU [chars] has an invalid chasfs
device state [chars]
```

Explanation The system does not understand the state that the sensor is reporting. This is most likely a filesystem corruption or ISSU problem. You may try rebooting the router to see if the problem corrects itself.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ENVIRONMENTAL-3-TDLERROR: Error processing TDL message. [dec]
```

Explanation An unexpected condition in which IOS has received a TDL message which it can not process.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

ENVM Messages

Recommended Action The following are environmental monitor messages.

Error Message

```
%ENVM-0-PS_SHUT_FAIL: Power Supply failed to shutdown.
```

Explanation Power supply failed to shut down might be due to Power supply hardware failure.

Recommended Action Review previous environmental monitor warning messages to determine cause of the shutdown. Enter the **show environment last** command once the router has rebooted, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ENVM-0-SHUT: Environmental Monitor initiated shutdown
```

Explanation The enviromental monitor has initiated a system shutdown.

Recommended Action Look at previous environmental messages to determine cause of shutdown and correct if possible. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ENVM-0-SHUTDOWN: Environmental Monitor initiated shutdown due to [chars]in slot
[dec]
```

Explanation The environmental monitor initiated a system shutdown due to a temperature or voltage condition.

Recommended Action Look at previous environmental messages to determine the cause of the shutdown and correct if possible. If you think the shutdown was in error, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ENVM-0-STATUS_NOT_READY: Environmental Monitor temperature sensor not ready
```

Explanation The mistral temperature sensor is not ready.

Recommended Action Check with hardware engineer on Mistral temperature hardware. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ENVM-1-BP_THERMAL: System detected a thermal warning
```

Explanation Over Temparature condition.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ENVM-1-CAN_NOT_POWER_ON_DFC: Can't power on DFC on slot [dec] for unknown reason.
```

Explanation Powering on a DFC failed.

Recommended Action Check the power plug to the DFC on the slot. If it still fails, unplug the DFC and perform diagnostics on it.

Error Message

```
%ENVM-1-DFC_BUSYOUT: All DFCs are busy out due to board over temperature.
```

Explanation The System experienced an Over Temperature condition.

Recommended Action All DFCs are busy to prevent the DFCs from damaging and to cool down the temperature. Check air conditioning and the area surrounding the box. Enter the show environment command to display temperature data and compare with temperature meter. If this message recurs, contact Cisco to replace the temperature sensor.

Error Message

```
%ENVM-1-DFC_POWER_DOWN: A DFC is powered down due to board over-temperature. Slot:
[dec], Type: [chars]
```

Explanation The System experienced an over-temperature condition.

Recommended Action A DFC is powered down to prevent the DFC from damage and to cool down the temperature. Check air conditioning and the area surrounding the box. Enter the show environment command to display temperature data and compare with temperature meter. If this message recurs, contact Cisco to replace the temperature sensor.

Error Message

```
%ENVM-1-DFC_POWER_ON: A DFC is powered on due to board temperature cooling down.
Slot: [dec], Type: [chars]
```

Explanation The temperature in the system cools down.

Recommended Action When the board temperature cools down, a DFC is powered back on. Enter the show environment command to display temperature data and compare with temperature meter to verify the recovery.

Error Message

```
%ENVM-1-DFC_UNBUSYOUT: All DFCs are unbusy out due to board temperature cooling
down.
```

Explanation The System experienced an over-temperature condition.

Recommended Action When the board temperature cools down, all DFCs are powered back on. Enter the show environment command to display temperature data and compare with temperature meter to verify the recovery.

Error Message

```
%ENVM-1-DROP_FAN_MONITOR: Environmental Monitor of Fans is dropped.
```

Explanation If a temperature sensor at inlet or outlet fails to work, the environmental monitoring of fans is dropped.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ENVM-1-DROP_TEMP_MONITOR: Environmental Monitor of Temperature is dropped.
```

Explanation If all temperature sensors fail to work, the environmental monitoring of temperature is dropped.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ENVM-1-INITSYS: [chars]
```

Explanation Failed to create environmental monitor process. Most likely cause is lack of memory.

Recommended Action The amount of memory available in the router may not be sufficient.

Error Message

```
%ENVM-1-OIR_POWER_DOWN: Environmental monitor is trying to power down a DFC by
simulating OIR removal. Slot: [dec], Type: [chars]
```

Explanation The System experienced an over-temperature condition. A DFC is powered down to prevent the DFC from damage and to cool down the temperature. The environmental monitor applies the scheme of OIR removal to power down the DFC.

Recommended Action Make sure that the room temperature is not too high and that air flow to the card is not blocked. Check air conditioning and the area surrounding the box.

Error Message

```
%ENVM-1-OIR_POWER_ON: Environmental monitor is trying to power on a DFC by
simulating OIR insertion. Slot: [dec], Type: [chars]
```

Explanation The temperature cools down inside the chassis. When the board temperature cools down, a DFC is powered back on. The environmental monitor applies the scheme of OIR insertion to power on the DFC.

Recommended Action No action is required..

Error Message

```
%ENVM-1-OK_FAN_MONITOR: Environmental Monitor of Fans is recovered.
```

Explanation If temperature sensors at both inlet or outlet recovers, the environmental monitoring of fans is recovered.

Recommended Action Once the fan monitoring is recovered, a console message is sent out and alarm is disabled. Fan state is set as normal. Enter the show environment command to display temperature data and compare with temperature meter to verify the recovery.

Error Message

```
%ENVM-1-OK_TEMP_MONITOR: Environmental Monitor of Temperature is recovered.
```

Explanation If a temperature sensor recovers to work, the environmental monitoring of temperature is recovered.

Recommended Action No action is required.

Error Message

```
%ENVM-1-OVERTEMP: System detected OVERTEMPERATURE condition. Please resolve
cooling problem and restart system!
```

Explanation The environmental monitor detected a high-temperature condition.

Recommended Action Make sure that the room temperature is not too high and that air flow to the system is not blocked.

Error Message

```
%ENVM-1-TEMP_SENSOR_FAIL: Temperature sensor #[dec] fails to work.
```

Explanation The health of each temperature sensor itself is also monitored. There are three cases that we consider a sensor fails to operate normally: 1. a sensor generates extraordinary data, such as higher than 200 degree C; 2. temperature change exceeds limits in one minute, such as 25 degree C; 3. temperature differential between sensors in the same box is greater than limit, such as 25 degrees C.

Recommended Action Once the failure of a temperature sensor is detected, ENVMON will set the temperature state of that sensor as disabled, send out console message. The temperature data from that sensor is ignored in temperature monitoring. Enter the show environment command to display temperature data and compare with temperature meter. If this message recurs, contact Cisco to replace the temperature sensor.

Error Message

```
%ENVM-1-TEMP_SENSOR_OK: Temperature sensor #[dec] recovers to work.
```

Explanation The health of each temperature sensor itself is also monitored. There are three cases that we consider these sensors fail to operate normally: 1. a sensor generates extraordinary data, such as higher than 200 degree C; 2. temperature change exceeds limits in one minute, such as 25 degree C; 3. temperature differential between sensors is greater than limit, such as 25 degrees C.

Recommended Action Once the recovery of a temperature sensor is detected, ENVMON will set the senor_state of that sensor as normal, send out console message. The temperature data from that sensor is read again in temperature monitoring. Enter the show environment command to display temperature data and compare with temperature meter to verify the recovery.

Error Message

```
%ENVM-1-TEMP_STATE: System detected that temperature is in [chars] condition.
```

Explanation The environmental monitor detected a temperature change, either failure or recovery.

Recommended Action Ensure that the room temperature is not too high and that air flow to the card is not blocked. If this condition persists, the environmental monitor might shut down the system. Check air conditioning and the surrounding of the box. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ENVM-1-VOLT_WARNING: Environmental monitor detects voltage out-of-range warning.
Voltage name: [chars], Nominal: [dec] Voltage sensor reading: [dec]
```

Explanation The voltage is either too high or too low. A warning message is displayed on the console and a SNMP trap is sent out.

Recommended Action Ensure the power supply to the box is normal. If the problem can not be corrected, power off the system to avoid damage the internal parts.

Error Message

```
%ENVM-2-CRITICAL: [chars] measured at [chars]
```

Explanation One of the measured environmental test points for voltage or temperature, as indicated by the message, has exceeded a critical threshold.

Recommended Action Correct the specified condition as quickly as possible or take the system offline for a power down unless the system fails or shuts itself down automatically (as a preventive measure). If it is a temperature warning, ensure that 1) a fan in a power supply module or a fan module has not failed, 2) a fan module is not missing from the system, and 3) the room cooling or air conditioning is functioning properly. If it is a voltage condition on multiple cards, check your input AC/DC voltage source. If it is a voltage condition on a single card, ensure that a backup or spare card is available for replacement if the voltage condition continues to deteriorate on that card. If you think the message is in error, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ENVM-2-ENVCRIT: [chars] measured at [chars]
```

Explanation One of the measured environmental test points exceeds an extreme threshold.

Recommended Action Correct the specified condition or the system may shut itself down as a preventive measure. This condition could cause the system to fail to operate properly. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ENVM-3-BLOWER: [chars] may have failed
```

Explanation One of the cooling fans in the system might have failed. The system has detected a fan failure alarm reported by hardware or it has detected a large difference between the inlet and outlet temperature sensors.

Recommended Action If there are redundant power supply modules, replace the power supply module containing the faulty fan. If there is a single power supply and the faulty fan resides in the power supply module, replace the working standalone fan module (each router requires two fan modules) with a power supply module. Then remove the power supply module containing the faulty fan and replace that power supply module with a fan module or another power supply module. In this way, you can replace a faulty fan in a nonredundant power supply module without shutting down the system. Contact your Cisco technical support representative for help in replacing a faulty fan module.If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ENVM-3-CPUCARD: Unknown CPU type [dec]
```

Explanation A CPU card in the system was not recognized by the software.

Recommended Action Ensure that the image that you loading supports the NPE in the chassis. Enter the show version command.Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ENVM-3-DISABLE: Environmental monitoring for [chars] disabled ([chars])
```

Explanation Environmental monitoring for the indicated hardware component could not be initiated. This error message is displayed if environmental monitoring for the whole system, or a particular hardware component is disabled. Note that operating the system with the environmental monitoring disabled can be dangerous.

Recommended Action Address the cause for the environmental monitoring being disabled as indicated in the error message. Depending on whether a particular hardware component is affected or the whole system, either the card should be removed or the entire system taken offline for a power shutdown until the problem is resolved. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at

http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ENVM-3-DISABLE_ENVM: AS5400/AS5350 Environmental Monitor is disabled.
```

Explanation A configuration command can disable AS5400/AS5350 environmental monitor when you do not need it in certain special situations.

Recommended Action For AS5400/AS5350, once the ENVMON is disabled, both a console message and a SNMP trap are sent out. No further action is required.

Error Message

```
%ENVM-3-ENABLE_ENVM: Environmental Monitor is enabled.
```

Explanation A configuration command can enable environmental monitor after it was disabled in certain special situations.

Recommended Action For AS5400/AS5350, once the ENVMON is disabled, both a console message and a SNMP trap are sent out. No further action is required.

Error Message

```
%ENVM-3-ENVDATA: Environment data in [chars] invalid at slot [dec]
```

Explanation Environmental threshold data in this board's ID EEPROM is corrupted.

Recommended Action Enter the show diag slot-number command for the specified slot. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ENVM-3-ENVDATA_MISSING: Environmental monitoring information for card in [chars]
is not present in the IDPROM
```

Explanation Environmental threshold data for the card in the specified slot is not present in the board IDPROM. The system will not monitor the voltage and temperature readings for the specified card.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show diag command to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at

http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ENVM-3-ENVINFO_MISSING: Voltage threshold information for [chars] is not present
in the [chars]IDPROM for the card in [chars]
```

Explanation Environmental threshold data for the specified voltage is missing from the threshold table in the IDPROM. The system will not monitor the voltage and temperature readings for the specified card.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show diag command to gather data that might help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ENVM-3-ENVM_CHECKSUM_UPDATE: Failed to update Environment checksum field in
EEPROM for [chars]
```

Explanation Updation of ENVM checksum for SPA-4FE-c7304 EEPROM failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show diag command to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ENVM-3-FAN_FAIL: [chars] fail to work.
```

Explanation Some cooling fans fail to work. This is detected by the temperature delta between the inlet and outlet. A big delta indicates fan failure.

Recommended Action Replace the fan as soon as possible or the system may shut itself down or fail to operate properly.

Error Message

```
%ENVM-3-FAN_FAILED: System detected Fan Fail Condition
```

Explanation The system has experienced a Fan Failure.

Recommended Action Try power cycling the router to see if the problem goes away.

Error Message

```
%ENVM-3-FAN_OK: [chars] recovered to work.
```

Explanation Some cooling fans recover to work. This is detected by the temperature delta between the inlet and outlet. A small delta indicates fan recovery.

Recommended Action Verify the fan works properly by checking the four fans. Enter the show environment command to display temperature delta data and verify the recovery.

Error Message

```
%ENVM-3-FRUUNKNOWN: Power supply or fan module in bay [dec] type unknown
```

Explanation Power supply or fan module type is unknown. The ID EEPROM of the module may have not been programmed or may have been corrupted or the module may be an unsupported type.

Recommended Action Use only system-supported power supply or fan module types. If there are redundant power supply modules and only one of them has unknown type, replace the unknown type power supply module, as indicated by the bay number, with a supported power supply module. If there are redundant power supply modules and all of them have unknown types, take the system offline for power shutdown and replace the modules. If there are one unknown type power supply module and one fan module, take the system offline for power shutdown and replace the unknown type module. If there are one good power supply module and one unknown type fan module, replace the fan module. If the error message recurs despite correct types of power supply and fan modules installed, enter the show environment all and the show diag chassis commands. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ENVM-3-IDPROM: Access to [chars] failed at slot [dec]
```

Explanation Environmental monitoring threshold levels could not be read from the specified card ID EEPROM. The ID EEPROM is not accessible due to a hardware failure, incompatible IOS software, or because its contents are corrupted.

Recommended Action Enter the show diag slot-number command for the specified slot. If the output fails to include a dump of the corresponding ID EEPROM, it is probably a card hardware failure; replace the card. If the output of the show diag slot-number command includes a dump of the ID EEPROM, the contents are probably corrupted. Copy the message exactly as it appears on the

console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ENVM-3-IOCARD_REV: [chars]
```

Explanation IO card revision is not known.

Recommended Action The IO card plugin is not recognized. Plug in the right version of IO card. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ENVM-3-LASTENV: [chars]
```

Explanation Environmental monitoring operational data could not be saved to nonvolatile storage in the chassis backplane EEPROM. This can be due to an EEPROM (hardware) failure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. Include the output of the show diag chassis and show environment all commands.

Error Message

```
%ENVM-3-NOACK: Access to [chars] in slot [dec] failed
```

Explanation Access to one of the temperature sensors failed because the device was not ready. Software will attempt to retry the sensor access.

Recommended Action If the message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at

http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. Include the output of the show version and show diag slot-number commands.

Error Message

```
%ENVM-3-NOFORK: Could not start environment polling process
```

Explanation The software could not spawn the environmental monitoring process, possibly because of low memory - no monitoring will be performed. The system can be in danger without environmental monitoring.

Recommended Action Ensure that system has sufficient memory installed. The system should be taken offline for a power shutdown until the problem is solved. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

Error Message

```
%ENVM-3-NOMEM: Could not start environmental monitoring at slot [dec] because of
low memory
```

Explanation The software could not create the data structure necessary for environmental monitoring because of a low memory condition. No monitoring of the card in the specified slot will be performed.

Recommended Action Be aware that the system can be in danger without environmental monitoring. Ensure that the system has sufficient memory installed. Either the card should be removed or the system should be taken offline for a power shutdown until the problem is solved. Copy the message exactly as it appears on the console or in the system log. Enter the **show version** and **show process memory** commands. Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration. If you require further assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show version** and **show process memory** commands and your pertinent troubleshooting logs.

Error Message

```
%ENVM-3-OVERTEMP_OK: System temperature is now normal.
```

Explanation The system is operating at a normal temperature.

Recommended Action The system previously detected an over temperature condition which has now cleared. This is most likely due to high ambient temperature where the router is located.

Error Message

```
%ENVM-3-PS_OUTPUT_FAIL: System detected [chars] Output Voltage Fail Condition
```

Explanation The Power Supply has failed.

Recommended Action Replace the Power Supply.

Error Message

```
%ENVM-3-PS_OUTPUT_OK: [chars] Output is now normal
```

Explanation Output Voltage fail condition has cleared.

Recommended Action No action is required.

Error Message

```
%ENVM-3-REFVOLT: [chars]
```

Explanation The reference voltage measured is read as zero.

Recommended Action If the above is message is displayed three or more times, check the power supply. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ENVM-3-SUBSLOT_SHUTDOWN: Environmental monitor initiated shutdown of the card in
subslot [dec]/[dec] ([chars] measured at [chars])
```

Explanation The environmental monitor initiated a subslot shutdown due to a temperature or voltage condition.

Recommended Action Look at previous environmental messages to determine the cause of the shutdown and correct if possible. If you think the shutdown was in error, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. ESCON Messages

Recommended Action The following are High-Performance Enterprise Systems Connection line card messages.

Error Message

```
%ENVM-3-VOLT_NORMAL: System sensor Voltage name: [chars], is now operating under
NORMAL voltage at [dec] mV.
```

Explanation One of the measured environmental test points is under normal operating voltage.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ENVM-4-ENVM_NULL: [chars]
```

Explanation The software pointer for the environmental monitor table is empty.

Recommended Action The platform substem may not be initialized properly. Shutdown and restart the system.Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ENVM-4-ENVM_TBL_NULL: [chars]
```

Explanation Any of the software pointers for the environmental monitor table is empty.

Recommended Action Any of temperature, voltage, power supply environmental software table pointer table is empty. The platform subsystem may not be initialized properly. Shutdown and restart the system. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ENVM-4-ENVWARN: [chars] measured at [chars]
```

Explanation One of the measured environmental test points exceeds the warning threshold.

Recommended Action Closely monitor the condition and correct if possible. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ENVM-4-RPSFAIL: [chars] may have a failed channel
```

Explanation One of the power supplies in a dual (redundant) power supply may have failed.

Recommended Action Check the inputs to the power supply or replace the faulty power supply as soon as possible to avoid an unplanned outage. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ENVM-4-WARNING: [chars] measured at [chars]
```

Explanation One of the measured environmental test points for voltage or temperature, as indicated by the message, has exceeded the warning threshold.

Recommended Action Closely monitor the condition and correct if possible. If it is a temperature warning, ensure that 1) a fan in a power supply module or a fan module has not failed, 2) a fan module is not missing from the system, and 3) the room cooling or air conditioning is functioning properly. If it is a voltage condition on multiple cards, check your input AC/DC voltage source. If it is a voltage condition on a single card, ensure that a backup or spare card is available for replacement if the voltage condition continues to deteriorate on that card. If you think the message is in error, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

ENVMON Messages

The following are Environmental Monitor messages.

Error Message

```
%ENVM-6-FANCHANGE: [chars] changed from [chars] to [chars]
```

Explanation This message indicates a change in fan status due to the removal or insertion of a fan module in the system. This is an informational message only.

Recommended Action No action is required.

Error Message

```
%ENVM-6-FANMISSING: Fan may have been removed
```

Explanation Software has detected a missing fan. If the system is not using a redundant power supply module, then a fan module might be missing from the empty power supply bay.

Recommended Action Ensure that you have installed two power supply modules or one power supply module and one fan module. If the message recurs despite the correct number of power supply and fan modules installed, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ENVM-6-PSCHANGE: [chars] changed from [chars] to [chars]
```

Explanation This message indicates a change in power supply status due to the removal or insertion of a power supply module in the system. This is an informational message only.

Recommended Action No action is required.

Error Message

```
%ENVM-6-PSLEV: [chars] state changed from [chars] to [chars]
```

Explanation One of the power supply test points underwent a state change from normal to shutdown or vice-versa. Such a state change should only occur in a system with dual power supply modules. A state change from normal to shutdown is probably due to overheating caused by a failure of a power supply fan.

Recommended Action In the case of a power supply shutdown, replace the power supply module. If you think the message is in error, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at

http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. Include the output of the show diag chassis and show environment all commands.

Error Message

```
%ENVM-6-PSMISMATCH: Both AC and DC power supplies detected
```

Explanation A mix of AC and DC power supply modules has been detected. Such a mix is not supported. Both power supply modules need to be of the same type, either AC or DC.

Recommended Action Use only one type of power supply. Remove one of the two power supply modules and either replace the removed one with the same type as the other power supply or operate the system on a single power supply. If you think the message is in error, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ENVM-6-PSOK: [chars] now appears to be working correctly.
```

Explanation Previously the PS was reporting as failed but now. appears to be OK.

Recommended Action Check the external connections to the power supply and monitor it for any more failure messages.If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ENVMON-2-3G_OVERTEMP: Warning:[chars] Temperature [dec]C Exceeds [dec]C. Please
resolve heating to prevent system damage. Radio may shut down above [dec]C.
```

Explanation The system temperature has exceeded upper temperature threshold.

Recommended Action To prevent the damage caused by over heating, resolve the system heating or power down the system.

Error Message

```
%ENVMON-6-3G_TEMP_OK:[chars] temperature normal
```

Explanation The module card is operating at a normal temperature.

Recommended Action No action is required.

Error Message

```
%ENVMON-2-3G_UNDERTEMP:Warning:[chars] Temperature [dec]C below the low temp
limit [dec]C. Please resolve coling to prevent system damage.
```

Explanation The system temperature is below the lower temperature threshold.

Recommended Action To prevent the damage caused by overcooling, resolve the system heating or power down the system.

Error Message

```
%ENVMON-3-C800_ENV_INIT_ERROR:Fails to initialize MCU Environmental Control Unit
```

Explanation An attempt to initialize the Multipoint Control Unit's (MCU) Environmental Control Unit has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ENVMON-1-CPU_CRITICAL_OVERTEMP_HDD: Critical Warning: CPU temperature [dec]C
exceeds [dec]C threshold. [chars] hard disk drive may become unusable if
continuously operated at this temperature. Please resolve system cooling
immediately to prevent system damage.
```

Explanation The system CPU temperature has exceeded the threshold value.

Recommended Action Save the system configuration and power down the system to prevent damages caused by overheating.

Error Message

```
%ENVMON-1-CPU_CRITICAL_UNDERTEMP: Critical Warning: CPU temperature [dec]C is
below [dec]C threshold. Please resolve operating environment temperature to
prevent system damage.
```

Explanation The system CPU temperature is below the threshold value.

Recommended Action Save the system configuration and power down the system to prevent damage.

Error Message

```
%ENVMON-3-FAN_FAILED: Fan [dec] not rotating
```

Explanation The fan is not rotating properly.

Recommended Action Ensure the fan power cable is properly attached to the mainboard fan power connector. If the problem persists, it indicates a chassis that requires replacement. Contact your Cisco technical support representative to replace the chassis.

Error Message

```
%ENVMON-1-POWER_HIGH_VOLTAGE: Critical Warning: PSU[dec] Input Voltage [dec]V
exceeds high threshold [dec]V. The system may not continue operation. Immediate
operator action is required.
```

Explanation The power supply input voltage exceeded the threshold value.

Recommended Action Save the system configuration and power down the system to prevent damage.

Error Message

```
%ENVMON-1-POWER_LOW_VOLTAGE: Critical Warning: PSU[dec] Input Voltage [dec]V is
below low threshold [dec]V. The system may not continue operation. Immediate
operator action is required.
```

Explanation The power supply input voltage is below the low threshold value.

Recommended Action Save the system configuration and power down the system to prevent damage.

Error Message

```
%ENVMON-2-POWER_OVERTEMP: Warning: [chars] temperature [dec]C exceeds threshold
[dec]C. Please resolve system cooling to prevent system damage
```

Explanation The power supply temperature has exceeded the threshold limit.

Recommended Action Save the system configuration and power down the system to prevent damage causes by over-heating.

Error Message

```
%ENVMON-2-POWER_OVERTEMP_SHUTDOWN: Crital Warning: [chars] temperature [dec]C
exceeds threshold [dec]C. The power supply will shutdown automatically if the
hight temperature condition is not resolved.
```

Explanation The power supply temperature has exceeded the critial temperature threshold.

Recommended Action Save the system configuration and power down the system to prevent damage causes by over-heating.

Error Message

```
%ENVMON-6-POWER_VOLTAGE_OK: PSU[dec] input voltage is normal
```

Explanation The power supply input voltage is normal now.

Recommended Action No action is required.

Error Message

```
%ENVMON-2-TEMP_SENSOR_OVERTEMP: Warning:[chars] Temperature [dec]C Exceeds
[dec]C. Please resolve heating to prevent system damage. Board may shut down above
[dec]C.
```

Explanation The temperature sensor has detected that the system temperature over the upper temperature threshold.

Recommended Action To prevent the damage caused by overheating, resolve the system heating or power down the system.

Error Message

```
%ENVMON-6-TEMP_SENSOR_TEMP_OK:[chars] temperature normal
```

Explanation The sensor has detected that the system is operating at a normal temperature. The sensor previously detected an overtemperature condition that has now cleared. The high temperature that was previously detected was most likely because of a high ambient temperature where the router is located.

Recommended Action No action is required.

Error Message

```
%ENVMON-2-TEMP_SENSOR_UNDERTEMP: Warning: [chars] Temperature [dec]C below the
low temp limit [dec]C. Please resolve cooling to prevent system damage. Board may
shut down below [dec]C.
```

Explanation The sensor has detected that the system temperature is below the low temperature limit.

Recommended Action To prevent the damage caused by overcooling, resolve the system heating or power down the system.

Error Message

```
%ENVMON-1-WARN_DOWN_REV_ROMMON: Warning: Router's ROMMON needs to be upgraded to
support proper operation of module [chars]. Operation [chars] without upgrading
ROMMON may cause the module hard disk driver to become unstable.
```

Explanation The version of the ROM monitor (ROMMON) of the router is lower than the required version. If the user operates the system without upgrading the ROMMON, the module with the hard disk drives will become unstable.

Recommended Action Upgrade the ROMMON to the required version.

Error Message

```
%ENVMON-1-WARN_HDD_FAN_LEVEL3: Warning: sensor temperature ([dec] C) exceeds 33 C
and this router's ROMMON does not support proper operation of [chars]. Continued
operation may cause the module hard disk drive to become unstable. Please resolve
system cooling or shutdown [chars].
```

Explanation The fan speed has reached level 3. If the user continues to operate the system, the module with the hard disk drives will become unstable.

Recommended Action Resolve the issue in the environmental alarm, or shut down the service module.

Error Message

```
%ENVMON-1-WARN_HDD_FAN_LEVEL4: Warning: sensor temperature ([dec] C) exceeds 38 C
and this router's ROMMON does not support proper operation of [chars]. Continued
operation may cause the module hard disk drive to become unstable. Please resolve
system cooling or shutdown [chars].
```

Explanation The fan speed has reached level 4. If the user continues to operate the system, the module with the hard disk drives will become unstable.

Recommended Action Resolve the issue in the environmental alarm, or shut down the service module.

Error Message

```
%ENVMON-1-WARN_HDD_FAN_LEVEL5: Critical Warning: sensor temperature ([dec] C)
exceeds 40 C or an environmental alarm is detected. This router's ROMMON does not
support proper operation of [chars] under these conditions.Continued operation may
cause the module hard disk drive to become unstable. Please resolve system cooling
or shutdown [chars] immediately.
```

Explanation The fan speed has reached level 5. If the user continues to operate the system, the module with the hard disk drives will become unstable.

Recommended Action Resolve the issue in the environmental alarm, or shut down the service module.

Error Message

```
%ENVMON-1-WARN_HDD_HIGH_TEMP: Critical Warning: sensor temperature ([dec] C)
exceeds 40 C. System is experiencing excessive ambient temperatures and/or airflow
blockage. [chars] hard disk drive may become unusable if continuously operated at
this temperature. Please resolve system cooling to prevent system damage.
```

Explanation The ambient temperature has exceeded the threshold value. If the user continues to operate the system, the module with the hard disk drives will become unstable.

Recommended Action Lower the room temperature, or increase the air flow to the router.

Error Message

```
%ENVMON-2-IN_OUTLET_OVERTEMP_HDD: Warning: [chars] Temperature [dec]C Exceeds
[dec]C. [chars] hard disk drive may become unusable if continuously operated at
this temperature. Please resolve system cooling to prevent system damage.
```

Explanation The temperature sensor indicates that the temperature has exceeded the threshold value.

Recommended Action Resolve the system cooling issue and power down the system to prevent damages caused by overheating.

Error Message

```
%ENVMON-3-FAN_FAIL_SYSTEM_HALT: Router traps to ROMMON to avoid over heat by fan
malfunction
```

Explanation The router has to shut off some devices and go to ROMMON to avoid over heat. This is caused by both fan malfunction and system over heat.

Recommended Action Ensure the fan power cable is properly attached to the mainboard fan power connector. If the problem still persists, RMA the chassis.

Error Message

```
%ENVMON-3-FAN_OK: Fan [dec] rotating again
```

Explanation Fan had previously reported a rotation error, but it is OK now.

Recommended Action Informational message only. No action is required.

Error Message

```
%ENVMON-3-INTAKE_ABNORMTEMP_HDD: Warning: [chars] Temperature [dec]C Exceeds
[dec]C. [chars] hard disk drive may become unusable if continuously operated at
this temperature. Please resolve system cooling.
```

Explanation The temperature sensor indicates that the temperature has exceeded the threshold value.

Recommended Action Resolve the system cooling issue and power down the system to prevent damages caused by overheating.

Error Message

```
%ENVMON-3-OVERTEMP_OK: System temperature normal
```

Explanation The system is operating at a normal temperature.

Recommended Action The system previously detected an over-temperature condition which has now cleared. This is most likely due to high ambient temperature where the router is located.

Error Message

```
%ENVMON-3-OVER_HEAT: System over heat is detected
```

Explanation The temperature of the router is at least 60 degrees Celsius. Coutinuous over heating may cause the router to crash and even damage the router.

Recommended Action Check the following items: 1. The fan power cable is properly attached to the mainboard fan power connector. 2. The vent is not blocked. 3. The room temperature is not too high. If the problem still persists, RMA the chassis.

Error Message

```
%ENVMON-3-OVER_HEAT_GONE: There is no more over heat now
```

Explanation The router had previously detected over heat, but it is OK now.

Recommended Action This is an informational error. No action is required.

Error Message

```
%ENVMON-3-OVER_HEAT_SYSTEM_HALT: Router traps to ROMMON to avoid continuous over
heat
```

Explanation The router has to shut off some devices and go to ROMMON to avoid continuos system overheating.

Recommended Action Check the following items: 1. The fan power cable is properly attached to the mainboard fan power connector. 2. The vent is not blocked. 3. The room temperature is not too high. If the problem still persists, RMA the chassis.

Error Message

```
%ENVMON-4-MULTI_FAN_LOW_RPM_HDD: Critical Warning: More than two fans are running
at low RPM. Rotation speed is now high for all other fans. [chars] hard disk drive
may become unusable if continuously operated at this temperature. Please replace
fan tray to prevent system from overheating.
```

Explanation The rotation speed of more than two fans is lower than that of others.

Recommended Action Ensure that the fan power cable is properly plugged into the mainboard fan tray power connector. If the problem persists, replace the fan tray.

Error Message

```
%ENVMON-4-ONE_FAN_LOW_RPM_HDD: Warning: Fan [dec] is running at low RPM. Rotation
speed is now high for all other fans. [chars] hard disk drive may become unusable
if continuously operated at this temperature. Fan Tray replacement is recommended.
```

Explanation The rotation speed of one of the fans is lower than that of others.

Recommended Action Ensure that the fan power cable is properly plugged into the mainboard fan tray power connector. If the problem persists, replace the fan tray.

Error Message

```
%ENVMON-4-TWO_FAN_LOW_RPM_HDD: Warning: Two fans are running at low RPM. Rotation
speed is now high for all other fans. [chars] hard disk drive may become unusable
if continuously operated at this temperature. Fan tray replacement is recommended.
```

Explanation The rotation speed of two fans is lower than that of others.

Recommended Action Ensure that the fan power cable is properly plugged into the mainboard fan tray power connector. If the problem persists, replace the fan tray.

Error Message

```
%ENVMON-4-RTC: The Real Time Clock may have battery problem or it has not been set
to the current time
```

Explanation The Real Time Clock may have a battery problem or it has not been set to the current time

Recommended Action Set the Real Time Clock to the current time after power on. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ENVMON-4-RTC_READ: The Real Time Clock can not be read.
```

Explanation The Real Time Clock cannot be read. This may be caused by an SPI access problem.

Recommended Action Try the operation again. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%ENVMON-4-RTC_WRITE: The Real Time Clock can not be updated.
```

Explanation The Real Time Clock cannot be updated. This may be caused by an SPI access problem.

Recommended Action Try the operation again. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities

will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

EOU Messages

The following are Extensible Authentication Protocol over UDP messages.

Error Message

```
%ENVMON-5-48V_STATUS: -48V supply [chars]
```

Explanation Operational status of -48V power supply has changed.

Recommended Action No action is required.

ENV_MON Messages

The following are Cisco 12000 environmental monitor messages.

Error Message

```
%ENVMON-5-RPS: Redundant power supply [chars]
```

Explanation Redundant power supply was either attached or removed.

Recommended Action No action is required.

Error Message

```
%ENVMON-5-RPS_STATUS: RPS [chars]
```

Explanation Operational status of redundant power supply has changed.

Recommended Action No action is required.

Error Message

```
%ENV_MON-2-BUSBRD_TEMP: [chars] temperature has reached critical levels
```

Explanation The temperature sensor specified has signalled an overtemperature condition.

Recommended Action Attempt to resolve the temperature problem. Check all router doors are in place and closed. Check fans are operating. Remove affected cards, check how hot they are and allow to cool and the re-insert. Operation of overtemperature equipment is not recommended due to equipment damage. If problem is not resolved by above steps, power unit off. Copy the message

exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ENV_MON-5-CSC_FAIL_SUPPLY_POWER_TO_FANS: CSC in slot [dec] could not supply power
to fan tray
```

Explanation The indicated CSC could not supply power to the fan trays.

Recommended Action Try powering the router off, then on to determine if the problem clears. Try removing and re-inserting the fan trays, then the CSC. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information

Error Message

```
%ENV_MON-6-CANTSHUT: Cannot shut down card in this slot
```

Explanation Card in slot [dec] will not shut down.

Recommended Action No action is required.

Error Message

```
%ENV_MON-6-INSALM: ALARMCARD [chars] was inserted in slot [dec]
```

Explanation The OIR facility detected the insertion of alarm card from slot [n].

Recommended Action No action is required.

Error Message

```
%ENV_MON-6-INSFAN: The Fan tray has been inserted into slot [dec]
```

Explanation The OIR facility detected the insertion of a PEM from slot [n].

Recommended Action No action is required.

Error Message

```
%ENV_MON-6-INSPEM: PEM number [chars] inserted into slot [dec]
```

Explanation The OIR facility detected the insertion of a PEM from slot [n].

Recommended Action No action is required.

Error Message

```
%ENV_MON-6-INSPEM_GSR_POWERSHELF: Powersupply [chars] inserted
```

Explanation The OIR facility detected insertion of a PEM on Powershelf based GSR

Recommended Action No action is required.

Error Message

```
%ENV_MON-6-INTERNAL_ERROR: Internal error [dec] in [chars] - contact Cisco
technical support
```

Explanation An unexpected internal error was encountered.

Recommended Action No action is required.

Error Message

```
%ENV_MON-6-REMALM: ALARMCARD [chars] was removed from slot [dec]
```

Explanation The OIR facility detected the removal of alarm card from slot [n].

Recommended Action No action is required.

Error Message

```
%ENV_MON-6-REMFAN: The Fan tray has been removed from slot [dec]
```

Explanation The OIR facility detected removal of the fantray.

Recommended Action No action is required.

Error Message

```
%ENV_MON-6-REMPEM: PEM number [chars] removed from slot [dec]
```

Explanation The OIR facility detected the removal of a PEM from slot [n].

Recommended Action No action is required.

Error Message

```
%ENV_MON-6-REMPEM_GSR_POWERSHELF: Powersupply [chars] removed
```

Explanation The OIR facility detected removal of a PEM on Powershelf based GSR .

Recommended Action No action is required.

EOS Messages

The following are messages for the Eos FPGA (used on some Hyperion-based WAN interface line cards).

Error Message

```
%EOS-2-EOS_INIT_FAILURE: The EOS FPGA initialization failed due to [chars]
```

Explanation The EOS FPGA initialization was not successful because of a hardware problem with the board. This condition will cause packet drops.

Recommended Action Contact your Cisco technical support representative to obtain a replacement board.

Error Message

```
%EOS-2-EOS_INT: [chars]
```

Explanation A fatal interrupt has occurred. As a result, the device has been re-initialized.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%EOS-2-NULL_EOS_OBJECT: The EOS device object pointer is set to NULL
```

Explanation The memory location of the EOS device object is invalid. The EOS FPGA operation is disabled and the device interrupt is now masked.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at

http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%EOS-3-EOS_PAUSE_FAIL: EOS status register is 0x[hex]
```

Explanation A fatal interrupt has occurred. As a result, the device has been re-initialized. An attempt to pause traffic from the Eos FPGA to the Hyperion ASIC timed out. This may lead to traffic disruption, depending the status register value that was returned in hexadecimal format in the message text. This condition may lead to traffic disruption.

Recommended Action If normal traffic processing does not resume, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%EOS-3-EOS_UNPAUSE_FAIL: EOS status register is 0x[hex]
```

Explanation An attempt to un-pause traffic from the Eos FPGA to the Hyperion ASIC timed out. This condition may lead to traffic disruption.

Recommended Action If normal traffic processing does not resume, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%EOS-3-NOEOBCBUF: No EOBC buffer available. Dropping th /n e packet.
```

Explanation The EOBC receive buffer pool has been exhausted. No further input packets can be handled until some buffers are returned to the pool.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%EOS-4-EOS_WARN_INT: [chars]
```

Explanation The EOS FPGA received a non-fatal interrupt operation. This condition should not affect the normal operation of the device.

Recommended Action If normal traffic processing resumes, no action is required. If normal traffic processing does not resume, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

EOU Messages

Error Message

```
%EOU-2-PROCESS_ERR: Router could not create a EAPoUDP process
```

Explanation This is critical condition where the router could not create an EAPoUDP process.

Recommended Action Reload the device.

Error Message

```
%EOU-4-BAD_PKT: IP=[IP_address]| Bad Packet=[chars]
```

Explanation This messages informs that the router received an invalid or malformed EAP packet from the specified host.

Recommended Action Check specified host for EAP operation.

Error Message

```
%EOU-4-MSG_ERR: Unknown message event reveived
```

Explanation The EOU authentication process received an unknown message event.

Recommended Action If this message recurs, reload the device.

Error Message

```
%EOU-4-PROCESS_STOP: PROCESS=[chars]| ACTION=[chars].
```

Explanation This message indicates that the specified process is stopped.

Recommended Action Reload the device.

Error Message

```
%EOU-4-SOCKET: EAPoUDP socket binding fails for PORT=[hex]. Check if the interface
has valid IP address.
```

Explanation This messages informs that EAPoUDP could not bind its port to an valid interface address

Recommended Action This is probably due to missing IP address on the interface. Configure a valid IP address to the interface.

Error Message

```
%EOU-4-UNKN_EVENT_ERR: UNKNOWN Event for HOST=[IP_address]| Event=[dec].
```

Explanation This is an unknown message for the EAPoUDP process.

Recommended Action File a DDTS with Cisco.

Error Message

```
%EOU-4-UNKN_PROCESS_ERR: An unknown operational error occurred.
```

Explanation The EOU process cannot operate due to an internal system error.

Recommended Action Reload the device.

Error Message

```
%EOU-4-UNKN_TIMER_ERR: An unknown Timer operational error occurred
```

Explanation The EOU process cannot operate due to an internal system error.

Recommended Action Reload the device.

Error Message

```
%EOU-4-VALIDATION: Unable to initiate validation for HOST=[IP_address]|
INTERFACE=[chars].
```

Explanation This messages informs that EAPoUDP could not start posture validation for the specified host.

Recommended Action This is probably due to a failure in binding EAPoUDP port.

Error Message

```
%EOU-4-VERSION_MISMATCH: HOST=[IP_address]| Version=[dec]
```

Explanation This messages informs that a mismatch in EAPoUDP version was detected from the specified host.

Recommended Action This is a warning message about incompatible EAPoUDP versions between peers. Check EAPoUDP versions on peers.

Error Message

```
%EOU-5-RESPONSE_FAILS: Received an EAP failure response from AAA for
host=[IP_address]
```

Explanation This messages notifies that router received a EAP failure response from AAA indicating unsuccessful validation of host credentials.

Recommended Action The failure is probably due to unsuccessful validation of host credentials by AAA.

Error Message

```
%EOU-6-AUTHSTATUS: [chars]|[IP_address]
```

Explanation This messages informs the authentication status (Success, Failure) for the specified host.

Recommended Action This is an information message about the authentication status as returned by AAA. No action is required.

Error Message

```
%EOU-6-AUTHTYPE: IP=[IP_address]| AuthType=[chars]
```

Explanation This messages informs the authentication type for the specified host.

Recommended Action This is an information message about the authentication type for the specified host. No action is required.

Error Message

```
%EOU-6-CTA: IP=[IP_address]| CiscoTrustAgent=[chars]
```

Explanation This messages informs whether Cisco Trust Agent was detected on the specified host.

Recommended Action Install Cisco Trust Agent on the host if it was not detected.

Error Message

```
%EOU-6-IDENTITY_MATCH: IP=[IP_address]| PROFILE=EAPoUDP| POLICYNAME=[chars]
```

Explanation This messages indicates that the router found the specifed host under EAPoUDP identity profile. This means that there will no EAPoUDP association with host and the local policy, if configured is enforced.

Recommended Action If you do not want the specified host to be exempted from authentication, remove its entry from EAPoUDP identity profile.

Error Message

```
%EOU-6-POLICY: IP=[IP_address]| [chars]=[chars]
```

Explanation This messages indicates that the router received policy attributes from AAA to enforce for the specified host.

Recommended Action Informational message only. No action is required.

Error Message

```
%EOU-6-POSTURE: IP=[IP_address]| HOST=[chars]| Interface=[chars]
```

Explanation This messages informs that the posture validation status for the specified host.

Recommended Action No action is required.

Error Message

```
%EOU-6-SESSION: IP=[IP_address]| HOST=[chars]| Interface=[chars]
```

Explanation This messages informs that a entry was created or deleted for the host on the specified interface

Recommended Action This is an informational message and no action is required.

Error Message

```
%EOU-6-SQ: IP=[IP_address]| STATUSQUERY|[chars]
```

Explanation This message informs that the result of Status Query for the specified host either failed or was invalid.

Recommended Action This is an information message about the result of Status Query for the specified host. No action is required.

EPLD Messages

Error Message

```
%EPLD-3-DOWNGRADE: [chars]
```

Explanation Informational message.

Recommended Action No action is required.

Error Message

```
%EPLD-3-ERROR: [chars]
```

Explanation Informational message.

Recommended Action No action is required.

Error Message

```
%EPLD-3-UPGRADE: [chars]
```

Explanation Informational message.

Recommended Action No action is required.

Error Message

```
%EPLD-4-COMPLETE: ############# FEATURE CARDS FPGA DOWNLOAD COMPLETED ######### #
In order for feature cards to function, power-cycle CMM # # immediately! # # Do
NOT just reload/reset. Do OIR. # # Do NOT change/save configuration until after
power-cycle # # otherwise configurations for feature cards will be lost.. #
############################################################
```

Explanation Informational message.

Recommended Action Power-cycle CMM immediately and reload CMM with same image or CMM will not function properly.

Error Message

```
%EPLD-4-COMPLETE_ZP: ############# FEATURE CARDS FPGA DOWNLOAD COMPLETED
######### # In order for feature cards to function, power-cycle CMM # # immediately
and reload with ZP image! # # Do NOT just reload/reset. Do OIR. # # Do NOT
change/save configuration until after power-cycle # # otherwise configurations for
feature cards will be lost.. #
############################################################
```

Explanation Informational message.

Recommended Action Power-cycle CMM immediately and reload with ZP image, or CMM will not function properly.

Error Message

```
%EPLD-4-START_WARNING: ############### START FPGA DOWNLOAD PROCESS
################# # All feature cards will not be enabled during FPGA # # download.
Please ignore configuration 'invalid' messages # # at boot up time. Do not
change/save configuration # # until after FPGA download is completed and
power-cycle # # otherwise configurations for feature cards will be lost.. #
############################################################
```

Explanation Informational message.

Recommended Action Do not change or save configuration or feature cards configuration will be lost. Wait for download completion and power-cycle CMM when prompted to do so.

Error Message

```
%EPLD-4-WARNING: [chars]
```

Explanation Informational message.

Recommended Action No action is required.

Error Message

```
%EPLD-6-INFO: [chars]
```

Explanation Informational message.

Recommended Action No action is required.

ESCON Messages

The following are Hamptons ESCON line card-related messages.

Error Message

```
%ESCON-3-ACCESS_FAIL: LRC access Failed
```

Explanation LRC access Failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. . Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESCON-3-CRC16_ERR_THR_ALM: ESCON CRC-16 Error Threshold [chars]
```

Explanation CRC-16 errors threshold.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESCON-3-CRC32_ERR_THR_ALM: CRC-32 Error Threshold [chars]
```

Explanation CRC-32 errors threshold.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESCON-3-ESCON_RDWRFAIL: Read/write failed [[chars]]
```

Explanation The read/write error occurred when accessing the hardware.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESCON-3-HEC_ERR_THR_ALM: CDL-HEC Error Threshold [chars]
```

Explanation CDL-HEC errors threshold.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying

information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESCON-3-HW_LASER_DOWN_ALM: Remote Loss of Light [chars]
```

Explanation Optics Laser Disabled.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESCON-3-IDPROM_ACCESS_FAIL: Access to IDPROM Failed
```

Explanation Access To IDPROM Failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESCON-3-INT_LPBK_FAIL: Internal CardLoopback Failed
```

Explanation Internal Card Loopback Failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESCON-3-LASER_TX_FAULT_ALM: Optic Laser Transmit Fault [chars]
```

Explanation Optics Laser Tx Fault.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESCON-3-LOCAL_FL_LASER_DOWN_ALM: Local Failure [chars]
```

Explanation Optics Laser Disabled.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESCON-3-LOSS_OF_LIGHT_ALM: Transceiver Loss of Light [chars]
```

Explanation Transceiver has cable cut or removed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESCON-3-LOSS_OF_LOCK_ALM: Transceiver CDR Loss of Lock [chars]
```

Explanation CDR is having trouble locking onto signal.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying

information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESCON-3-LOSS_OF_SYNC_ALM: Transceiver Loss of Sync [chars]
```

Explanation Loss of Syncronization Error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESCON-3-LPBK_THRU_PSC_FAIL: Loopback through PSC Failed
```

Explanation Loopback through PSC Failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESCON-3-MIB_HW_LASER_DOWN_ALM: Laser Disabled [chars] [chars] [chars]
```

Explanation Client Laser Disabled .

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESCON-3-MIB_LASER_TX_FLT_ALM: Laser Transmit Fault [chars] [chars] [chars]
```

Explanation Client Laser Transmit Fault.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESCON-3-MIB_LOCAL_FL_LASER_DOWN_ALM: Local Failure, Laser Disabled [chars]
[chars] [chars]
```

Explanation Client Laser Disabled.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESCON-3-MIB_LOSS_OF_LIGHT_ALM: Loss of Light [chars] [chars] [chars]
```

Explanation Client side No Light.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESCON-3-MIB_LOSS_OF_LOCK_ALM: Loss of Lock [chars] [chars] [chars]
```

Explanation Loss of lock.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESCON-3-MIB_LOSS_OF_SYNC_ALM: Loss of Sync [chars] [chars] [chars]
```

Explanation Loss of synchronization.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESCON-3-SEQ_ERR_THR_ALM: ESCON SEQ Error Threshold [chars]
```

Explanation SEQ errors threshold.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESCON-3-SYM_ERR_THR_ALM: 8b/10b Error Threshold [chars]
```

Explanation 8b/10b errors threshold.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying

information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESCON-3-UNKNOWN_SFP_INSERTED: Unknown SFP inserted [chars]
```

Explanation Unknown SFP inserted.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

ESF_EVENTINFO Messages

The following are Extended SuperFrame messages.

Error Message

```
%ESF_EVENTINFO-2-EVENTINFO_BAD_REGION: Unable to initialize eventinfo data
collection Unknown region type specified: [chars]
```

Explanation Initialization of the eventinfo data collection facility failed due to unknown region type specified error indication.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESF_EVENTINFO-2-EVENTINFO_BAD_VENDOR_ID: Unable to initialize eventinfo data
collection - the device vendor ID is invalid: [hex], should be: [hex]
```

Explanation Initialization of the eventinfo data collection facility failed due to an incorrect device vendor ID.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESF_EVENTINFO-2-EVENTINFO_COLLECTION_FAILED: Unable to collect ESF eventinfo
data
```

Explanation ESF eventinfo data collection failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESF_EVENTINFO-2-EVENTINFO_DEV_IN_RESET: Unable to initialize eventinfo data
collection - the device is still in reset: [chars]
```

Explanation Initialization of the eventinfo data collection facility failed due to the device being in reset state.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESF_EVENTINFO-2-EVENTINFO_INIT_FAILED: Unable to initialize ESF eventinfo data
collection: [chars]
```

Explanation Initialization of the ESF eventinfo data collection facility failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESF_EVENTINFO-2-EVENTINFO_PCI_CMD_STAT: Unable to initialize eventinfo data
collection PCI_CMD_STAT error indication: [hex]
```

Explanation Initialization of the eventinfo data collection facility failed due to a PCI_CMD_STAT error indication.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESF_EVENTINFO-2-EVENTINFO_UNSUPPORTED_START_STR: Unable to initialize eventinfo
data collection Start string symbol not supported: [chars]
```

Explanation Initialization of the eventinfo data collection facility failed due to unsupported start string.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESF_EVENTINFO-2-INIT_FAILED: Unable to create eventinfo file, subsystem not
properly initialized
```

Explanation An attempt to produce an eventinfo prior to successful completion of subsystem initialization has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESF_EVENTINFO-2-OPEN_FAILED: Unable to open eventinfo file [chars] ([dec])
```

Explanation Unable to open file used to gather eventinfo.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESF_EVENTINFO-2-WRITE_FAILED: Unable to write to eventinfo file [chars]: [chars]
```

Explanation Unable to open file used to gather eventinfo.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESF_EVENTINFO-2-WRITING_EVENTINFO: Writing eventinfo to [chars]
```

Explanation Eventinfo generated to specified file.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

ESM20 Messages

The following are ESM20 line card messages.

Error Message

```
%ESM20-3-ERRORSW: [chars]
```

Explanation A software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%ESM20-3-EXCEEDED_L2ACL_LIMIT: ES20 has a limit of 256 ACLs applied across EVCs.
Remove the L2 ACL - [chars], applied on any EVC in this LC
```

Explanation Although the router supports 1024 L2 ACLs globally, ES20 has a limit of 256 L2 ACLs. The configured L2 ACL has not been programmed in the TCAM.

Recommended Action In the referenced ES20 card, remove the ACL that appeared in the warning message from all the service instances it was applied on.

Error Message

```
%ESM20-3-EXCEEDED_SACL_LIMIT: ES20 has a limit of 4000 unique L3/L4 ACLs applied
across EVCs. Remove the ACL - '[chars]', applied on any EVC in this LC
```

Explanation The ES20 has a limit of 4000 unique L3/L4 ACLs. The configured L3/L4 ACL has not been programmed in the TCAM.

Recommended Action Remove the ACL that appeared in the warning message from all the service instances it was applied on in the mentioned ES20 card.

Error Message

```
%ESM20-5-EXCEEDED_SACL_ACE_LIMIT: ACL '[chars]' has violated 8000 ACEs per ACL
limit. First 8000 ACEs are configured and the rest are ignored.
```

Explanation The ES20 supports a maximum of 8000 ACEs per L3/L4 ACL. If this limit is exceeded, ACEs beyond 8000 are ignored.

Recommended Action Configure no more than 8000 ACEs per L3/L4 ACL on EVCs.

Error Message

```
%ESM20-5-PEBOARD_RECOVERY: Recovering from FPGA initialization failure on PE Board
Slot:[dec].
```

Explanation Some ES20 boards exhibit a condition in which certain FPGAs on the PE baords like ACLFPGA, PEFPGA fail to initialize. The issue is seen because of timing characteristic exhibited by power supply device on the card.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

ESWILP_CFG Messages

Error Message

```
%ESWILP_CFG-3-SWITCH_MODULE_COUNT: The number of switching modules in the system
exceeds the supported configuration. The system supports a maximum of [dec]
switching modules.
```

Explanation The number of switching modules currently in the systemare more than that allowed.

Recommended Action Remove the extra switch modules and reload the router.

ESWILP_FLTMG Messages

The following are Ethernet Switch Fault Management messages.

Error Message

```
%ESWILP_FLTMG-4-ESWILP_POWER_ERR: eswilp power : [chars]
```

Explanation ESWILP power-related message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESWILP_FLTMG-4-ESWILP_STORMCTRL_ERR: eswilp stormctrl : [chars]
```

Explanation ESWILP stormctrl-related message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESWILP_FLTMG-4-VLANMACADDR_ALLOC_ERR: eswilp VLAN MAC Addr allocation error :
[chars]
```

Explanation There is no more MAC Addresses to be allocated for a given VLAN, so that the STP running for the given VLAN can start using this MAC Addr fot its Bridge ID. There are limited numbers of MAC Addresses in the router 3660 and 3640 - 64 STPs 2600, 3620 - 32 STPs.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESWILP_FLTMG-5-NOTICE: Notice: [chars]
```

Explanation Notice message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESWILP_FLTMG-5-STACKING_LINK: interface [chars], changed state to [chars]
```

Explanation IDB state change since configuraton of stacking.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESWILP_FLTMG-5-WARNING: Warning: [chars]
```

Explanation Warning message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESWILP_FLTMG-7-INTERNAL_ERR: Internal error: [chars]
```

Explanation An internal error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

ESWITCH Messages

Error Message

```
%ESWITCH-1-DEC21140: ESWITCH([dec]) Failed to initialize DEC21140, shutting down
bay
```

Explanation A software or hardware error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESWITCH-1-EALE: ESWITCH([dec]) Failed to initialize EALE
```

Explanation A hardware error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESWITCH-1-MULTICASTADD: ESWITCH([dec]), Cannot add multicast [enet]
```

Explanation A hardware error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESWITCH-1-NOTPLX: ESWITCH([dec]) Device is not PLX 9060SD, Device reported [hex]
```

Explanation A hardware error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESWITCH-1-PCIINIT: ESWITCH([dec]) Failed to initialize PCI devices, shutting down
bay
```

Explanation A hardware error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESWITCH-1-TSWITCH: ESWITCH([dec]) Failed to initialize TSWITCH
```

Explanation A hardware error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESWITCH-1-TSWITCHEALE: ESWITCH([dec]) Failed to initialize TSWITCH/EALE,
shutting down bay
```

Explanation A software or hardware error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESWITCH-1-UNICASTADD: ESWITCH([dec]), Cannot add unicast [enet]
```

Explanation A hardware error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESWITCH-1-UNICASTDEL: ESWITCH([dec]), Cannot remove unicast [enet]
```

Explanation A hardware error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESWITCH-1-UNICASTDELP: ESWITCH([dec]), Cannot flush unicasts from port [dec]
```

Explanation A hardware error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESWITCH-1-UNICASTDELPV: ESWITCH([dec]), Cannot flush unicasts from vLAN [dec] on
uplink
```

Explanation A hardware error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESWITCH-1-UNICASTDELV: ESWITCH([dec]), Cannot flush unicasts from vLAN [dec]
```

Explanation A hardware error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESWITCH-1-UNICASTLOCK: ESWITCH([dec]), Cannot lock unicast [enet]
```

Explanation A hardware error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

ESWMOD Messages

The following are Ethernet Switch Module messages.

Error Message

```
%ESWMOD-1-UNSUPPORTED_CONFIG: The router has an unsupported combination of
WIC-4ESW cards
```

Explanation Only one WIC-4ESW card is supported per router.

Recommended Action Install one WIC-4ESW card only. ESWMRVL_FLTMG Messages

Recommended Action The following are Ethernet Switch Fault Management messages.

Error Message

```
%ESWMOD-3-INITFAILURE: Initialization failure - [chars]
```

Explanation The Ethernet switch driver detected an error while initializing.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESWMOD-3-NOT_RESPONDING: Ethernet Switch Module is not responding
```

Explanation The switch module could not be configured.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESWMOD-4-QUEUE_FULL: Ethernet Switch Module transmit queue is full
```

Explanation The switch module's transmit queue is full and packets are being dropped.

Recommended Action Reduce the rate of packet transmission to the Switched Virtual Interfaces to be less than 9 Mbps.

ESWMRVL_FLTMG Messages

Error Message

```
%ESWMRVL_FLTMG-4-ESWMRVL_POWER_ERR: Ethernet Switch power : [chars]
```

Explanation Ethernet Switch Power related messages .

Recommended Action Enter the show power inline command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESWMRVL_FLTMG-4-ESWMRVL_STORMCTRL_ERR: Ethernet switch stormctrl : [chars]
```

Explanation Ethernet Switch storm control error message. Additional details are available in the error message text

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESWMRVL_FLTMG-4-VLANMACADDR_ALLOC_ERR: Ethernet Switch VLAN MAC Addr allocation
error : [chars]
```

Explanation There are no more MAC Addresses left to allocate to the given VLAN. STP will not run for the given VLAN as it does not have MAC Addr for its Bridge ID. The maximum number of VLANs have most likely been exceeded.

Recommended Action Ensure that the number of configured VLANs is less than the maximum number allowable for your system. If you determine that the number of configured VLANs are within the acceptable limit, enter the show running-config and show spanning-tree brief commands. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESWMRVL_FLTMG-5-ESW_MRVL_AGETIME_CFG: The aging time has been configured to [dec]
seconds.Aging time is configurable only in increments of 16 seconds
```

Explanation The aging time is only configurable in increments of 16 seconds. For example, if the time is set to 40 secondsthe aging time will be configured to 32 seconds. The switch hardware supports a minimum aging time of 16 secondsand a maximum aging time of 4080 seconds. This is an informational message only.

Recommended Action Ensure that your aging time configuration is within the acceptable limits.

Error Message

```
%ESWMRVL_FLTMG-5-ESW_MRVL_SPAN_CFG: Either Tx or both Tx and Rx monitoring is
supported. Configure Tx monitoring also.
```

Explanation The Ethernet switch hardware only supports port monitoring for Tx or Tx and Rx.

Recommended Action Configure Tx monitoring also if monitoring is desired.

Error Message

```
%ESWMRVL_FLTMG-5-ESW_MRVL_SPAN_UNCFG: Either Tx or both Tx and Rx monitoring is
supported. Tx monitoring is unconfigured, Unconfigure Rx monitoring also.
```

Explanation The Ethernet switch hardware only supports port monitoring for Tx, or Tx and Rx.

Explanation Unconfigure the Rx monitoring.

Error Message

```
%ESWMRVL_FLTMG-5-NOTICE: Notice: [chars]
```

Explanation Ethernet Switch notice message. This is an informational message only.

Recommended Action No action is required.

Error Message

```
%ESWMRVL_FLTMG-5-STACKING_LINK: interface [chars], changed state to [chars]
```

Explanation IDB state change since configuraton of stacking.

Recommended Action Informational message only. No action is required.

Error Message

```
%ESWMRVL_FLTMG-5-WARNING: Warning: [chars]
```

Explanation This message contains a warning-level Ethernet switch message. In general, this message will alert the user to a problem with an invalid configuration. Additional details on the nature of the message are available in the error message text.

Recommended Action Correct the condition specified in the error message text. If you cannot correct the condition, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESWMRVL_FLTMG-7-INTERNAL_ERR: Internal error: [chars]
```

Explanation An internal error occurred. Additional details are available in the error message text.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESW_STORM_CONTROL-2-SHUTDOWN: Storm control shut down [chars]
```

Explanation Excessive traffic has been detected on a port that has been configured to be shutdown if a storm event is detected.

Recommended Action Once the source of the packet storm has been fixed, re-enable the port by entering the port configuration command.

ESW_WIC_FLTMG Messages

The following are Ethernet Switch Fault Management messages.

Error Message

```
%ESW_WIC_FLTMG-4-VLANMACADDR_ALLOC_ERR: Ethernet Switch VLAN MAC Addr allocation
error : [chars]
```

Explanation There are no more MAC Addresses left to allocate to the given VLAN. STP will not run for the given VLAN as it does not have MAC Addr for its Bridge ID. The maximum number of VLANs have most likely been exceeded.

Recommended Action Ensure that the number of configured VLANs is less than the maximum number allowable for the system. If you determine that the number of configured VLANs are within the acceptable limit, enter the show running-config and show spanning-tree brief commands. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESW_WIC_FLTMG-5-NOTICE: Notice: [chars]
```

Explanation Ethernet Switch notice message. This is an informational message only.

Recommended Action No action is required.

Error Message

```
%ESW_WIC_FLTMG-5-WARNING: Warning: [chars]
```

Explanation This message contains a warning-level Ethernet Switch message. In general, this message will alert the user to a problem with an invalid configuration. Additional details on the nature of the message are available in the error message text.

Recommended Action Correct the condition specified in the error message text. If you cannot correct the condition, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ESW_WIC_FLTMG-7-INTERNAL_ERR: Internal error: [chars]
```

Explanation An internal error occurred. Additional details are available in the error message text.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

ET Messages

Error Message

```
%ET-1-INITFAIL: Slot [dec]/[dec] init failure ([chars])
```

Explanation ET initialization failure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ET-1-RESTARTFAIL: [chars] could not be reset by [chars]
```

Explanation The restart failed to reset the interface.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ET-1-STOPFAIL: [chars] could not be disabled by [chars]
```

Explanation The shutdown failed to disable the interface.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ET-2-NOVC: [chars]: packet received for unknown VC [dec]
```

Explanation The virtual channel encapsulation is corrupted.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ET-3-CORRUPT: Corrupt configuration, unsupported [chars] ([int]) encountered
```

Explanation The ET RP driver running configuration is corrupt.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show c10k, show ipc status** commands to gather data that might provide information to determine the nature of the message. Research and attempt to resolve the issue using the tools and

utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ET-3-ERROR: [chars]
```

Explanation General error information.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ET2_MODULE-3-BERTBUSY: Controller [chars] - BERT hardware in use, command
refused.
```

Explanation The current task requires BERT hardware resources that are currently occupied by other tasks.

Recommended Action The BERT chip could be used by any of the following tasks: 1. Sending V.54 loopup or loopdown code to the remote end. 2. Running BERT test. Check if any of the tasks above is in progress on this controller.

Error Message

```
%ET2_MODULE-3-FDLLLOOPDOWN: Controller [chars] - FDL line loopdown code detected,
deactivating line loopback.
```

Explanation Detected FDL line loopdown code on the unit, deactivating line loopback.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ET2_MODULE-3-FDLLLOOPUP: Controller [chars] - FDL line loopup code detected,
activating line loopback mode.
```

Explanation Detected FDL line loopup code on the unit, activating line loopback.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ET2_MODULE-3-FDLLREQFAILED: Controller [chars] - Failed to put the remote end in
line loopback mode via FDL.
```

Explanation The T1 FDL line loopup code was sent to the remote end but the remote end did not activate line loopback.

Recommended Action This could be caused by controller configuration and/or line problem. Check if the controllers are both up.

Error Message

```
%ET2_MODULE-3-FDLLREQOK: Controller [chars] - Remote end is put in line loopback
mode via FDL.
```

Explanation The T1 FDL line loopup code was sent to the remote end from the unit and the remote end successfully activated line loopback.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ET2_MODULE-3-FDLPLOOPDOWN: Controller [chars] - FDL payload loopdown code
detected, deactivating payload loopback.
```

Explanation Detected FDL payload loopdown code on the unit, deactivating payload loopback.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ET2_MODULE-3-FDLPLOOPUP: Controller [chars] - FDL payload loopup code detected,
activating payload loopback mode.
```

Explanation Detected FDL payload loopup code on the unit, activating payload loopback.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ET2_MODULE-3-FDLPREQFAILED: Controller [chars] - Failed to put the remote end in
payload loopback mode via FDL.
```

Explanation The T1 FDL payload loopup code was sent to the remote end but the remote end did not activate payload loopback.

Recommended Action This could be caused by controller configuration and/or line problem. Check if the controllers are both up.

Error Message

```
%ET2_MODULE-3-FDLPREQOK: Controller [chars] - Remote end is put in payload
loopback mode via FDL.
```

Explanation The T1 FDL payload loopup code was sent to the remote end from the unit and the remote end successfully activated payload loopback.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ET2_MODULE-3-HWIDBFAILED: Controller [dec]/[dec] does not have idb
```

Explanation The system did not have a hwidb registered for the serial interface.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ET2_MODULE-3-IBOCLOOPDOWN: Controller [chars] - IBOC loopdown code detected,
deactivating line loopback.
```

Explanation Detected IBOC loopdown code on the unit, deactivating line loopback.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ET2_MODULE-3-IBOCLOOPUP: Controller [chars] - IBOC loopup code detected,
activating line loopback mode.
```

Explanation Detected IBOC loopup code on the unit, activating line loopback.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ET2_MODULE-3-IBOCREQFAILED: Controller [chars] - Failed to put the remote end in
line loopback mode via IBOC.
```

Explanation The T1 IBOC loopup code was sent to the remote end but the remote end did not activate line loopback.

Recommended Action This could be caused by controller configuration and/or line problem. Check if the controllers are both up.

Error Message

```
%ET2_MODULE-3-IBOCREQOK: Controller [chars] - Remote end is put in line loopback
mode via IBOC.
```

Explanation The T1 IBOC loopup code was sent to the remote end from the unit and the remote end successfully activated line loopback.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ET2_MODULE-3-INITFAILURE: ET2 (slot [dec]), [chars] failed at [chars] - line
[dec] arg [hex]
```

Explanation The ET2 driver failed to complete hardware initialization.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ET2_MODULE-3-LINEFLAP: Interface [chars] receiving excessive errored packets
```

Explanation The serial interface is receiving excessive errored packets.

Recommended Action This is caused by a controller configuration mismatch. Check Linecode, Framing, Timeslots and Speed settings.

Error Message

```
%ET2_MODULE-3-T1REQCANCELLED: Controller [chars] - T1 remote loopback has been
cancelled.
```

Explanation T1 loopdown code is sent to the remote end from this unit. The remote end is assumed to have received the loopdown code and deactivated loopback mode. However, no test is performed to ensure the remote end indeed de-activated loopback mode.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%ET2_MODULE-3-TDM: NM-xCE1T1-PRI (slot [dec]), [chars]
```

Explanation NM-xCE1T1-PRI TDM related error message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%ET2_MODULE-3-UNEXPEVENT: ET2 (bay [dec]), received an unexpected event=[hex]
```

Explanation The port adaptor received an unexpected event from firmware.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ET2_MODULE-3-V54LOOPDOWN: Unit [chars] - V.54 loopdown code detected,
deactivating V.54 payload loopback.
```

Explanation Detected V.54 loopdown code on the unit, de-activating V.54 payload loopback.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ET2_MODULE-3-V54LOOPUP: Unit [chars] - V.54 loopup code detected, activating V.54
payload loopback mode.
```

Explanation Detected V.54 loopup code on the unit, activating V.54 payload loopback.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ET2_MODULE-3-V54REQCANCELLED: Unit [chars] - Remote V.54 loopback has been
cancelled.
```

Explanation V.54 loopdown code is sent to the remote end from this unit. The remote end is assumed to have received the loopdown code and deactivated loopback mode. However, no test is performed to ensure the remote end indeed de-activated loopback mode.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ET2_MODULE-3-V54REQFAILED: Unit [chars] - Failed to put the remote end in V.54
payload loopback mode.
```

Explanation The V.54 loopup code was sent to the remote end but the remote end did not activate loopback.

Recommended Action This could be caused by controller configuration mismatch or line problem. 1. Check the timeslots and speed setting for the chanel-group in question on both ends. 2. Ensure V.54 detection is enabled on the remote end.

Error Message

```
%ET2_MODULE-3-V54REQOK: Unit [chars] - Remote end is put in V.54 payload loopback
mode.
```

Explanation The V.54 loopup code was sent to the remote end from the unit and the remote end successfully activated V.54 payload loopback.

Recommended Action No action is required.

ETHCNTR Messages

Error Message

```
%ETHCNTR-2-MOLSENDTIMEOUT: Molecule send timeout, queue [dec], molecule [hex]
[hex]
```

Explanation An attempt to read or write one or more of the hardware settings has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%ETHCNTR-3-FLOWCONTROL_DUPLEX_ERROR: Flowcontrol will not take effect until
duplex is set to auto.
```

Explanation Flow control cannot take effect until the duplex mode has been set to auto.

Recommended Action Set the duplex mode to auto.

Error Message

```
%ETHCNTR-3-HALF_DUX_COLISION_EXCEED_THRESHOLD: Collision at [chars] exceed
threshold. Consider as loop-back.
```

Explanation The collision at a half-duplex port has exceeded the threshold, and the port is considered to be a loopback port.

Recommended Action No action is required.

Error Message

```
%ETHCNTR-3-HALF_DUX_COLLISION_EXCEED_THRESHOLD: Collisions at [chars] exceed
threshold. Considered as loop-back.
```

Explanation A half-duplex port has experienced collisions that have exceeded the allowable threshold, and the port is now considered a loopback port.

Recommended Action No action is required.

Error Message

```
%ETHCNTR-3-INTERNAL_ERROR: Internal Error [chars]
```

Explanation An internal error has occurred.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%ETHCNTR-3-INVALIDMAP: Invalid map [dec] for address [enet]
```

Explanation An attempt to bridge a packet in software has produced an invalid result.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%ETHCNTR-3-LOOP_BACK_DETECTED: Loop-back detected on [chars]. The port is forced
to linkdown.
```

Explanation A loopback condition has been detected. This condition can be caused if a balun cable is accidentally plugged into the port.

Recommended Action Check the cables. If a balun cable is connected and the loopback condition is desired, no action is required. Otherwise, connect the correct cable, and bring the port up by entering the **no shutdown** command in interface configuration mode.

Error Message

```
%ETHCNTR-3-MOLSENDINT: Molecule send from interrupt handler
```

Explanation An interrupt handler is accessing the hardware in a manner that is not permissible for an interrupt handler.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%ETHCNTR-3-NO_HARDWARE_RESOURCES: Not enough hardware resources. Shutting down
[chars]
```

Explanation The system currently contains more VLANs and routed ports than the hardware can support.

Recommended Action Reduce the total number of VLANs and routed ports to be fewer than 1,023. If this configuration and connectivity should be maintained across reboots, save the configuration to NVRAM.

Error Message

```
%ETHCNTR-3-RA_ALLOC_ERROR: RAM Access [chars] [chars] memory allocation failure
```

Explanation A request to read or write RAM failed memory allocation.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at

http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%ETHCNTR-3-RA_REPLY_ERROR: Invalid reply to RAM Access [chars] request ([hex])
from satellite [dec]
```

Explanation A request to read or write RAM on a satellite access has produced an unexpected reply.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%ETHCNTR-3-UNEXPECTED_EVENT: Request [hex] encountered event [dec] in state [dec]
```

Explanation An unexpected event occurred for a RAM access request.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%ETHCNTR-4-INVALID_REPLY: Ethernet Controller: [dec] invalid [chars] response
received [chars]
```

Explanation An invalid response was received while the Ethernet controller RAM was being accessed.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%ETHCNTR-7-RAM_ACCESS_CMD_GROWING: Ethernet Controller: Growing RAM Access
[chars] Command
```

Explanation The command buffer for RAM access is being enlarged dynamically because the original buffer was not large enough.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%ETHERCHANNEL_LB-3-MSG_SEND_FAIL: The load-balance message [dec] has failed to
send
```

Explanation The load-balancing feature has detected an error while trying to send an internal message.

Recommended Action If this message was the result of performing a configuration command, then try unconfiguring and reconfiguring the same command. If the error message continues to be displayed then it may indicate that the system is low on memory. The show memory free command should be used to check if the system has sufficient available memory. If the system appears to have available memory and the error continues to be displayed, then please contact your Cisco technical support representative and provide the representative with the exact error message being seen as well as the version of IOS being used.

Error Message

```
%ETHERCHANNEL_LB-3-XDR_MSG_XMIT_FAIL: Failed to transmit XDR message of size [dec]
to slot [dec]
```

Explanation An error occurred while attempting to send a load-balancing XDR message to the specified slot.

Explanation Because the message failed to send, the specified slot may now be out of sync with the rest of the system. To correct the issue the card in the specified slot may be rebooted, at which point the full configuration will be re-synced with the card in that slot. If the specified slot is zero, then that message was intended for cards in all slots, and the router should be reloaded to re-syncthe entire system.

Error Message

```
%ETHERNET-1-NOMEMORY: Unit [dec], no memory for [chars]
```

Explanation Insufficient memory exists to allocate the necessary memory pools.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ETHERNET-1-TXERR: [chars]: Fatal transmit error. Restarting...
```

Explanation A fatal transmit error occurred on the Ethernet line, causing the line to be restarted.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ETHERNET-4-UNSUPINTFC: Interface Ethernet[dec] not supported by [chars] image
```

Explanation The specific ethernet interface is not supported by the operating system currently running.

Recommended Action If the hardware configuration is supported by a newer version of the operating system, it will be necessary to upgrade the software in order to support this interface.

Error Message

```
%ETHERNET_LACP-1-ISSU_NOMEMORY: Unit [dec], no memory for [chars]
```

Explanation The requested operation could not be accomplished because of a low memory condition.

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

Error Message

```
%ETHERNET_LACP-3-ISSU_SENDFAILED: LACP ISSU: send message failed, rc = [dec]
```

Explanation The sending of a message has failed. This is an informational message only.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show monitor capture point all** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%ETHERNET_LACP-4-ISSU_INCOMPATIBLE: lacp-issu-compat: returned FALSE
```

Explanation The ISSU compatibility matrix check has failed. This is an informational message only.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show monitor capture point all** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%ETHERNET_LACP-4-ISSU_XFORM: [chars]: failed, rc=[chars]
```

Explanation The ISSU transform has failed. This is an informational message only.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show monitor capture point all** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%ETHERNET_LACP-4-RF_CLIENT_BUNDLE: LACP HA: Unable initiate checkpoint bundle
mode.
```

Explanation The LACP is unable to initialize checkpoint bundle mode. This is an informational message only.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show monitor capture point all** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%ETHERNET_LACP-4-RF_CLIENT_INIT: LACP HA: Unable to initiate RF client.
```

Explanation The LACP is unable to initialize as a RF client. This is an informational message only.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show monitor capture point all** and **show tech-support** commands and your pertinent troubleshooting logs.

ETHERNET_MLACP

The following are the ETHERNET_MLACP messages.

Error Message

```
%ETHERNET_MLACP-3-PEER_ICCP_VERSION_INCOMPATIBLE: Peer ICCP version [dec] is
incompatible with local ICCP version [dec].
```

Explanation The mLACP peer is running with a different version of ICCP. Incompatible ICCP might prevent mLACP from working properly.

Recommended Action Reboot the peer with identical Cisco IOS software version to rectify the issue. Compatible ICCP version between different Cisco IOS software images can still be achieved by entering **show lacp multichassis group** command on the both the devices to check if the ICCP versions are compatible. If the ICCP versions are incompatible, repeat the image loading and renter the **show lacp multichassis group** command until a compatible image is loaded.

Error Message

```
%ETHERNET_MLACP-3-SYS_CFG_DUPL_ID: Remote mLACP peer has duplicate mLACP node-id
[dec]
```

Explanation A remote mLACP peer is configured with the same mLACP node-id as this device.

Recommended Action Reconfigure the mLACP node-id to be unique between the two devices with the **mlacp node-id** configuration command. Refer the mLACP section of Configuring IEEE 802.3ad Link Bundling and Load Balancing for more information on configuring mLACP.

Error Message

```
%ETHERNET_MLACP-3-SYS_CFG_INVALID_ID: Received invalid mLACP node-id [dec] from
peer
```

Explanation A remote mLACP peer is configured with an invalid mLACP node-id.

Recommended Action Reconfigure the peer to send a valid mLACP node-id with the **mlacp node-id** configuration command. Refer the mLACP section of Configuring IEEE 802.3ad Link Bundling and Load Balancing for more information on configuring mLACP.

Error Message

```
%ETHERNET_MLACP-4-CORE_CONNECTED: mLACP has recovered from a core isolation
failure. Attempting to recover [dec] LAGs in redundancy group [int]
```

Explanation The mLACP has recovered from core isolation and has attempted to recover the LAGs in the redundancy group.

Recommended Action No action is required. However, enter the **show lacp multi-chassis group** and **show lacp multi-chassis port-channel** commands to verify the state of the mLACP port-channels.

Error Message

```
%ETHERNET_MLACP-4-CORE_ISOLATION: mLACP Core isolation failure: Attempting to
failover [dec] LAGs in redundancy group [int]
```

Explanation The Multichassis Link Aggregation Control Protocol (mLACP) has detected that the provider edge (PE) router has been isolated from the core and has attempted to failover.

Recommended Action Use the **show redundancy interchassis** command to determine which core-facing interface has triggered the isolation failure. The mLACP core isolation failure is automatically resolved when you fix the PE router isolation failure.

Error Message

```
%ETHERNET_MLACP-4-ICRM_CLIENT_RECV_BAD_LEN: Received an mLACP TLV with bad length
[dec], total message length [dec]
```

Explanation The mLACP TLV length is longer than the total message length.

Recommended Action Enter the **show version** command on the local and remote devices to get the versions of Cisco IOS software that are running. Refer the mLACP section of Configuring IEEE 802.3ad Link Bundling and Load Balancing to verify that mLACP is compatible between the versions on the two devices. If the versions are compatible and the message still appears, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show version**, **show run**, **show lacp multi-chassis group**, and **show lacp multi-chassis port-channel** commands and your pertinent troubleshooting logs.

Error Message

```
%ETHERNET_MLACP-4-ICRM_CLIENT_RECV_NO_TYPELEN: Received an mLACP TLV without a
type and/or length field ([dec])
```

Explanation The mLACP received an improperly formatted TLV from the peer. As a result, the local and peer devices may have mismatched state data.

Recommended Action Enter the **show version** command on the local and remote devices to get the versions of Cisco IOS software that are running. Refer the mLACP section of Configuring IEEE 802.3ad Link Bundling and Load Balancing to verify that mLACP is compatible between the versions on the two devices. If the versions are compatible and the message still appears, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information along with the versions of Cisco IOS software on both the devices.

Error Message

```
%ETHERNET_MLACP-4-ICRM_CLIENT_RECV_REJ: Received rejected mLACP TLV from peer
with message ID [dec]
```

Explanation A remote mLACP peer has rejected an mLACP TLV.

Recommended Action Enter the **show version** command on the local and remote devices to get the versions of Cisco IOS software that are running. Refer the mLACP section of Configuring IEEE 802.3ad Link Bundling and Load Balancing to verify that mLACP is compatible between the versions on the two devices. If the versions are compatible and the message still appears, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information along with the versions of Cisco IOS software on both the devices.

Error Message

```
%ETHERNET_MLACP-4-PEER_DISCONNECT: An mLACP peer has disconnected from redundancy
group [int], attempting to reconnect
```

Explanation The mLACP has detected that a peer device from the specified redundancy group has disconnected. The mLACP will attempt to reconnect to the device until successful.

Recommended Action This message is typically caused by a configuration event on the peer router, and so no action is required. However if this message is unexpected, then enter the **show redundancy interchassis** command on both the local and peer mLACP devices to determine which peer member IP has lost communication. Use this information to further debug the network communication issue, and re-enable communication with the peer. Refer the mLACP section of Configuring IEEE 802.3ad Link Bundling and Load Balancing for more information on peer down failures.

Error Message

```
%ETHERNET_MLACP-4-PEER_DOWN: mLACP Peer down failure: Attempting to make [dec]
local LAGs active in redundancy group [int]
```

Explanation The mLACP has detected a peer down failure and has attempted to make the local port-channels become active.

Recommended Action The peer down failure should be corrected by re-enabling communication with the peer mLACP device. Enter the **show redundancy interchassis** command on both the local and peer mLACP devices to determine which peer member IP has lost communication. Use this information to further debug the network communication issue, and re-enable communication with the peer. Refer the mLACP section of Configuring IEEE 802.3ad Link Bundling and Load Balancing for more information on peer down failures.

Error Message

```
%ETHERNET_MLACP-4-PEER_RECONNECT_FAILED: The attempt to reconnect to the peer in
redundancy group [int] has failed
```

Explanation An attempt was made to reconnect after an mLACP peer device disconnected. However, this attempt has failed.

Recommended Action To re-initialize the connection, unconfigure the mlacp interchassis group from the port-channel, and then reconfigure it. After doing that, issue **show redundancy interchassis** to get the peer member IP connection status and the mLACP connection state. If the peer member IP connection status is not connected, then there is a more basic communication issue that must be fixed. Otherwise, if the peer member IP is connected but the mLACP state is not connected, then there could be a software issue. In that case, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information along with the versions of Cisco IOS software on both the devices. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of **show redundancy interchassis, show lacp multi-chassis group and show lacp multi-chassis port-channel** commands and your pertinent troubleshooting logs.

Error Message

```
%ETHERNET_MLACP-4-PEER_UP: mLACP has recovered from a peer down failure in
redundancy group [int]
```

Explanation The mLACP is now in communication with the peer device, and has recovered from a previous peer down failure.

Recommended Action No action is required. However, enter the **show lacp multi-chassis group** and **show lacp multi-chassis port-channel** commands to verify the state of the mLACP port-channels. Refer the mLACP section of Configuring IEEE 802.3ad Link Bundling and Load Balancing for details on peer down failures and related configuration commands.

Error Message

```
%ETHERNET_MLACP-6-PEER_CONNECT: mLACP peer is now connected in redundancy group
[int]
```

Explanation The local mLACP device is now connected to a peer device in the specified redundancy group.

Recommended Action No action is required. To view the peer information, enter **show lacp multi-chassis port-channel** or **show lacp multi-chassis group** commands.

ETHERNET_OAM Messages

The following are Ethernet OAM messages.

Error Message

```
%ETHERNET_OAM-2-CRIT_ERR: The Ethernet OAM protocol has encountered the critical
error: [chars].
```

Explanation The protocol has encountered a critical error, as specified in the message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%ETHERNET_OAM-2-GET_BUFFER: ETHERNET OAM ISSU client failed to get buffer for
message. Error: [dec] ([chars])
```

Explanation The ETHERNET OAM ISSU client failed to get buffer space for building a negotiation message. A negotiation message cannot be sent to the standby device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Entere the **show logging** and **show checkpoint client** commands to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%ETHERNET_OAM-2-INIT: ETHERNET OAM ISSU client initialization failed to [chars].
Error: [dec] ([chars])
```

Explanation The ETHERNET OAM ISSU client could not be initialized. This initialization failure must be addressed before in-service software upgrade or downgrade can be performed successfully. If you do not address this failure, there will be downtime during software upgrade or downgrade.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%ETHERNET_OAM-2-SEND_NEGO_FAILED: ETHERNET OAM ISSU client failed to send
negotiation message. Error: [dec] ([chars])
```

Explanation The ETHERNET OAM ISSU client failed to send a session negotiation message to the peer device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show logging** and **show checkpoint client** commands to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%ETHERNET_OAM-2-SESSION_NEGO: ETHERNET OAM ISSU client encountered unexpected
client nego_done. Error: [dec] ([chars])
```

Explanation An ISSU-compliant client transitions through a series of internal states. The ETHERNET OAM ISSU client encountered a 'client negotiation done' state that was unexpected. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show issu session and show issu negotiated capability commands to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%ETHERNET_OAM-2-SESSION_REGISTRY: ETHERNET OAM ISSU client failed to register
session information. Error: [dec] ([chars])
```

Explanation The ETHERNET OAM ISSU client failed to register session information. If a problem occurs with the ISSU session registration, the standby device cannot be brought up properly.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show issu capability entries , show issu session and show issu negotiated capability commands to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl.

If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%ETHERNET_OAM-3-INVALID_SESSION: ETHERNET OAM ISSU client does not have a valid
registered session.
```

Explanation The ETHERNET OAM ISSU client does not have a valid registered session.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show issu capability entries** , show issu session and show issu negotiated capability commands to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%ETHERNET_OAM-3-LOOPBACK_ERROR: Loopback operation on interface [chars] has
encountered an error([chars]).
```

Explanation Because of the specified error, the loopback operation has ended abnormally.

Recommended Action No action is required.

Error Message

```
%ETHERNET_OAM-3-MSG_SIZE: ETHERNET OAM ISSU client failed to get the MTU for
Message Type [dec].Error: [dec] ([chars])
```

Explanation The ETHERNET OAM ISSU client failed to calculate the MTU for the specified message. The ETHERNET OAM ISSU client is not able to send the message to the standby device.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show issu message group** , show issu session and show issu negotiated version commands to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%ETHERNET_OAM-3-SESSION_UNREGISTRY: ETHERNET OAM ISSU client failed to unregister
session information. Error: [dec] ([chars])
```

Explanation The ETHERNET OAM ISSU client failed to unregister session information.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show issu session and show issu negotiated capability commands to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%ETHERNET_OAM-3-TRANSFORM_FAIL: ETHERNET OAM ISSU client [chars] transform failed
for 'Message Type [dec]'. Error: [dec] ([chars])
```

Explanation The ETHERNET OAM ISSU client could not transform the specified message type. If the transmit transformation failed, the checkpoint message was not sent to the standby device. If the receive transformation failed, the checkpoint message was not applied on the standby device. In both cases, the ETHERNET OAM state between the active device and the standby device is not identical.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show issu session** and show issu negotiated version commands to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%ETHERNET_OAM-4-ISSU_INCOMPATIBLE: ether_oam-issu-compat: returned FALSE
```

Explanation The compatibility checking has failed

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%ETHERNET_OAM-5-EVENTTLV: [chars] is received from the remote client on interface
[chars].
```

Explanation An Event TLV was received from the remote OAM client. It must have detected errors in receiving frames from this local interface.

Recommended Action No action is required.

Error Message

```
%ETHERNET_OAM-5-LINK_MONITOR: [chars] detected over the last [chars] on interface
[chars].
```

Explanation A monitored error has been detected to have crossed the user-specified threshold.

Recommended Action No action is required.

Error Message

```
%ETHERNET_OAM-6-ENTER_SESSION: The client on interface [chars] has entered the OAM
session.
```

Explanation Ethernet OAM client on the specified interface has detected a remote client and has entered the OAM session.

Recommended Action No action is required.

Error Message

```
%ETHERNET_OAM-6-EXIT_SESSION: The client on interface [chars] has left the OAM
session.
```

Explanation Ethernet OAM client on the specified interface has experienced some state change.

Recommended Action No action is required.

Error Message

```
%ETHERNET_OAM-6-LINK_TIMEOUT: The client on interface [chars] has timed out and
exited the OAM session.
```

Explanation The Ethernet OAM client on the specified interface has not received any OAMPDUs in the number of seconds for timeout that were configured by the user. The client has exited the OAM session.

Recommended Action No action is required.

Error Message

```
%ETHERNET_OAM-6-LOOPBACK: Interface [chars] has [chars] the [chars] loopback mode.
```

Explanation The specified interface has entered or exited loopback mode because of protocol control or an external event, such as the interface link going down.

Recommended Action No action is required.

Error Message

```
%ETHERNET_OAM-6-RFI: The client on interface [chars] has received a remote failure
indication from its remote peer(failure reason = [chars] action = [chars])
```

Explanation The remote client indicates a Link Fault, or a Dying Gasp(an unrecoverable local failure), or a Critical Event in the OAMPDU. In the event of Link Fault, the network administrator may consider shutting down the link. If the action is error-block, link will go in error-block state where data traffic is blocked but OAM link is operational. If the action is error-disable no traffic is allowed on the link.

Recommended Action In the event of a link fault, consider shutting down the link.

Error Message

```
%ETHERNET_OAM-6-RFI_CLEAR: The client on interface [chars] has received a clear
of remote failure indication from its remote peer(failure reason = [chars] action
= [chars])
```

Explanation The remote client indicates a Link Fault, or a Dying Gasp (an unrecoverable local failure), or a Critical Event clear in the OAMPDU. Error-disable state can only be cleared entering the **shut/no shut** commands for the interface.

Recommended Action No action is required.

Error Message

```
%ETHER_CFM-5-IGNORED_VLAN: Ignored VLAN [int] in '[chars]'
```

Explanation Invalid VLAN was ignored in the configuration.

Recommended Action No action is required..

Error Message

```
%ETHER_INFRA_HA-2-GET_BUFFER: Ether INFRA ISSU client failed to get buffer for
message. Error: [dec] ([chars])
```

Explanation The Ether INFRA HA client failed to get buffer space for building chkpt message. Message cannot be sent to standby device. If a problem occurs, the standby device cannot be brought up properly.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show logging** and **show checkpoint client** commands to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and

utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ETHER_INFRA_HA-2-INIT: Ether INFRA ISSU client initialization failed to [chars].
Error: [dec] ([chars])
```

Explanation The Ether INFRA ISSU client could not be initialized. This initialization failure must be addressed before in-service software upgrade or downgrade can be performed successfully. If you do not address this failure, there will be downtime during software upgrade or downgrade.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ETHER_INFRA_HA-2-SEND_NEGO_FAILED: Ether INFRA ISSU client failed to send
negotiation message. Error: [dec] ([chars])
```

Explanation The Ether INFRA ISSU client failed to send a session negotiation message to the peer device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show logging** and **show checkpoint client** commands to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ETHER_INFRA_HA-2-SESSION_NEGO: Ether INFRA ISSU client encountered unexpected
client nego_done. Error: [dec] ([chars])
```

Explanation An ISSU-compliant client transitions through a series of internal states. The Ether INFRA ISSU client encountered a 'client negotiation done' state that was unexpected. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show issu session and show issu negotiated capability commands to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ETHER_INFRA_HA-2-SESSION_REGISTRY: Ether INFRA ISSU client failed to register
session information. Error: [dec] ([chars])
```

Explanation The Ether INFRA ISSU client failed to register session information. If a problem occurs with the ISSU session registration, the standby device cannot be brought up properly.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show issu capability entries and show issu session and show issu negotiated capability commands to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ETHER_INFRA_HA-3-INVALID_SESSION: Ether INFRA ISSU client does not have a valid
registered session.
```

Explanation The Ether INFRA ISSU client does not have a valid registered session.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show issu capability entries and show issu session and show issu negotiated capability commands to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ETHER_INFRA_HA-3-MSG_NOT_OK: Ether INFRA ISSU client 'Message Type [dec]' is not
compatible
```

Explanation The Ether INFRA ISSU client received an incompatible message from the peer device. The message cannot be processed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show issu message group and show issu session and show issu negotiated version commands to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ETHER_INFRA_HA-3-MSG_SIZE: Ether INFRA ISSU client failed to get the MTU for
Message Type [dec].Error: [dec] ([chars])
```

Explanation The Ether INFRA ISSU client failed to calculate the MTU for the specified message. The Ether INFRA ISSU client will not able to send the message to the standby device.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show issu message group and show issu session and show issu negotiated version commands to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ETHER_INFRA_HA-3-SESSION_UNREGISTRY: Ether INFRA ISSU client failed to
unregister session information. Error: [dec] ([chars])
```

Explanation The Ether INFRA ISSU client failed to unregister session information.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show issu session and show issu negotiated capability commands to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ETHER_INFRA_HA-3-TRANSFORM: Ether INFRA ISSU client [chars] transform failed for
'Message Type [dec]'. Error: [dec] ([chars])
```

Explanation The Ether INFRA ISSU client could not transform the specified message type. If the transmit transformation failed, the checkpoint message was not sent to the standby device. If the receive transformation failed, the checkpoint message was not applied on the standby device. In both cases, the Ether INFRA state between the active device and the standby device is not identical.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show issu session and show issu negotiated version commands to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

ETHER_LMI_HA Messages

The following are Ethernet Local Management Interface HA messages.

Error Message

```
%ETHER_LMI-6-MISMATCHED_VLAN_CONFIGURED: VLAN [chars] configured but not in VLAN
mapping for UNI [chars]
```

Explanation The specified VLANs are configured on the user-network interface but do not exist according to the VLAN mapping received from the network by the Ethernet LMI.

Recommended Action Verify that the configurations of the VLANs on user-network interface match those that were assigned.

Error Message

```
%ETHER_LMI-6-MISMATCHED_VLAN_NOT_CONFIGURED: VLAN [chars] not configured but in
VLAN mapping for UNI [chars]
```

Explanation The VLAN mapping received from the network by the Ethernet LMI do not match those that are configured on the user-network interface.

Recommended Action Verify that the configurations of the VLANs on the user-network interface match those that were assigned.

Error Message

```
%ETHER_LMI_HA-2-GET_BUFFER: Ether LMI ISSU client failed to get buffer for
message. Error: [dec] ([chars])
```

Explanation The Ether LMI HA client failed to get buffer space for building chkpt message. Message cannot be sent to standby device. If a problem occurs, the standby device cannot be brought up properly.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show logging** and **show checkpoint client** commands to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%ETHER_LMI_HA-2-INIT: Ether LMI ISSU client initialization failed to [chars].
Error: [dec] ([chars])
```

Explanation The Ether LMI ISSU client could not be initialized. This initialization failure must be addressed before in-service software upgrade or downgrade can be performed successfully. If you do not address this failure, there will be downtime during software upgrade or downgrade.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%ETHER_LMI_HA-2-SEND_NEGO_FAILED: Ether LMI ISSU client failed to send negotiation
message. Error: [dec] ([chars])
```

Explanation The Ether LMI ISSU client failed to send a session negotiation message to the peer device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show logging** and **show checkpoint client** commands to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%ETHER_LMI_HA-2-SESSION_NEGO: Ether LMI ISSU client encountered unexpected client
nego_done. Error: [dec] ([chars])
```

Explanation An ISSU-compliant client transitions through a series of internal states. The Ether LMI ISSU client encountered a 'client negotiation done' state that was unexpected. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show issu session and show issu negotiated capability commands to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%ETHER_LMI_HA-2-SESSION_REGISTRY: Ether LMI ISSU client failed to register session
information. Error: [dec] ([chars])
```

Explanation The Ether LMI ISSU client failed to register session information. If a problem occurs with the ISSU session registration, the standby device cannot be brought up properly.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show issu capability entries , show issu session and show issu negotiated capability commands to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%ETHER_LMI_HA-3-INVALID_SESSION: Ether LMI ISSU client does not have a valid
registered session.
```

Explanation The Ether LMI ISSU client does not have a valid registered session.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show issu capability entries , show issu session and show issu negotiated capability commands to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software

issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%ETHER_LMI_HA-3-MSG_NOT_OK: Ether LMI ISSU client 'Message Type [dec]' is not
compatible
```

Explanation The Ether LMI ISSU client received an incompatible message from the peer device. The message cannot be processed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show issu message group , show issu session and show issu negotiated version commands to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%ETHER_LMI_HA-3-MSG_SIZE: Ether LMI ISSU client failed to get the MTU for Message
Type [dec].Error: [dec] ([chars])
```

Explanation The Ether LMI ISSU client failed to calculate the MTU for the specified message. The Ether LMI ISSU client will not able to send the message to the standby device.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show issu message group , show issu session and show issu negotiated version commands to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%ETHER_LMI_HA-3-SESSION_UNREGISTRY: Ether LMI ISSU client failed to unregister
session information. Error: [dec] ([chars])
```

Explanation The Ether LMI ISSU client failed to unregister session information.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show issu session** and show issu negotiated capability commands to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%ETHER_LMI_HA-3-TRANSFORM: Ether LMI ISSU client [chars] transform failed for
'Message Type [dec]'. Error: [dec] ([chars])
```

Explanation The Ether LMI ISSU client could not transform the specified message type. If the transmit transformation failed, the checkpoint message was not sent to the standby device. If the receive transformation failed, the checkpoint message was not applied on the standby device. In both cases, the Ether LMI state between the active device and the standby device is not identical.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show issu session and show issu negotiated version commands to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

ETHER_PLATFORM_SW Messsages

Error Message

```
%ETHER_PLATFORM_SW-3-BD_NULL: Unable to get bridge-domain [dec] information for
EFP [dec]
```

Explanation The software dataplane was unable to get the bridge-domain information for the EFP.

Recommended Action This error may be transient. If the error persists, reload the router.

Error Message

```
%ETHER_PLATFORM_SW-3-DOT1AH_CHNK_LCK_FAILED: Unable to lock memory while learning
C-MAC to B-MAC mapping
```

Explanation The Ethernet Software Platform was unable to lock a particular piece of memory while attempting to learn a C-MAC to B-MAC mapping.

Recommended Action This error may be transient. This error may be transient. If the error persists, reload the router.

Error Message

```
%ETHER_PLATFORM_SW-3-DOT1AH_DEL_MAP_FAILED: Unable to remove 802.1ah mapping
entry for B-MAC [enet], C-MAC [enet].
```

Explanation The Ethernet Software Platform was unable to remove an 802.1ah mapping entry from the tree of entries.

Recommended Action This error may be transient. This error may be transient. If the error persists, reload the router.

Error Message

```
%ETHER_PLATFORM_SW-3-DOT1AH_PROC_ENQ_FAILED: Unable to enqueue a request to learn
a C-MAC to B-MAC mapping
```

Explanation An error has occurred while trying to enqueue a request to learn a C-MAC to B-MAC mapping.

Recommended Action This error may be transient. This error may be transient. If the error persists, reload the router.

Error Message

```
%ETHER_PLATFORM_SW-3-EFP_CANNOT_CLEAR_DIM: Unable to clear EFP's encapsulation
data
```

Explanation An error has occurred while trying to clear the encapsulation data for an EFP.

Recommended Action Enable debugging with **debug ethernet service instance** command. Retry the operation that caused the error and see if additional debugging messages are provided. If the error persists, reload the router.

Error Message

```
%ETHER_PLATFORM_SW-3-NO_PD_EFP: Unable to find software platform EFP information
for EFP ID [dec]
```

Explanation The software dataplane was unable to get the platform dependent EFP information for the EFP with the given ID.

Recommended Action This error may indicate a bug in the software dataplane implementation. If the error occurs after a specific configuration was performed then precisely record those configuration steps. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ETHER_PLATFORM_SW-3-REWRITE_FAILED: Unable to apply rewrite to packet
```

Explanation An error has occurred while trying to perform an ingress rewrite operation on a frame.

Recommended Action This error may be transient. This error may be transient. If the error persists, reload the router.

ETHER_SERVICE Messages

The following are Ethernet Service messages.

Error Message

```
%ETHER_SERVICE-3-ETHER_CHAN_SERV_INSTANCE_POLICY_REMOVED: [chars] service policy
[chars] has been removed from service instance [dec] of ethernet channel [chars]
due to failure to install the policy on member link [chars].
```

Explanation The member link does not support the service policy or installation failed due to resources limitation at the time.

Recommended Action Check for any error message that indicates incompatiblity between the policy and the member link. Remove the member link from the Ethernet channel and reconfigure the policy on the service instance. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ETHER_SERVICE-4-UNSUP_MIRPENABLE: % Not supported since 'no ethernet mac-flush
notification mirp' command is configured.
```

Explanation The **no ethernet mac-flush notification mirp** has been configured.

Recommended Action Configure the **ethernet mac-flush notification mirp** command.

Error Message

```
%ETHER_SERVICE-6-ERR_DISABLED: [chars] - shutdown service instance [dec] at
[chars]
```

Explanation Service instance shutdown due to errdisable.

Recommended Action Informational message only. No action is required.

Error Message

```
%ETHER_SERVICE-6-UPDOWN: Service instance [dec] on interface [chars] changed to
[chars]
```

Explanation Service instance shutdown due to errdisable.

Recommended Action Informational message only. No action is required.

Error Message

```
%ETHER_SERVICE_IPC-3-IPCPORT_CREATE: Unable to create IPC port ([chars]).
```

Explanation Ethernet Service was unable to create an IPC port.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%ETHER_SERVICE_IPC-3-IPCPORT_REGISTER: Unable to register IPC port ([chars]).
```

Explanation Ethernet Service was unable to register an IPC port .

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%ETHER_SERVICE_IPC-3-IPCPORT_REMOVE: Unable to remove IPC port ([chars]).
```

Explanation Ethernet Service was unable to remove an IPC port .

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%ETHER_SERVICE_IPC-3-IPCPROCESSES: Unable to create IPC processes on ([chars]).
```

Explanation Ethernet Service was unable to create IPC processes.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%ETHER_SERVICE_IPC-3-IPCSESSION: Unable to open an IPC session for communicating
with ([chars]). Error: [chars]
```

Explanation An internal error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%ETHER_SERVICE_IPC-3-IPC_RESP_ERROR: IPC send response error ([chars])
```

Explanation An error was detected in the response for an IPC message that was transmitted to the peer.

Recommended Action This error could be transient. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%ETHER_SERVICE_IPC-3-IPC_TRANSMIT_FAILED: IPC message transmission failure
([chars])
```

Explanation An error was detected when transmitting an IPC message between Standby RP and SP. The failure most likely occurred because of a software error. The message output identifies the type of error that occurred.

Recommended Action This could be a transient error. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%ETHER_SERVICE_IPC-3-NOIPCDESC: Unable to allocate IPC descriptor for Ethernet
Service on ([chars]).
```

Explanation An internal error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%ETHER_SERVICE_IPC-3-NOMEM: Unable to allocate memory for Ethernet Service on
([chars]).
```

Explanation An internal error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%ETHER_SERVICE_IPC-3-RMI_CALLBACK: Ethernet Infra encountered an error while
processing a callback from the Resource Manager (RMI), [chars]
```

Explanation The Ethernet Infra registers with the Resource Manager (RMI) to get status notifications about resources (such as IPC) and uses them to throttle the sending to messages to the peer. The Ethernet Infra encountered an error while processing a callback from RMI. This error probably occurred because of a software error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ETHER_SERVICE_IPC-3-RMI_FAILED: Ethernet Infra failed to register with the
Resource Manager (RMI), [chars]
```

Explanation The Ethernet Infra registers with the Resource Manager (RMI) to get status notifications about resources (such as IPC) and uses them to throttle the sending to messages to the peer. The Ethernet Infra was unable to register itself with RMI and hence cannot throttle the sending of any messages. The system may still operate normally. This error probably occurred because of a software error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ETHER_SERVICE_IPC-4-NOIPCDATA: IPC Message has no data area, ([chars])
```

Explanation Cannot find data area in an IPC message. This is a warning message, no action is required.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%ETHER_SERVICE_IPC-4-NOIPCPORT: IPC port is NULL, ([chars])
```

Explanation Ethernet Service cannot send the message as the IPC port information is NULL. This is a warning message, no action is required.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%ETHER_SERVICE_IPC-4-NOMESSAGE: Message is NULL, ([chars])
```

Explanation Cannot send the message as the message is NULL. This is a warning message, no action is required

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%ETH_SPA_GEN-3-CU_SFP_NOT_SUPP: CU-SFP is not supported on SPA-2x1GE-V2 /
SPA-2x1GE-SYNCE
```

Explanation CU-SFP is not supported on SPA-2x1GE-V2 / SPA-2x1GE-SYNCE.

Recommended Action Use PHY based ports for CU Connections.

Error Message

```
%ETH_SPA_GEN-3-UNSUPPORTED_XCVR: Transceiver type GLC-GE-100FX is not supported
on SPA-8xGE-V2
```

Explanation Transceiver type GLC-GE-100FX is not supported onSPA-8xGE-V2.

Recommended Action Ensure the supported transceivers are plugged into the SPA.

Error Message

```
%ETH_SPA_GILA_FUGU-3-SPI4_MCALPRTY_ERR: [chars] : [chars] Calender memory Parity
error
```

Explanation An internal SPI4 error (SPI4 calender memory parity error) occurred in the SPA.

Recommended Action If the issue persists, it may be a case of bad hardware. Please open a case with Cisco technical support personnel for further assistance.

Error Message

```
%ETH_SPA_GILA_FUGU-3-SPI4_MCALRBPRTY_ERR: [chars] : [chars] Calender memory read
back Parity error
```

Explanation An internal SPI4 error (SPI4 Calender memory read back parity error) occurred in the SPA.

Recommended Action Try reseating the SPA and if the issue persists, open a case with the Cisco Technical Assistance Center.

Error Message

```
%ETH_SPA_GILA_FUGU-3-SPI4_MCNTPRTY_ERR: [chars] : [chars] Memory Parity error
```

Explanation An internal SPI4 error (SPI4 Control FIFO Memory Parity error) occurred in the SPA.

Recommended Action If the issue persists, open a case with Cisco Technical Assistance Center for further assistance.

Error Message

```
%ETH_SPA_GILA_FUGU-3-SPI4_MDATAPRTY_ERR: [chars] : [chars] Memory Parity error
```

Explanation An internal SPI4 error (SPI4 DATA FIFO Memory Parity error) occured in the SPA.

Recommended Action If the issue persists, open a case with Cisco Technical Assistance Center for further assistance.

Error Message

```
%ETH_SPA_GILA_FUGU-3-SPI4_OVF_ERR: [chars] : [chars] Overflow Error
```

Explanation An internal SPI4 error (SPI4 Overflow Error) occured in the SPA.

Recommended Action Open a case with Cisco Technical Assistance Center for further assistance.

Error Message

```
%ETH_SPA_GILA_FUGU-3-SPI4_RDOOF_ERR: [chars] : [chars] Rdata Out of Frame error
```

Explanation An internal SPI4 error (SPI4 Rdata Out of Frame error) occured in the SPA.

Recommended Action If the issue persists, open a case with the Cisco Technical Assistance Center.

Error Message

```
%ETH_SPA_GILA_FUGU-3-SPI4_SYNC_FAIL: [chars] : Sync check failed in [chars] SPI4
interafce
```

Explanation Synchronization check failed in the Gila/Fugu SPI4 interface.

Recommended Action Try reseating the SPA. If the issue persists, contact Cisco Technical Assistance Center.

ETH_SPA_MAC Messages

Recommended Action The following are ETH_SPA_MAC messages.

Error Message

```
%ETH_SPA_MAC-3-INTR_BURST: Interrupts from [chars] have crossed burst limit of
[dec] in [dec] msec for port [dec]/[dec]/[dec]
```

Explanation Interrupts that have crossed the burst limit are detected by the SPA.

Recommended Action Check the interface configuration and receive signal characteristics. Also verify the XFP transceiver and receive signal path. Re-enable the interface after corrective action.

Error Message

```
%ETH_SPA_MAC-3-INTR_MAX_BURST: Bursts of interrupts from [chars] have crossed
maximum limit [dec] for port [dec]/[dec]/[dec]
```

Explanation Burst of interrupts that have crossed the maximum limit are detected by the SPA.

Recommended Action Check the interface configuration and receive signal characteristics. Also verify the XFP transceiver and receive signal path. Re-enable the interface after corrective action.

Error Message

```
%ETH_SPA_MAC-3-SPI4_ERROR: [chars] : SPI4 Error occured in the MAC
```

Explanation SPI4 error occured in the MAC.

Recommended Action SPI error reported in the SPA. Try reseating the SPA if the error occurs multiple times. If you further need assistance please open a case with Cisco TAC at http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl

Error Message

```
%ETH_SPA_MAC-3-SPI4_SINK_INIT_ERR: [chars] : Marvel spi4.1 sink init failed PL410
global status  not set
```

Explanation An internal SPI4 error occurred in the SPA.

Recommended Action If the issue persists, return the SPA using the RMA process.

Error Message

```
%ETH_SPA_MAC-3-UNREC_ECC_ERR: [chars] : An unrecoverable ECC error occured in the
MAC
```

Explanation An unrecoverable ECC error occured in the MAC.

Recommended Action Try to reload the SPA to recover from the failure. If the problem persist, contact Cisco Technical Assistance Center for assistance.

Error Message

```
%ETSEC-1-BAD_IDB: Invalid Interface Descriptor Block
```

Explanation The driver tried to fetch the interface's IDB and failed.

Recommended Action Software bug. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%ETSEC-1-BAD_INIT_IDB: Fail to initialize IDB eTSEC port [dec]
```

Explanation The initialization of IDB failed.

Recommended Action Software bug. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%ETSEC-1-BAD_INIT_PARSER: Fail to initialize eTSEC parser
```

Explanation The initialization of eTSEC parser fails

Recommended Action Software bug. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%ETSEC-1-BAD_INTERFACE: Unable to initialize main data path.
```

Explanation Failed to initialize main data interface.

Recommended Action Software bug. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%ETSEC-1-BAD_PAK_ALLOCATION: Unable to acquire pak system resources.
```

Explanation The driver tried to allocate pak memory but failed.

Recommended Action Software bug. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%ETSEC-1-BAD_PARTICLE: Problem getting particle size
```

Explanation The driver was unable to get the particle size for this interface.

Recommended Action Software bug. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%ETSEC-1-BAD_POOL: Could not init buffer pools
```

Explanation The driver failed to get a pool of buffers from IOS.

Recommended Action Software bug. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%ETSEC-1-BAD_STRUCT: Could not initialize structure
```

Explanation The driver failed to initialize a structure.

Recommended Action Software bug. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%ETSEC-1-ERROR_INT_CAUSE: eTSEC event error: [chars]
```

Explanation eTSEC error event.

Recommended Action Software bug. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%ETSEC-1-INCOMPLETE_INIT: [chars], Incomplete initialization
```

Explanation The Fifo configuration failed, incomplete platform initialization.

Recommended Action The router requires more packet memory - consider upgrade.If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%ETSEC-1-INITFAIL_NOMEM: [chars], initialization failed, no buffer memory
```

Explanation The Fifo port initialization failed due to insufficient memory.

Recommended Action The router requires more packet memory - consider upgrade. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%ETSEC-1-PAK_TOO_BIG: PAK TOO BIG interface [chars] size [dec]
```

Explanation Egress packet too big for the interface.

Recommended Action Software bug. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%ETSEC-1-SHOWFAIL: PQ3 ETSEC([dec]), Memory error at [chars]
```

Explanation The Fifo show interface could not allocate memory.

Recommended Action Clear the interface. If the message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%ETSEC-2-EXCEPTION: Fatal Error, Interface [chars] not transmitting
```

Explanation The software detected critical error and recovery failed, resulting in system crash.

Recommended Action Collect crashinfo files, syslogs and console dumps. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%ETSEC-3-RECOVER_TX: Interface [chars] TX workaround invoked
```

Explanation The software detected the interface was not transmittingpackets. The workaround patch has been invoked.

Recommended Action The system should recover. No action is required.

Error Message

```
%ETSEC-3-RESTART: Interface [chars] Restarted Due to [chars] Error
```

Explanation The software detected critical error and ETSEC driver was restarted to restore EoBC traffic flow.

Recommended Action The system should recover. No action is required.

Error Message

```
%ETSEC-5-FIFO_RECOVER: [chars] ([dec]) detected freeze, last([dec]) new([dec]) tx
cntr. tx_pending ([dec]). applying patch
```

Explanation The interface is used for IPC/SCP communication between RP and SP. In a rare situation when FIFO TX engine is stuck and requires toggle, there is no data loss when the recovery patch is executed. Patch is applicable to MPC8548 version 2.0 silicons only.

Recommended Action No action is required - software patch will be executed.

EVENT_TRACE Messages

Error Message

```
%EVENT_TRACE-3-CLOSE_FILE: Error closing file [chars]
```

Explanation The event trace subsystem cannot close the specified file.

Recommended Action No action is required.

Error Message

```
%EVENT_TRACE-3-CONTINUOUS: Enable trace before setting continuous display
```

Explanation The specified event trace must be enabled before continuous display can occur.

Recommended Action Enable the specified event trace.

Error Message

```
%EVENT_TRACE-3-GROUP_ID: Duplicate registration of group-id [dec]
```

Explanation The software subsystem is attempting to register a group ID for an event trace that has already been used by another subsystem.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%EVENT_TRACE-3-NO_FILENAME: Dump file not specified.
```

Explanation A filename has not been specified as output for the event trace.

Recommended Action You must specify the trace dump filename. To specify the trace dump filename, enter the **monitor event-trace** component **dump-file** filename command in global configuration mode.

Error Message

```
%EVENT_TRACE-3-NO_MEM: Not enough memory for [dec] trace elements.
```

Explanation The system memory is insufficient for the number of trace elements specified.

Recommended Action Reduce the size of the event trace.

Error Message

```
%EVENT_TRACE-3-NO_TRACE_NAME: Invalid trace name [chars]
```

Explanation An invalid or nonexistant trace buffer name has been specified.

Recommended Action Check the configuration of the event trace buffer for the correct trace buffer name.

Error Message

```
%EVENT_TRACE-3-NUM_ELEM: Number of trace element = [dec] is greater than number =
[dec] allowed
```

Explanation The number of requested trace entries exceeds the maximum allowed amount.

Recommended Action Reduce the number of trace entries.

Error Message

```
%EVENT_TRACE-3-OPEN: [chars]: Trace failed to open
```

Explanation Initialization of the specified event trace has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%EVENT_TRACE-3-OPEN_FILE: Couldn't open [chars]...
```

Explanation The event trace subsystem could not open a file for the specified event trace dump.

Recommended Action If a file by the same name already exists, rename the dump file or remove the existing file from the file system.

Error Message

```
%EVENT_TRACE-3-RESIZE: Enable trace before resizing
```

Explanation The specified event trace must be enabled before resizing occurs.

Recommended Action Enable the specified event trace.

Error Message

```
%EVENT_TRACE-3-SIZE_ELEM: Size of trace element = [dec] is greater than size =
[dec] allowed
```

Explanation The specified individual trace entry size is greater than the maximum allowed limit.

Recommended Action Reduce the individual trace entry size so as not to exceed the maximum while initializing the event trace.

Error Message

```
%EVENT_TRACE-3-SIZE_FILENAME: Trace filename size = [dec] greater than size =
[dec] allowed
```

Explanation The specified event trace filename is too long.

Recommended Action Shorten the filename.

Error Message

```
%EVENT_TRACE-3-WRITE_FILE: Error writing to file [chars]
```

Explanation Event trace is not able to write to the specified file system.

Recommended Action The file might not be available. Change to a different destination file system and attempt to dump there. If that solution does not work, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%EVENT_TRACE-6-ENABLE: Trace already enabled.
```

Explanation The specified event trace has already been enabled.

Recommended Action This is a debug message only. No action is required.

Error Message

```
%EVENT_TRACE-6-NO_FORMATTER: [chars]: no formatter provided, binary dumping.
```

Explanation No formatter function was provided during the initialization of the specified event trace.

Recommended Action No action is required.

Error Message

```
%EXAR7503-3-EXAR7503_INIT_ERR: Exar7503 LIU channel:[dec] init error
```

Explanation The system detected an error condition during EXAR LIU initialization.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%EXAR7503-3-EXAR7503_NUM_ERR: INvalid Exar7503 LIU number error: [chars]
```

Explanation The system detected an invalid EXAR number.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%EXAR7503-3-EXAR7503_PROG_ERR: Exar7503 LIU programming error: [chars]
```

Explanation The system detected an error while a read or write operation to the EXAR LIU was being attempted.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

EXFREE Messages

Error Message

```
%EXFREE-2-EXMEMFREE: Free a non allocated ptr [hex] size [dec].
```

Explanation Trying to free a memory which not all of it marked as allocated.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%EXFREE-2-EXMEMINIT: EXMEM [dec]: [chars]
```

Explanation The requested external memory allocator failed to be initialized. Reasons are not clear.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%EXFREE-2-EXMEMPARAM: Bad parameter ([dec]) when calling to the allocator utility
```

Explanation Illegal parameter is used when called to allocator. May represent data some corruption.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%EXFREE-4-EXMALLOCFAIL: External memory allocation of [int] bytes failed from
EXMEM [dec]
```

Explanation The requested memory allocation is not available from the specified memory pool. The current system configuration, network environment, or possibly a software error might have exhausted or fragmented the router's memory.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

EXPRESS_SETUP Messages

Error Message

```
%EXPRESS_SETUP-3-UNABLE_TO_RESET_CONFIG: [chars]
```

Explanation The system is unable to reset the configuration.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. FABRIC Messages

Recommended Action The following are Fabric Interface ASIC (FIA) messages.

Error Message

```
%EXPRESS_SETUP-6-CONFIG_IS_RESET: [chars]
```

Explanation The configuration has been reset and the system will now reboot.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%EXPRESS_SETUP-6-MODE_ENTERED:
```

Explanation The express setup mode is now active.

Recommended Action No action is required.

Error Message

```
%EXPRESS_SETUP-6-MODE_EXITED:
```

Explanation The express setup mode is no longer active.

Recommended Action No action is required.

EXTASSIGNER Messages

Error Message

```
%EXTASSIGNER-3-ERRSYNC: Failed to sync tag([dec]) to standby CME
```

Explanation Unavailable

Recommended Action Unavailable

Error Message

```
%EXTASSIGNER-3-ERRSYNC2: Failed to sync re-assign tag ([dec]) for [dec] to standby
CME
```

Explanation Unavailable

Recommended Action Unavailable

Error Message

```
%EXTASSIGNER-3-ERRTAG: Invalid tag([dec])
```

Explanation Unavailable

Recommended Action Unavailable

Error Message

```
%EXTASSIGNER-3-NOACTPHONE: Failed to find the calling phone
```

Explanation Unavailable

Recommended Action Unavailable

Error Message

```
%EXTASSIGNER-3-NOCB: Failed to find the skinnyCB
```

Explanation Unavailable

Recommended Action Unavailable

Error Message

```
%EXTASSIGNER-3-NOMEM: Failed to malloc
```

Explanation Unavailable

Recommended Action Unavailable

Error Message

```
%EXTASSIGNER-3-NULLPTR: Null pointer ([chars]:[dec])
```

Explanation Unavailable

Recommended Action Unavailable

E_CFM Messages

The following are the Ethernet CFM message.

Error Message

```
%E_CFM-3-CONFIG_ERROR: CFM mis-configuration in the network. Continuity-check
message is received from mac-address %e with duplicated mpid %d as configured
locally for service MA name %s with %s of domain %s.
```

Explanation A maintenance point ID (MPID) has been configured as a local maintenance endpoint. The same MPID has been configured to have a source MAC address that is different from its own. The maintenance domain or the maintenance association (MA) can be the maintenance name. This message applies to the particular VLAN or Ethernet virtual connection with the MA indicated in the system message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%E_CFM-3-CROSS_CONNECTED_SERVICE: Continuity Check message is received from
remote MEP mpid %d with service MA name %s %s MAC: %e for service MA name %s of
domain %s level %u.
```

Explanation The maintenance name or maintenance association level of the continuity check message is different from what is locally configured on the device for the given Ethernet virtual connection (EVC) or VLAN. This difference indicates that there is a potential for having a cross-connected service in the network.

Recommended Action Check the remote CFM configurations using CFM utilities such as traceroute and ping. If the message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

FABRIC Messages

Error Message

```
%FABRIC-3-CONFIGURATION_FAILED: the module in slot [dec] failed to be completely
configured.
```

Explanation Traffic forwarding configuration was not completed. Traffic forwarding configuration is required for modules to operate in crossbar mode. The module is reset and configuration is retried.

Recommended Action If the module consistently fails configuration, return the module to your Cisco technical support representative for service.

Error Message

```
%FABRIC-3-ERRORS_CRC: the module in slot [dec] had excessive CRC errors
```

Explanation The fabric manager detects a significant number of CRC errors. These errors are caused either by exceeding the MTU or by serial link errors on the fabric channel. The recommended limit for the MTU is 9216 bytes.

Recommended Action The system attempts a module reset to recover from the errors. If the reset fails, enter the **show counter interface** command to identify the oversized frames. Eliminate the illegal frames. If oversized frames are not the problem, try to move the line card to a different slot. If the problem is persistent, you might need to replace the line card.

Error Message

```
%FABRIC-5-CANNOT_SUPPORT_FP_INVERSION: The module you have installed in slot [dec]
is running an older revision of firmware/software which might cause inconsistent
system behavior. Refer to the release notes for a minimum recommended software
release for mentioned module.
```

Explanation The module specified in the log cannot support FP bit inversion with the current software/firmware release, fabric clear block will disregard COS setting for this module.

Recommended Action No action is required.

Error Message

```
%FABRIC-5-FABRIC_MODULE_ACTIVE: the switching fabric module in slot [dec] became
active
```

Explanation The Switch Fabric Module in the specified slot is active as the switching fabric.

Recommended Action No action is required.

Error Message

```
%FABRIC-5-FABRIC_MODULE_BACKUP: the switching fabric module in slot [dec] became
standby
```

Explanation The standby Switch Fabric Module is online as the backup switching fabric.

Recommended Action No action is required.

FABRIC_INTF_ASIC Messages

Error Message The following are Switch Fabric interface ASIC messages.

Error Message

```
%FABRIC_INTF_ASIC-4-DEV_CONFIG_FAIL: The Switch Fabric interface ASIC
configuration failed
```

Explanation The Switch Fabric interface ASIC was not successfully configured.

Recommended Action The Switch Fabric interface ASIC could not be configured. If the switch fabric has gone inactive (down), this message can be expected. If the module comes online and traffic processing resumes, ignore this message. If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the **show logging** and **show version** commands to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FABRIC_INTF_ASIC-4-FABRICCRCERRS: [dec] Fabric CRC error events in 100ms period
```

Explanation The Switch Fabric interface Fabric interface encountered more crc error events than the Supervisor crc error threshold allows.

Recommended Action The line card has notified the Supervisor and the error has been logged. No action is required.

Error Message

```
%FABRIC_INTF_ASIC-5-CHAN_LINK_SPEED_OOB: Array access bounds violated,
channel_num=[int], link_num=[int], speed=[int]
```

Explanation IOS code has attempted to access an an internal array with an invalidindex for SSA channel number or link number or speed.

Recommended Action No action is required if there is no system impact. If traffic stops or line card fails, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FABRIC_INTF_ASIC-5-DEV_INIT_FAILURE: The Switch Fabric interface ASIC
initialization failed
```

Explanation The Switch Fabric interface ASIC was not successfully initialized.

Recommended Action The Switch Fabric interface ASIC could not be initialized. As a result, this device is not operational and has been disabled. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FABRIC_INTF_ASIC-5-FABRICDOWN_CRCERRS: [dec] Fabric CRC error events in 100ms
period
```

Explanation The Switch Fabric interface Fabric interface encountered more CRC errors than the maximum configured threshold. However, the reason for this error is that the switch fabric is inactive (down). The line card has notified the Supervisor of this condition and the error has been logged.

Recommended Action This message indicates normal system operation. No action is required.

Error Message

```
%FABRIC_INTF_ASIC-5-FABRICDOWN_SYNCERRS: [dec] Fabric sync error events in 100ms
period
```

Explanation The Switch Fabric interface Fabric interface encountered more synchronization errors than the maximum configured threshold. However, the reason for this error is that the switch fabric is inactive (down).

Recommended Action This message indicates normal system operation. No action is required.

Error Message

```
%FABRIC_INTF_ASIC-5-FABRICSYNC_DONE: Fabric sync on [chars] channel done.
```

Explanation The fabric interface ASIC was resynchronized.

Recommended Action No action is required.

Error Message

```
%FABRIC_INTF_ASIC-5-FABRICSYNC_REQ: Fabric ASIC [dec]: Fabric sync requested
after [dec] sync errors on serial channel [dec]
```

Explanation The line card has requested that the supervisor engine resynchronize its fabric interface ASIC.

Recommended Action No action is required.

Error Message

```
%FABRIC_INTF_ASIC-5-NOFABRICPROCESS: The Switch Fabric interface fabric process
could not be created
```

Explanation The Switch Fabric interface Fabric interface does not have a link process running: the system failed to create this process. This module will not support the fabric interface.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FABRIC_INTF_ASIC-5-NULL_DEV_OBJECT: The Switch Fabric interface device object
pointer is set to NULL
```

Explanation The memory location of the Switch Fabric interface device object is invalid.

Recommended Action The Switch Fabric interface ASIC operation is disabled and the device interrupt is now masked. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FABRIC_INTF_ASIC-5-SMB_ACCESSERROR: The Module Switch Fabric interface ASIC
cannot be accessed
```

Explanation The Switch Fabric interface ASIC access (read or write) failed.

Recommended Action The serial bus that connected to the Switch Fabric interface ASIC on this module is not functioning correctly. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

FALLBACK Messages

The following are the fallback messages.

Error Message

```
%FALLBACK-3-CACHE_FULL: Function name [chars]: Cache is full
```

Explanation The fallback cache has overflowed and unable to dump entries.

Recommended Action Increase the fallback cache size.

Error Message

```
%FALLBACK-3-INTERNAL_ERROR: [chars]: Internal error.
```

Explanation An internal error has occurred.

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

Error Message

```
%FALLBACK-3-MALLOC_FAIL: [chars]: Memory allocation failed.
```

Explanation Allocation of memory has failed. This condition may be due to exhaustion of the system memory pool.

Recommended Action No action is required.

Error Message

```
%FALLBACK-3-NO_RTP_PORT: Function name [chars]: No available RTP ports.
```

Explanation No available voice RTP ports were found.

Recommended Action No action is required.

Error Message

```
%FALLBACK-3-NO_STATS: [chars]: No stats were returned.
```

Explanation No statistical information was returned by the probe.

Recommended Action No action is required.

Error Message

```
%FALLBACK-3-RTR_CREATE_FAIL: [chars]: Creation of probe failed. Return code [dec]
```

Explanation An RTR probe could not be created. This condition can cause inaccurate ICPIF values and cause VoIP calls to be hairpinned when they should not be hairpinned.

Recommended Action No action is required.

Error Message

```
%FALLBACK-3-RTR_START_FAIL: [chars]: probe could not be started. Return code [dec]
```

Explanation An RTR probe could not be started. This condition can cause inaccurate delay, loss, jitter, and ICPIF values and cause VoIP calls to be hairpinned when they should not be hairpinned.

Recommended Action No action is required.

Error Message

```
%FALLBACK-3-RTR_STATS_FAIL: [chars]: Could not retrive statistics from the probe.
Return code [dec]
```

Explanation RTR statistics could not be retrieved from the probe. This condition can cause inaccurate ICPIF values and cause VoIP calls to be hairpinned when they should not be hairpinned.

Recommended Action No action is required.

Error Message

```
%FALLBACK-4-CACHE_OVERFLOW: Function name [chars]: Cache has overflowed.
```

Explanation Fallback cache has overflowed and dumped 1/4 of the entries.

Recommended Action Increase the fallback cache size.

Error Message

```
%FALLBACK-5-AVBO_PROBE: A probe to [IP_address] is [chars] - codec [chars], icpif
[dec], loss [dec], delay [dec]
```

Explanation The AVBO RTR probe status has changed.

Recommended Action Use the grace_period option to avoid trasit error.

Error Message

```
%FAN-3-ERROR: Wrong value for Fan state
```

Explanation Error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FAN-3-FAN_FAILED: Fan [dec] had a rotation error reported.
```

Explanation The fan experienced a rotation error.

Recommended Action Replace the fan if it is not rotating.

Error Message

```
%FAN-3-FAN_OK: Fan [dec] had earlier reported a rotation error. It is ok now
```

Explanation Fan had earlier reported a rotation error. It is OK now .

Recommended Action Informational message only. No action is required.

FARM_DSPRM Messages

The following are FARM DSPRM messages.

Error Message

```
%FARM_DSPRM-4-NOC5510WARN: dsp service dspfarm can not be configured for this card
type.
```

Explanation There is C549 NM-HDV card configured for dspfarm service. Only one dspfarm card type is allowed.

Recommended Action If C5510 card type dspfarm is desired, then remove C549 NM-HDV dspfarm service and reconfigure dspfarm service for this card.

Error Message

```
%FARM_DSPRM-6-CALLDROPINFO: dspfarm active calls on this card dsp [dec] channel
[dec] will be dropped.
```

Explanation The card has been removed. The digital signal processor (DSP) active calls on this card will be dropped.

Recommended Action No action is required.

Error Message

```
%FARM_DSPRM-6-CARDINSERTINFO: dspfarm card slot [dec] is inserted.
```

Explanation Dspfarm card type is inserted into the slot.

Recommended Action No action is required.

Error Message

```
%FARM_DSPRM-6-CARDREMOVEINFO: dspfarm card slot [dec] is removed.
```

Explanation Dspfarm card type is remvoed from the slot.

Recommended Action No action is required.

Error Message

```
%FASTBLK-4-CREATE_ERR: Fastblk pool creation error: [chars]
```

Explanation An unexpected error occurred while performing a fastblk memory pool creation operation.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FASTBLK-4-DEALLOC_ERR: Fastblk deallocation error: [chars]
```

Explanation An unexpected error occurred while performing a fastblk memory deallocation operation.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FASTBLK-4-GROW_ERR: Fastblk pool growth error: [chars]
```

Explanation An unexpected error occurred while performing a fastblk memory pool growth operation.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FASTBLK-4-QUEUE_ERR: Fastblk queue error: [chars]
```

Explanation An unexpected error occurred while performing a fastblk memory queue operation.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl. Also perform a search of the

Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FASTBLK-4-SHRINK_ERR: Fastblk pool shrink error: [chars]
```

Explanation An unexpected error occurred while performing a fastblk memory pool shrink operation.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FASTBLK-4-WARNING: Unexpected condition: [chars]
```

Explanation An unexpected condition was detected while performing a fastblk memory operation.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

FB Messages

Recommended Action The following are Feature Board messages.

Error Message

```
%FB-6-OIR: Card in slot [dec] [chars]
```

Explanation A feature card was inserted or removed from the specified slot. This is an informational message.

Recommended Action No action is required.

FBINFO Messages

The following are C5800 Feature Board subsystem messages.

Error Message

```
%FBINFO-3-NOPROCESS: Failed creating feature board slot [int] complete process
```

Explanation When creating the crash complete process for the crash information subsystem the create_process call failed. This should not happen. It is probably due to a software defect or hardware failure. This failure should only happen during initialization.

Recommended Action Rebooting the system should fix this. If the condition persists on subsequent reloads of the system, a bug should be filed and the system should be reloaded with a different image.

Error Message

```
%FBINFO-4-NOSPACE: Insufficient space to write crashinfo file [chars]
```

Explanation The attempt to write the crashinfo information following a feature board crash failed because of insufficient free space in the flash device. The crashinfo information is available via a show context command but will be lost after the next reload of the system.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. Include the output of the show context summary slot and show tech-support commands.

Error Message

```
%FBINFO-4-OPENFAIL: Open of crashinfo file [chars] failed
```

Explanation The attempt to open a file in flash to store the crashinfo information following a feature board crash failed. The crashinfo information is available via a show context slot N command but will be lost after the next reload of the system.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. Include the output of the show context summary slot and show tech-support commands.

FCIP Messages

The following are Golden Gate FCIP driver messages.

Error Message

```
%FCIP-1-BADREFC: Bad refcount in FCIP particle [hex], refcount: [dec]
```

Explanation The FCIP particle management has an error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

FCIP Messages

Error Message

```
%FCIP-1-COUNTERR: [chars] count is zero upon getting [chars] interrupt
```

Explanation The FCIP driver could not process the interrupt due to count error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-1-DESCERR: [chars] descriptor error. Descriptor count = [dec]
```

Explanation The FCIP driver could not send a FC frame due to descriptor errors.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-1-DLENERR: Length field error in descriptor for Desc : [hex], Stat : [hex]
```

Explanation The FCIP driver could not consume the packet due to descriptor errors.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-1-FCLENERR: Interface [chars]: FC frame length exceeded for queue_id = [dec]
```

Explanation The FCIP driver could not send a FC frame due to frame length error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-1-FCQERROR: Enqueue to FC watched queue failed. Packet type ([dec])
```

Explanation The FCIP driver could not enqueue FC event to FC process.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-1-INDMISMATCH: [chars] descriptor index error. Desc = [hex] Req index =
[hex] Stat index = [hex]
```

Explanation The FCIP driver could not consume a FC frame due to descriptor index errors.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-1-INITFAIL: [chars] init timed out
```

Explanation The FCIP port adaptor failed to complete hardware initialization.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-1-MSGTYPERR: Unknown message type received fron Northstar (msg = [hex])
```

Explanation The FCIP driver could not process message due to error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-1-NOBUF2REL: No buffer in [chars] prb array. Index = [hex]
```

Explanation The FCIP driver could not release any buffer due to index errors.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-1-NOBUFREL: Buffer still active in [chars] ([chars]) prb array. Index =
[hex], mp at index = [hex]
```

Explanation The FCIP driver could not send any frame due to buffer release errors.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-1-NOCHUNKMEM: Chunk Memory insufficient to create FC event ([dec]) message
```

Explanation The FCIP driver cannot send FC events to FCAP due to memory limitations.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-1-NODESC: Interface [chars]: Free [chars] descriptor not available
```

Explanation The FCIP driver could not send a FC frame due to descriptor errors.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-1-NOMEM: Interface [chars]: Memory insufficient to create [chars]
descriptors
```

Explanation The FCIP driver cannot come up due to memory limitations.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-1-NSBPMERR: [chars] error (at addr = [hex]) in Northstar engine..!
```

Explanation The FCIP driver could not send a FC frame due to buffer pointer errors.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-1-NSENGTOUT: Northstar timedout for [chars]. Wait count ([dec]) exceeded
[chars]
```

Explanation The FCIP driver could not send a FC frame due to descriptor errors.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-1-NSERRSTAT: [chars] Status full set without Status Available (threshold hit
= [dec] times)
```

Explanation The FCIP driver could not process the interrupt due to NS error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-1-NSPARERR: [chars] error (at addr = [hex]) in Northstar engine..!
```

Explanation The FCIP driver could not send a FC frame due to descriptor errors.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-1-NSTABERR: [chars] error at addr (high:low) [hex]:[hex]
```

Explanation The FCIP driver could not send a FC frame due to descriptor errors.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-1-SPROMREAD: Unable to read serial eeprom for PA in slot [dec]
```

Explanation The FCIP driver could not read PA serial EEPROM to build WWN.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-1-SPURMSG: Spurious Message interrupt : No message is pending to be read
```

Explanation The FCIP driver could not process message due to error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-1-TCPNOCHUNK: Unable to create chunk pool [chars]
```

Explanation The TCP module could not create chunk pool during initialization.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-1-TCPNOMEM: Interface [chars]: Malloc failed for [chars]
```

Explanation Unable to allocate memory for structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-3-DSNULL: FCIP hwidb device speicifc (ds) structure is NULL!
```

Explanation Hwidb ds creation might not have happened yet or might have failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-3-FCDR2FDQFAIL: **** [chars]: Failed to create driver to FD Q ****
```

Explanation Failed to create driver to FD Q .

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-3-FCFDPROCFAIL: **** [chars]: Failed to create FD process ****
```

Explanation Failed to create FD process.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-3-FCNOCHUNKMEM: **** [chars] [chars]: Chunk Malloc filed ****
```

Explanation Chunk Malloc failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-3-FCNOPCLES: **** [chars] [chars]: Out of fcip particles ****
```

Explanation Out of FCIP particles .

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-3-FCRVSNMISMATCH: **** [chars]: ELP: Illegal Revision [dec] ****
```

Explanation ELP revision greater than two.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-3-FCSBADDFAIL: **** [chars]: Could not add FCAP hwsb ****
```

Explanation FCAP module could not add FCAP HWSB to the HWSB list.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-3-FCTOVMISMATCH: **** [chars]: ELP: ratov([dec]) NS MAX RATOV ([dec]) &amp;
edtov([dec]) NS MAX EDTOV([dec]) ****
```

Explanation One or more ELP TOV values exceeded maximum supported by GGPA.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-3-FDNULLCB: **** [chars]: CB ptr is NULL ****
```

Explanation CB ptr is NULL.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-3-FDNULLIDB: **** [chars]: IDB ptr is NULL in pkt ****
```

Explanation IDB ptr is NULL in packet.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-3-FDNULLMSG: **** [chars]: MSG ptr is NULL ****
```

Explanation MSG ptr is NULL.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-3-FDNULLPCLE: **** [chars] [chars]: Pcle ptr is NULL ****
```

Explanation Pcle ptr is NULL.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-3-FDNULLPKT: **** [chars]: Packet ptr is NULL ****
```

Explanation Packet ptr is NULL.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-3-FDNULLTIMERLEAF: **** [chars]: FD mgdtimer expired, but leaf is NULL ****
```

Explanation FD mgdtimer expired, but leaf is NULL.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-3-FDSBADDFAIL: **** [chars]: Could not add FD hwsb ****
```

Explanation FCFD module could not add FD HWSB to the HWSB list.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-3-FDSMG2FDNOMEM: **** [chars] [chars]: No Memory to send msg to FD ****
```

Explanation No memory to send message to FD.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-3-HWINITFAIL: Interface [chars]: FCIP driver init did not complete possibly
due to device error
```

Explanation The FCIP driver cannot come up due to hardware not being up.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-3-HWRESET: [chars] port adaptor reset
```

Explanation The FCIP hardware failed. FCIP heartbeat is missing.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-3-HWREVERR: Interface [chars]:Port Adapter h/w version incorrect
```

Explanation This may be due to PA serial EEPROM programming.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-3-IDBDOWN: FCIP idb state is not up
```

Explanation FCIP interface initialization failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-3-IDBNULL: FCIP hwidb is NULL!
```

Explanation HWIDB creation may not have happened yet or might have failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-3-INIBUFPOOL: Interface [chars]: FCIP buffer mempool could not be created
```

Explanation The FCIP driver cannot allocate particles for descriptor rings.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-3-INIINST: Interface [chars]: FCIP driver could not initialize instance data
structure
```

Explanation Shadow packet allocation may not have succeeded.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-3-INITIDB: Interface [chars]: FCIP driver could not setup idb fields
```

Explanation PCI mempool allocation may not have succeeded.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-3-NOCORDOVA: Pay Bay ([dec]): Cordova device could not be found by system
controller
```

Explanation The FCIP driver cannot come up due to PCI device discovery failure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-3-NOHBEAT: [chars] No heartbeat from GoldenGate
```

Explanation The FCIP hardware failed. FCIP heartbeat is missing.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-3-NOMEMFCSB: **** [chars]: Could not malloc FCAP hwsb ****
```

Explanation FCAP module could not allocate memory for FCAP HWSB.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-3-NOMEMFDSB: **** [chars]: Could not malloc FD hwsb ****
```

Explanation FCFD module could not allocate memory for FD HWSb.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-3-NOMEMORY: Memory insufficient to create FCIP driver process
```

Explanation The FCIP driver cannot come up due to memory limitations.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-3-NOPARTPOO: FCIP particle pool could not be created
```

Explanation The FCIP driver cannot create particles for descriptor rings .

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-3-NOPAVALID: [chars] port adaptor PA valid de-asserted
```

Explanation The FCIP hardware failed. Wormhole is probably hung.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-3-NSINITERR: Could not initialize Northstar registers
```

Explanation This may be due to incorrect FPGA (wormhole) version.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-3-NULLINTR: NULL interrupt (mask = [hex]) (Hardware INT status
register=[hex]) (Hardware INT mask register==[hex]
```

Explanation Spurious interrupt from Northstar happened. Might be a mask problem.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-3-NULPARTCLE: No free particle from mempool..!(pool id = [hex])
```

Explanation The FCIP driver cannot allocate particles for descriptor rings.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-3-PANICFRZ: [chars] PA valid de-asserted. GoldenGate panic/freeze..!
```

Explanation The FCIP panic happened due to unknown error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-3-PARTYERR: [chars] PA valid de-asserted. Cause : [chars] parity error
```

Explanation The Wormhole detected a parity error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-3-PATYPERR: PA type ([dec]) is not supported
```

Explanation The port adaptor is of unknown type.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-3-PAVALID: [chars] port adaptor PA valid asserted
```

Explanation The FCIP hardware is up. Firmware/FPGA are okay.

Recommended Action No action is required.

Error Message

```
%FCIP-3-POSTERR: [chars] POST failed..!
```

Explanation The FCIP power on self test failed due to hardware error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-3-PUTNOSPACE: FCIP Tx ring (ch=[dec]) does not have enough room
```

Explanation Put_segment returned NO_SPACE error to tcp_input.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-3-RAPAVAL: [chars] port adaptor PA valid re-asserted
```

Explanation The FCIP hardware is back up from de-assertion. Firmware and FPGA are OK.

Recommended Action No action is required.

Error Message

```
%FCIP-3-RXEOPERR: EOP not set for port = [dec], conn = [chars], pps = [dec], rmd
= [hex]
```

Explanation The FCIP driver detected that end-of-particle was not set by wormhole.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-3-RXNOPARTERR: Replacement particle error for port = [dec], conn = [chars]
```

Explanation The FCIP driver cannot allocate replacement particles for Rx descriptor rings.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-3-RXOWNERR: Descriptor ownership error for port = [dec], conn = [chars], rmd
= [hex], pps = [dec], segsize = [hex], bufsize = [hex]
```

Explanation A hardware error (wormhole FPGA) occurred. The FCIP driver detected that the Rx ring ownership is not set to CuH by wormhole.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-3-RXSEGLENERR: Segment length error for port = [dec], conn = [chars], rmd =
[hex]
```

Explanation A hardware error (wormhole FPGA) occurred. The FCIP driver detected that the Rx ring has an incorrect valid byte length specified by wormhole.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-3-SM_CHUNK_MALLOC_FAIL_ERR: SM:chunk malloc failed [chars]
```

Explanation SM:chunk malloc failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-3-SM_ENQUEUE_FAIL_ERR: SM:process enqueue failed
```

Explanation SM:process enqueue failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-3-TXSTATERR: Tx DMA error for status descriptor ([hex]). Error = ([hex])
```

Explanation Tx DMA to Northstar failed. Might be a hardware problem.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-3-TYPEMISM: Pay bay ([dec]), Bus# ([dec]): PA type ([dec]) does not match
```

Explanation The port adapter is of unknown type.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCIP-3-UNKWNERR: [chars] Port adaptor (unknown) error
```

Explanation The FCIP panic happened due to unknown error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

FCL Messages

The following are Forward Control Layer messages.

Error Message

```
%FCL-3-INSERT_FAIL: FCL unable to insert entry through FDM, error code = [dec]
```

Explanation An internal error occurred in the Forward Control Layer component. The requested entry could not be added into the TCAM table.This condition can be caused by an invalid application request, the entry already being present, an allocation failure, or a send failure.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCL-3-INVALID_NETWORK_ENTRY: No interface information in network data block
```

Explanation Invalid parameters have been sent to the Forward Control Layer component.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCL-3-NO_STREAM_ID: FCL unable to obtain stream id from FM for slot [dec].
Interface Name = [chars] Interface type = [hex]
```

Explanation An internal error occurred in the Forward Control Layer component. The logical or default stream ID for the interface in the slot specified in the error message could not be obtained from the Forwarding Manager.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FCL-3-REMOVE_FAIL: FCL unable to remove entry through FDM, error code = [dec]
```

Explanation An internal error occurred in the Forward Control Layer component. The requested entry could not be removed from the TCAM table. This condition can be caused by an invalid application request, a lookup failure, or a send failure.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

FCPA Messages

Error Message

```
%FCPA-1-BADREFC: Bad refcount in FCPA particle [hex], refcount: [dec]
```

Explanation An FCPA particle management error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FCPA-1-INITFAIL: [chars] init timed out
```

Explanation The FCPA port adapter has failed to complete its hardware initialization.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FCPA-3-DSNULL: FCPA hwidb device speicifc (ds) structure is NULL!
```

Explanation Creation of the HWIDB device-specific structure might not have occurred yet or might have failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FCPA-3-HPRIERR: Port ([dec]) [chars] ring [chars] error
```

Explanation An error was detected by a port adapter that resulted in a high-priority management interrupt.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FCPA-3-HWINITFAIL: FCPA driver init did not complete possibly due to device error
```

Explanation The FCPA driver cannot initialize (come up) because the hardware is not yet initialized (up).

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FCPA-3-HWRESET: [chars] port adaptor reset
```

Explanation The FCPA hardware has failed. FCPA heartbeat messages have not been received or are missing.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FCPA-3-HWREVERR: Port Adapter h/w version incorrect
```

Explanation An error that may have involved PA serial EEPROM programming has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FCPA-3-IDBDOWN: FCPA idb state is not up
```

Explanation FCPA interface initialization has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FCPA-3-IDBNULL: FCPA hwidb is NULL!
```

Explanation Creation of the HWIDB might not have occurred yet or might have failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FCPA-3-INIBUFPOOL: FCPA buffer mempool could not be created
```

Explanation The FCPA driver cannot allocate particles for descriptor rings.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FCPA-3-INIINST: FCPA driver could not initialize instance data structure
```

Explanation Shadow packet allocation might not have succeeded.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FCPA-3-INITIDB: FCPA driver could not setup idb fields
```

Explanation PCI memory pool allocation may not have been successful.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FCPA-3-NOHBEAT: [chars] No heartbeat from Redhead
```

Explanation The FCPA hardware has failed. FCPA heartbeat messages have not been received or are missing.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FCPA-3-NOMEMORY: Memory insufficient to create FCPA driver process
```

Explanation The FCPA driver cannot come up because of memory limitations.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FCPA-3-NOPAVALID: [chars] port adaptor PA valid de-asserted
```

Explanation The FCPA hardware has failed. This condition is probably caused by an FPGA that has hung.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FCPA-3-NULLINTR: FCPA segavail interrupt with NULL status (mask = [hex])
```

Explanation "Spurious segment available interrupts" have occurred. This condition might be caused by a problem with an FPGA.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FCPA-3-NULPARTCLE: Port: [dec] Conn: [chars] NULL particle from mempool
```

Explanation The FCPA driver cannot allocate particles for descriptor rings.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FCPA-3-PANICFRZ: [chars] PA valid de-asserted. Redhead panic/freeze..!
```

Explanation An FCPA panic condition has occurred. The cause of this condition is unknown.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FCPA-3-PARTYERR: [chars] PA valid de-asserted. Cause : [chars] parity error
```

Explanation An FPGA has detected a parity error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FCPA-3-PATYPERR: PA type ([dec]) not supported
```

Explanation The port adapter is of an unknown type.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FCPA-3-PAVALID: [chars] port adaptor PA valid asserted
```

Explanation The FCPA hardware is up. The firmware and the FPGA have initialized successfully.

Recommended Action No action is required.

Error Message

```
%FCPA-3-POSTERR: [chars] POST failed..!
```

Explanation The FCPA power-on self-test has failed because of a hardware error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FCPA-3-PUTNOSPACE: FCPA Tx ring (ch=[dec]) does not have enough room
```

Explanation A segment has returned a error to TCP input.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FCPA-3-RAPAVAL: [chars] port adaptor PA valid re-asserted
```

Explanation The FCPA hardware has been reasserted after being deasserted. The firmware and FPGA are operational.

Recommended Action No action is required.

Error Message

```
%FCPA-3-RXEOPERR: EOP not set for port = [dec], conn = [chars], pps = [dec], rmd
= [hex]
```

Explanation The FCPA driver has detected that an end-of-particle was not set by the FPGA.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FCPA-3-RXNOPARTERR: Replacement particle error for port = [dec], conn = [chars]
```

Explanation The FCPA driver cannot allocate replacement particles for its Rx descriptor rings.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FCPA-3-RXOWNERR: Descriptor ownership error for port = [dec], conn = [chars], rmd
= [hex], pps = [dec], segsize = [hex], bufsize = [hex]
```

Explanation A hardware error involving an FPGA has occurred. The FCPA driver has detected that the Rx ring ownership was not correctly set by the FPGA.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FCPA-3-RXSEGLENERR: Segment length error for port = [dec], conn = [chars], rmd =
[hex]
```

Explanation A hardware error involving the FPGA has occurred. The FCPA driver detected that the RX ring has an incorrect valid length specified by the FPGA.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FCPA-3-UNKWNERR: [chars] Port adaptor (unknown) error
```

Explanation An FCPA panic condition has occurred. This condition was caused by an unknown error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FCPA-3-WHIDERR: PCI bridge device ID incorrect
```

Explanation An error that might have been caused by an incorrect FPGA version has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FCPA-3-WHINITERR: Could not initialize Wormhole registers
```

Explanation An error that might have been caused by an incorrect FPGA version has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at

http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. FIB Messages

Recommended Action The following are forwarding information base (FIB) messages.

Error Message

```
%FDDI-3-BADUNIT: Bad unit number [dec]
```

Explanation This error message is displayed when the system cannot find the chipset registers where it expects them to be. This is most likely a hardware error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

FDM Messages

The following are Forwarding Database Manager messages.

Error Message

```
%FDM-3-APPL_DELETE_FAIL: FDM appl=[dec] test key=[hex] mask=[hex] entry failed to
be deleted.
```

Explanation Forwarding Database Management application information cannot be deleted from the forwarding database during the test. The database may be faulty, or the deletion software may be faulty. The system may be forwarding traffic incorrectly.

Recommended Action During the nearest convenient maintenance window, reload the RSC reporting the error. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FDM-3-APPL_ENTRY_LOST: FDM appl=[dec] test key=[hex] info=[int] entry not found
after insertion.
```

Explanation Forwarding Database Management application information was inserted, but the same information cannot be found in the forwarding database after the test insertion. The insertion software may be faulty. The system may not be able to use the database to forward the traffic.

Recommended Action During the nearest convenient maintenance window, reload the RSC reporting the error. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FDM-3-APPL_INFO_MISMATCH: FDM appl=[dec] test key=[hex] info=[int] entry found,
but mismatch with test info=[int].
```

Explanation Forwarding Database Management application information is corrupted in the forwarding database after inserting the test information. The forwarding database memory may be faulty. The system may be forwarding traffic incorrectly.

Recommended Action During the nearest convenient maintenance window, reload the RSC reporting the error. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FDM-3-APPL_INSERT_FAIL: FDM appl=[dec] test key=[hex] info=[int] entry is not
inserted.
```

Explanation Forwarding Database Management application information cannot be inserted in the forwarding database for testing. The insertion software may be faulty, or the database may be full or faulty. The system may not be able to use the database to forward the traffic.

Recommended Action During the nearest convenient maintenance window, reload the RSC reporting the error. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FDM-3-APPL_RW_OK: FDM appl=[dec] test key=[hex] info=[dec] test entry is written
and read ok through TCAM.
```

Explanation The Forwarding Database Management application and the hardware-based forwarding engine are functioning correctly. They are writing and reading the information as expected.

Recommended Action No action is required.

Error Message

```
%FDM-3-APTBL_ENTRY_ALLOC_FAILURE: [chars]
```

Explanation Forwarding Database Manager internal error has occurred. There has been a memory allocation failure for application table,this might be caused due to low system memory or a memory leak.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FDM-3-BAD_APPLICATION: [chars], [dec]
```

Explanation FDM software has detected the application trying to get inserted into FDM table is invalid.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FDM-3-BAD_KEY_TYPE: [chars], [dec]
```

Explanation Forwarding Database Manager internal error has occurred. Key type associated with region information is bad, this might be because of malfunction in software code.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FDM-3-BAD_LOOKUP_TYPE: [chars], [dec]
```

Explanation Forwarding Database Manager internal error has occurred. Key type associated with region information is bad, this might be because of malfunction in software code.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FDM-3-BAD_MASK: [chars], [dec]
```

Explanation FDM software has detected the mask to be invalid.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FDM-3-BAD_TCAM_ID: [chars], [dec]
```

Explanation TCAM ID and the offset within the 32K address space of a single TCAM for the given virtual address is bad.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FDM-3-BLOCK_INIT_FAILURE: [chars], [dec], [hex], [dec], [hex]
```

Explanation TCAM boundary physical address is invalid. If this error recurs,the system might have faulty hardware.

Recommended Action During the nearest convenient maintenance window, reload the RSC reporting the error. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FDM-3-INTERNAL_ERROR: [chars], [chars]
```

Explanation FDM application table Internal Error has occurred.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FDM-3-MALLOC_FAIL: [chars], [chars]
```

Explanation Forwarding Database Manager internal error has occurred. There has been a memory allocation failure, this might be caused due to low system memory or a memory leak.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

Error Message

```
%FDM-3-REGION_SIZE_FAILURE: [chars], [chars]
```

Explanation Forwarding Database Manager internal error has occurred. Region Size is not Valid.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FDM-3-TCAM_ENTRY_CORRUPTED: FDM appl=[dec] test key=[hex] internal key=[hex]
index=[hex] is corrupted (expected index [hex]) in TCAM after insertion.
```

Explanation Forwarding Database Management application information is corrupted in the hardware-based forwarding engine during the test. Unexpected results may be seen where the hardware-based forwarding engine is utilised. If this error recurs, the system might have faulty hardware.

Recommended Action During the nearest convenient maintenance window, reload the RSC reporting the error. If the error persists, replace the RSC with a spare. If the error is still not corrected, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FDM-3-TCAM_ENTRY_DANGLED: FDM appl=[dec] test key=[hex] is dangling in TCAM after
deletion.
```

Explanation Unexpected information is found in the hardware-based forwarding engine even after the test data has been removed from the Forwarding Database Management application. Unexpected results may be seen where the hardware-based forwarding engine is utilised. If this error recurs, the system might have faulty hardware.

Recommended Action During the nearest convenient maintenance window, reload the RSC reporting the error. If the error persists, replace the RSC with a spare. If the error is still not corrected, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FDM-3-TCAM_ENTRY_MISSING: FDM appl=[dec] test key=[hex] internal key=[hex]
missed a direct hit reading in TCAM after insertion.
```

Explanation Expected information in the Forwarding Database Management application is missing from the hardware-based forwarding engine. The system may not be able to switch the packets as fast as it could. If this error recurs, the system might have faulty hardware.

Recommended Action During the nearest convenient maintenance window, reload the RSC reporting the error. If the error persists, replace the RSC with a spare. If the error is still not corrected, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

FDM_HA Messages

The following are Forwarding Database Manager HA messages.

Error Message

```
%FDM_HA-3-NO_HA_LIST: Unable to locate redundancy list - type [dec].
```

Explanation All regions that are being monitored by the FDM HA client have a list that the FDM HA client uses to keep track of redundancy information about that region. This list could not be found. This is usually indicative of a coding error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FDM_HA-3-NO_PURGE_STALE_ENTRIES_PROCESS: Unable to start process to purge stale
FDM entries after switchover.
```

Explanation The process is started to remove FDM entries after a given time which used to exist before switchover. It cannot start and hence the entries will not be purged Note this should not have a negative impact on operations. as long as numerous switchovers are not carried out, which depending on the number of entries, could eventually exhaust the routers memory.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FDM_HA-3-UNEXPECTED_REGION: While [chars] an unexpected region type ([dec]) was
encountered.
```

Explanation There are currently 3 regions within FDM that have the potential to be checkpointed. A list processing a certain region found that it was asked to process a region it was not maintaining and doesn't know how to maintain.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FDM_HA-3-UNKNOWN_MSG: [chars] checkpointing code received unknown msg type
([dec]).
```

Explanation The checkpointing code called to handle the message received an event it does not know how to handle.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

FECPM Messages

The following are NMs, 2FE2W, 1FE2W, 1FE1R2W and 2W messages.

Error Message

```
%FECPM-1-DISCOVER: NM slot [dec]: only [dec] PCI dev found
```

Explanation Some of the interface controller devices on FECPM NM did not initialize properly.

Recommended Action Power down, reinsert the port module, and reboot. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FECPM-1-INITFAIL: NM slot [dec]: PCI dev [dec] init failed
```

Explanation A PCI device on FECPM NM failed to do a successful hardware initialization.

Recommended Action Power down, re-insert the port module, and reboot. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FECPM-1-UNKNOWN_WIC: NM slot [dec], wic card has an unknown id [hex]
```

Explanation The software does not recognize the type of WIC card plugged into the port module.

Recommended Action Check the part number on the WIC card to verify that it is supported in the IOS release operational on the router. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FECPM-2-SCCFAIL: Init of SCC[dec] for int [chars] failed to do [chars]
```

Explanation The software failed to initialize/restart an SCC of a serial interface on FECPM.

Recommended Action Clear the serial interface.If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FECPM-3-BSCHUNT: BSC HUNT cmd for int [chars] failed
```

Explanation An internal error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FECPM-3-DSCC4: DSCC4 chip init slot [dec] failed
```

Explanation An internal error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FECPM-3-INVALID_CLOCKRATE: Unsupported clock rate req on int [chars] - index
[dec]
```

Explanation An internal software error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FECPM-3-INVALID_SCC: Config req for invalid SCC via int [dec]/[dec]
```

Explanation An internal software error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FECPM-3-OWNERR: Buffer owner ship error on int [chars], pak=[hex]
```

Explanation An internal software error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FECPM-3-SCCRESET: SCC reset for int [chars] at [chars] failed
```

Explanation An internal error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FECPM-3-SPI_OP_FAILED: NM base addr - [hex], WIC slot - [dec], SPI op failed
```

Explanation An internal software error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FECPM-3-TDMSW: TDM switch init in slot [dec] failed
```

Explanation An internal error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FECPM-3-TXCOMPNOTIFY: On int [chars], tx_comp_notify vector is not set
```

Explanation An internal software error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FECPM-3-UFHANDLE: UnderFlow handling on int [chars] failed.
```

Explanation An internal error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FECPM-4-FPGA_UPDATE: FECPM FPGA (slot [dec]) updated, all EADI sessions
terminated
```

Explanation The IOS image contains an updated FECPM FPGA firmware which must be downloaded to the FPGA regardless of EADI sessions.

Recommended Action Verify the status of EADI sessions once the router is operational.

Error Message

```
%FECPM-5-SPURINT: Spurious [chars] int on SCC [dec] in slot [dec]
```

Explanation An internal software error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FECPM-5-TOOBIG: On int [chars], tx pak is [dec] bytes
```

Explanation A packet greater than the assigned MTU of this serial interface was queued up for transmission.

Recommended Action The system should recover. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FECPM-5-TOOSMALL: On int [chars], tx pak size is [dec] bytes
```

Explanation A small packet (less than 2 bytes) was queued up for transmission. The interface cannot handle such small packets for transmission.

Recommended Action The system should recover. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FECPM-5-UNDERFLOW: Transmit underflow on int [chars]
```

Explanation While transmitting a frame, the serial controller chip's local buffer received insufficient data because data could not be transferred to the chip fast enough to keep pace with its output rate. Normally, such a problem is temporary, depending on transient peak loads within the system.

Recommended Action The system should recover. No action is required.

Error Message

```
%FEC_ISSU-3-BUFFER: FEC ISSU client failed to get buffer for message, error [dec]
```

Explanation The FEC ISSU client failed to get buffer for building a negotiation message. Hence, it can send the negotiation message to the standby unit. When there is a problem in the negotiation the standby unit cannot be brought up.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FEC_ISSU-3-CAPABILITY: FEC ISSU client [chars]
```

Explanation The FEC SWITCH ISSU client observed an error during the capability negotiation. When this error happens there is a mismatch between the client capability between the active and standby unit.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FEC_ISSU-3-INIT: FEC ISSU client initialization failed at [chars], error [chars]
```

Explanation The FEC ISSU client could not be initialized. This will cause catastrophic failure when the ISSU upgrade or downgrade is performed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying

information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FEC_ISSU-3-MSG_NOT_OK: FEC ISSU client message [dec] is not compatible
```

Explanation The FEC ISSU client received an incompatible message from the peer unit. Since the message is not compatible it can be processed by this unit.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FEC_ISSU-3-MSG_SIZE: FEC ISSU client failed to get the message size for message
[dec]
```

Explanation The FEC ISSU client failed to calculate message size for the message specified. The OIR ISSU client will not be able to send message to the standby unit.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FEC_ISSU-3-POLICY: FEC ISSU client message type [dec] is [chars]
```

Explanation The FEC ISSU client received an message type which it does not support. The policy is applied to make the session compatible.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying

information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FEC_ISSU-3-SEND_FAILED: FEC ISSU client failed to send a negotiation message,
error [dec]
```

Explanation The FEC ISSU client could not send a session negotiation message to the peer. When there is a problem in the negotiation the standby unit cannot be brought up.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FEC_ISSU-3-SESSION: FEC ISSU client [chars]
```

Explanation The FEC ISSU client observed an error during a session negotiation with the peer unit. When there is a problem with the session the standby unit cannot be brought up.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FEC_ISSU-3-SESSION_UNREGISTRY: FEC ISSU client failed to unregister session
information. Error: [dec] ([chars])
```

Explanation The FEC ISSU client failed to unregister session information.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FEC_ISSU-3-TRANSFORM: FEC ISSU client [chars] transform failed, error [chars]
```

Explanation The FEC ISSU client could not transform the message. If the transmit transformation failed, it indicates that the checkpoint message cannot be sent to the standby unit. If the receive transformation failed, it means that the checkpoint message cannot be applied on the standby unit. In both cases, the FEC state will not be identical with the active unit.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FESMIC_FLTMG-3-CMIC: Warning: [chars]
```

Explanation Warning message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FESMIC_FLTMG-3-ESB: Warning: [chars]
```

Explanation Warning message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FESMIC_FLTMG-3-TOOMANYSVI: Error: Cannot create more than [dec] VLAN interfaces
```

Explanation Error message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FESMIC_FLTMG-4-VLANMACADDR_ALLOC_ERR: fesmic VLAN MAC Addr allocation error :
[chars]
```

Explanation There are no more MAC Addresses to be allocated for a given VLAN, so that the STP running for the given VLAN can start using this MAC Addr fot its Bridge ID. There are limited numbers of MAC Addresses in the router 3660 and 3640 - 64 STPs 2600, 3620 - 32 STPs.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FESMIC_FLTMG-5-EEPROM: Warning: [chars]
```

Explanation Warning message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FESMIC_FLTMG-5-NOTICE: Notice: [chars]
```

Explanation Notice message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FESMIC_FLTMG-5-WARNING: Warning: [chars]
```

Explanation Warning message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FESMIC_FLTMG-7-INTERNAL_ERR: Internal error: [chars]
```

Explanation An internal error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FF-2-NOMEMORY: No memory available in [chars]
```

Explanation The fast forwarding engine could not allocate memory.

Recommended Action Reboot the router.

Error Message

```
%FF-3-BADADDBYTES: add_bytes_to_particle_pak length [dec]
```

Explanation The fast forwarding engine code has a bug.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FF-3-BADCPU: Illegal CPU number [dec] in [chars]
```

Explanation The fast forwarding engine code has a bug.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information..

Error Message

```
%FF-3-BADMSG: [chars]
```

Explanation The fast forwarding engine code has a bug.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FF-3-BADMSGID: Bad message-id [dec] in [chars]
```

Explanation The fast forwarding engine code has a bug.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FF-3-BADSHOWCMD: [chars]
```

Explanation The fast forwarding engine code has a bug.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FF-3-CPUN_DEREGISTER_FAIL: [chars]
```

Explanation The fast forwarding engine CPU core did not respond to its deregister message. This is a typical consequence of an engine crash.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FF-3-CREATEFAIL: [chars]
```

Explanation The fast forwarding engine code has a bug.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FF-3-INEXIT_FCN_FAIL: [chars]
```

Explanation An init or exit function in the fast forwarding engine code has failed.

Recommended Action Try loading another forwarding engine image. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FF-3-NOSUBBLOCK: No hwidb subblock in [chars]
```

Explanation The fast forwarding engine code has a bug.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FF-4-CHECK: [chars]
```

Explanation A runtime consistency check in the forwarding engine has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information..

Error Message

```
%FF-4-GET_TIMEOUT: [chars]
```

Explanation Proxy_get has exceeded its deadman timer.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FF-4-ILLCLONE: [chars]
```

Explanation The IOS image is not capable of cloning forwarding engine contexts.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FF-4-INTENABLED: [chars]
```

Explanation The software failed to block interrupts when sending a message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FF-4-MSGAWOL: [chars]
```

Explanation A message symbol export is missing. Print the message text anyway.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FF-5-CFGSIZE: Expanding initial config size to [dec] bytes
```

Explanation The fast forwarding engine had to expand its initial config size.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FF-5-CONFIG: [chars]
```

Explanation The fast forwarding announces its initial configuration.

Recommended Action No action is required.

Error Message

```
%FF-5-LOADED: [chars]
```

Explanation The fast forwarding engine just loaded its image.

Recommended Action No action is required.

Error Message

```
%FF-5-QFULL: [chars]
```

Explanation The indicated queue is full. The system should contine to operate.

Recommended Action This condition will result in degraded performance and should be fixed. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FF-5-READERROR: Error reading URL [chars]
```

Explanation The module loader encountered an error reading the module configuration file.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FF-5-SLOWFUN: [chars]
```

Explanation This message is for debug/internal use only. It announces control-plane quantum overshoots.

Recommended Action No action is required.

Error Message

```
%FF-5-UNLOADED: [chars]
```

Explanation The fast forwarding engine is about to unload its image.

Recommended Action No action is required.

Error Message

```
%FF-5-URLNOTFND: Couldn't open initial config w/ URL [chars]
```

Explanation The fast forwarding engine could not open the provisioned configuration file.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

FIB Messages

The following are Forwarding Information Base messages.

Error Message

```
%FIB-2-DFIBSWITCH: Error trying to turn on Distributed CEF without CEF on
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-2-FIBDISABLE: Fatal error, slot [chars]: [chars]
```

Explanation An internal software error has occurred because of an IPC problem between the LC and the RP. CEF switching has been disabled on the specified slot.

Recommended Action Enter the clear cef linecard command, then check the status of the line card by entering the show cef linecard command. If the status shows that the line card is still disabled, disable and re-enable DCEF and check the status of the line card again. If this message recurs, copy the output and the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FIB-2-FIBDOWN: CEF has been disabled due to a low memory condition. It can be
re-enabled by configuring 'ip cef [distributed]'
```

Explanation CEF was disabled because of a low memory condition.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade the RP so that it contains more DRAM.

Error Message

```
%FIB-2-FIBHWTABLEILLEGAL: An internal software error occurred. Argument is
missing.
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-2-FIB_OLDSTYLE_XDR: Old style CEF XDR message - len [dec]  [dec] from [chars]
```

Explanation An internal software error prevented the sending of a CEF XDR message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-2-FIB_OVERLENGTH_XDR: Overlength CEF XDR message - len [dec]  [dec] from
[chars]
```

Explanation An internal software error has occurred that prevented the sending of a CEF XDR message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-2-IDBQINIT: Error initializing CEF IDB queue
```

Explanation The CEF IDB queue could not be initialized because of a low memory condition.

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

Error Message

```
%FIB-2-IFINDEXILLEGAL: An internal software error occurred. Argument ifindex is
out of
 bounds at [dec]
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-2-IF_NUMBER_ILLEGAL: Attempt to create CEF interface for [chars] with illegal
if_number: [dec]
```

Explanation An internal software error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FIB-2-LINECARDINIT: Error initializing CEF Linecard queue
```

Explanation The CEF line card queue could not be initialized because of a low memory condition.

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

Error Message

```
%FIB-2-RDBADDFAIL: Failed to add RDB to NDB
```

Explanation An internal software error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FIB-2-XDRINIT: Error initializing CEF xdr chunks
```

Explanation Initialization of the CEF XDR chunks could not be accomplished because of a low memory condition.

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

Error Message

```
%FIB-3-ADJFIB_EXPORT: Internal Error - [chars]
```

Explanation An internal software error has ocurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-3-FIBAUTOADJLIST: Error queueing interface [chars] to the auto adjacency
list.
```

Explanation Queueing an interface to the CEF auto adjacency list failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FIB-3-FIBBADXDRDATA: Invalid XDR data. [chars]
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-3-FIBBADXDRHWSBDECODE: HW subblock decode ([chars] / [dec]) - wrong length
read.
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-3-FIBBADXDRHWSBID: Invalid hardware sub-block id [dec] in XDR data.
```

Explanation An internal software error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FIB-3-FIBBADXDRIPC: Invalid IPC/XDR. IPC len/XDRs len [dec]/[dec]. IPC at [hex]
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-3-FIBBADXDRSBTYPE: Invalid sub-block type [dec] in XDR data.
```

Explanation An internal software error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FIB-3-FIBBADXDRSLOT: Invalid XDR slot. Type/len/slot [dec]/[dec]/[dec]. XDR at
[hex]
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-3-FIBBADXDRSWSBDECODE: SW subblock decode ([chars] / [dec]) - wrong length
read.
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-3-FIBBADXDRSWSBID: Invalid software sub-block id [dec] in XDR data.
```

Explanation An internal software error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FIB-3-FIBBADXDRTYPE: Invalid XDR type. Type [dec]. XDR at [hex]
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-3-FIBDISABLE: Fatal error, slot [dec]: [chars]
```

Explanation An internal software error has occurred. This condition was caused by an IPC problem between the LC and the RP. CEF switching has been disabled on the specified slot.

Recommended Action Enter the clear cef linecard slot-number command, with slot-number being the slot number of the affected card. Then check the status of the line card by entering the show cef linecard command. If the status shows that the line card is still disabled, disable and reenable dCEF and recheck the status of the line card. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-3-FIBHWIDBINCONS: An internal software error occurred. [chars] linked to
wrong hwidb [chars]
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-3-FIBHWIDBINCONS1: An internal software error occurred. [chars] bad ifindex
[int]
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-3-FIBHWIDBINCONS2: An internal software error occurred. [chars] linked to
wrong hwidb [chars]
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-3-FIBHWIDBINCONS3: An internal software error occurred. [chars] linked to
wrong fibidb [chars]
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-3-FIBHWIDB_NONAME: Missing name for fibhwidb (ifindex [dec])
```

Explanation An internal software error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FIB-3-FIBIDBINCONS: An internal software error occurred. [chars] linked to wrong
IDB [chars]
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-3-FIBIDBINCONS1: An internal software error occurred. [chars] bad if_number
[int]
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-3-FIBIDBINCONS2: An internal software error occurred. [chars] linked to wrong
IDB [chars]
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-3-FIBIDBINCONS3: An internal software error occurred. [chars] is deleted
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-3-FIBIDBINCONS4: An internal software error occurred. %s linked to wrong
fibhwidb [chars]
```

Explanation A FIB IDB has been linked to an incorrect FIB hardware IDB. This condition usually occurs when CEF detects a hardware IDB that has not been correctly initialized and has a hardware IF number of zero. This might be a transient condition, and the system will attempt to continue normal processing.

Recommended Action If the system continues normal processing, no action is required. If this message recurs, enter the **show cef idb** command to gather specific information on the nature of the error. If you cannot determine the nature of the error from the error message text or the output of the **show cef idb** command, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-3-FIBLC_OOSEQ: Slot [dec] disabled - Out of Sequence. Expected [dec],
received [dec]
```

Explanation The RP has received an out-of-sequence IPC from the line card. CEF switching has been disabled on the specified slot.

Recommended Action Enter the clear cef linecard slot-number command, with slot-number being the slot number of the affected card. Then check the status of the line card by entering the show cef linecard command. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show cef linecard, show logging, and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-3-FIBLOADBALINITFAIL: Error initializing [chars] load sharing algorithm
([chars]). Due to this condition [chars] algorithm is restored.
```

Explanation Initialization of the FIB load-sharing algorithm has failed. Details on the nature of the failure are given in the message text. The algorithm specified in the error message has been restored.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-3-FIBPENDINGLIST: Error queueing interface [chars] to CEF pending event list.
```

Explanation An interface could not be queued up to the CEF pending event list.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-3-FIBSBINIT: Error initializing [chars] subblock data structure. [chars]
```

Explanation The specified CEF subblock data structure could not be initialized.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-3-FIBSBNOCTRLFN: Missing [chars] subblock control [chars] function for
[chars]
```

Explanation Functions for distributing this subblock are missing from the image.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FIB-3-FIBSEQ: Out of sequence. State [dec] Rcvd [dec]
```

Explanation The line card has received an out-of-sequence IPC from the RP. CEF switching has been disabled on the specified slot.

Recommended Action Enter the clear cef linecard slot-number command, with slot-number being the slot number of the affected card. Then check the status of the line card by entering the show cef linecard command. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-3-FIBTABLEINIT: CEF table creation failure - [chars], tableid [dec]
```

Explanation An internal software error has occurred. A new CEF table could not be created.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-3-FIBXDRLEN: Invalid XDR length. Type [dec][chars]. XDR/buffer len
[dec]/[dec]
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-3-INVALIDSTATE: Slot [chars] in invalid transition from [chars] to [chars]
```

Explanation An internal software error has occurred. The line card in the specified slot is in an incorrect state.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-3-LOADINFOGET: An internal software error occurred. [chars]
```

Explanation An internal software error occurred while information from a CEF data structure was being retrieved.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-3-MAC_ACCT: [chars]: [chars]
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-3-NDB: Prefix [IP_address][IP_netmask] received with zero total traffic count
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-3-NEWEPOCHFAIL: Failed to start new CEF epoch after switchover. CEF tables
will be cleared.
```

Explanation After switchover, the CEF epoch code could not start a new epoch. CEF must clear the forwarding tables to clear the problem, causing an interruption of nonstop forwarding.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-3-NOMEM: Malloc Failure, disabling [chars]
```

Explanation CEF is disabled on the card located in the specified slot because there was not enough memory on the card to download the CEF tables from the main board. Because Cisco 12000 series Internet routers support distributed CEF switching only, this error also disables the card.

Recommended Action Add additional memory to the card specified in the error message and reenable distributed CEF. If this message recurs after a memory upgrade, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-3-NOMEMWARNING: Malloc Failure in [chars]
```

Explanation A memory shortage has caused an internal software error. CEF switching is disabled on the specified slot.

Recommended Action Enter the clear cef linecard slot command, with slot being the slot number where switching has been disabled. Then check the status of the line card by entering the **show cef linecard** command.

Error Message

```
%FIB-3-NORPXDRQELEMS: Exhausted XDR queuing elements while preparing message for
slot [dec]
```

Explanation The RP was preparing to send a message to the line cards in the system. While doing so, it exhausted the supply of queuing elements that are required to enqueue the messages for transmission.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-3-POLICY_NULL_ROUTEMAP: Empty or missing policy routemap found on [chars]
```

Explanation A policy route map that was empty was received from a line card.

Recommended Action Investigate why an empty route map was associated with the line card in the specified slot.

Error Message

```
%FIB-3-PREC_ACCT: [chars]: [chars]
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-3-RECEIVE_CONNECTED: [chars]: [chars], [chars] [IP_address]/[dec]
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-3-THREAD: Thread processing error: [chars]
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-3-UPDATEFAIL: Update of prefix [IP_address]/[dec] failed, resulting in it
being deleted.
```

Explanation A routing update was received for the prefix. CEF attempted to receive the update by first deleting the existing copy of the prefix and then reinserting the new details in the FIB table. The addition of the prefix has failed, and the prefix is now missing from the FIB table.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-4-AUTOREPAIR: CEF database auto-repair executed
```

Explanation The CEF consistency checkers have detected an inconsistent prefix in one of the CEF forwarding databases. The auto-repair function has been executed to repair the problem. Details of the prefix can be found using the **show ip cef inconsistency** command.

Recommended Action Enter the **show ip cef inconsistency** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-4-FIBBADSNMPPREFIX: Invalid prefix passed to CEF SNMP walker
([IP_address][IP_netmask]).
```

Explanation An internal software error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FIB-4-FIBCBLK: Missing cef table for tableid [dec] during [chars] event
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-4-FIBEVENT: Invalid event. Type [dec], event [dec]
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-4-FIBIDB: Missing cef idb for [chars] during [chars]
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-4-FIBIDBINDEX: Missing CEF idb for interface index [dec] during [chars]
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-4-FIBIDBINIT: Detected interface index mis-match ([dec], [dec])
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-4-FIBINVACL: Invalid ACL field: [chars] is [dec]
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-4-FIBINVRMAP: Invalid route-map message field: Expected: [chars] ([dec]),
Received [dec]
```

Explanation An internal software error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FIB-4-FIBLCTUNSEQ: [chars] Error Initializating/Updating Linecard Tunnel
Configutation
```

Explanation Configuration of a tunnel on this line card may not have been successful because of an internal software error.

Recommended Action Reconfigure the tunnel that was affected. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-4-FIBMSG: Invalid message received. Type [dec], event/sub-type [dec], length
[dec]
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-4-FIBNOIDB: Missing idb on fibidb [chars] during [chars]
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-4-FIBREMOVE: Fibtype deletion execption: [chars]
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-4-FIBSPECIALPREFIX: Invalid Special Prefix Type. Type [dec]
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-4-FIBXDRINV: Invalid format. [chars]
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-4-HWPREFIXINCONST1: Hardware on RP missing prefix for
[IP_address][IP_netmask] in FIB table [chars] (present in RP FIB) [[chars]]
```

Explanation A passive consistency checker has discovered a prefix in the RP FIB table that is not present in the hardware forwarding table on the RP. This condition might be transient.

Recommended Action If the same prefix gives repeated errors, check the prefix in the CEF and routing tables. If the prefix is missing, attempt to disable and then enable CEF.

Error Message

```
%FIB-4-HWPREFIXINCONST2: Hardware in slot/cpu [chars] missing prefix for
[IP_address][IP_netmask] in FIB table [chars] (present in LC FIB) [[chars]]
```

Explanation A passive consistency checker has discovered a prefix in the LC FIB table that is not present in the hardware forwarding table on this line card. This condition might be transient.

Recommended Action If the same prefix gives repeated errors, check the prefix in the CEF and routing tables. If the prefix is missing, attempt to disable and then enable CEF.

Error Message

```
%FIB-4-HWPREFIXINCONST3: RP missing prefix for [IP_address][IP_netmask] in FIB
table [chars] (present in RP hardware) [[chars]]
```

Explanation A passive consistency checker has discovered a prefix in the hardware table that is not present in the FIB forwarding table on the RP. This condition might be transient.

Recommended Action If the same prefix gives repeated errors, check the prefix in the CEF and routing tables. If the prefix is missing, attempt to disable and then enable CEF.

Error Message

```
%FIB-4-HWPREFIXINCONST4: Slot/cpu [chars] missing prefix for
[IP_address][IP_netmask] in FIB table [chars] (present in LC hardware) [[chars]]
```

Explanation A passive consistency checker has discovered a prefix in the LC hardware table that is not present in the FIB forwarding table on this line card. This condition might be transient.

Recommended Action If the same prefix gives repeated errors, check the prefix in the CEF and routing tables. If the prefix is missing, attempt to disable and then enable CEF.

Error Message

```
%FIB-4-LCPREFIXINCONST1: Slot [dec] missing prefix entry for
[IP_address][IP_netmask] in FIB table [chars]
```

Explanation A packet arrived on the line card, but the lookup of the destination IP address failed to find this prefix in the forwarding table. However, the prefix is present on the RP. This may be a transient condition.

Recommended Action If the same prefix gives repeated errors, check the CEF prefix on the RP and line card. One or both of the following actions might be used to fix the problem: –Enter the **clear cef linecard** slot-number command, with slot-number being the slot number of the affected card, to download a new CEF table to the line card.

Recommended Action –Enter the **clear adjacency** command to reload the prefixes with 32-bit submasking (/32 prefixes).

Error Message

```
%FIB-4-LCPREFIXINCONST2: Slot [dec] missing prefix entry for
[IP_address][IP_netmask] in FIB table [chars]
```

Explanation A passive consistency checker discovered that a prefix missing from the forwarding table of the line card is present on the RP. This may be a transient condition.

Recommended Action If the same prefix gives repeated errors, check the CEF prefix on the RP and line card. One or both of the following actions might be used to fix the problem: –Enter the **clear cef linecard** slot-number command, with slot-number being the slot number of the affected card, to download a new CEF table to the line card.

Recommended Action –Enter the **clear adjacency** command to reload the prefixes with 32-bit submasking (/32 prefixes).

Error Message

```
%FIB-4-RADIXINSERT: Error trying to insert prefix entry for [IP_address]/[dec]
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-4-RATE: [chars] rate limit status [dec]
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FIB-4-RPPREFIXINCONST1: RP missing prefix for [IP_address][IP_netmask] in FIB
table [chars] (present on slot [dec])
```

Explanation A passive consistency checker discovered a prefix in the forwarding table of the line card that is not present on the RP. This may be a transient condition.

Recommended Action If the same prefix gives repeated errors, check the CEF prefix on the RP and line card. One or both of the following actions might be used to fix the problem: –Enter the **clear cef linecard** slot-number command, with slot-number being the slot number of the affected card, to download a new CEF table to the line card.

Recommended Action –Enter the **clear adjacency** command to reload the /32 prefixes.

Error Message

```
%FIB-4-RPPREFIXINCONST2: RP missing prefix for [IP_address][IP_netmask] in FIB
table [chars] (present in routing table)
```

Explanation A passive consistency checker discovered a prefix in the routing table that is not present in the CEF forwarding table on the RP. This may be a transient condition.

Recommended Action If the same prefix gives repeated errors, check the prefix in CEF and in the routing table. Attempt to disable and enable CEF if the prefix is missing.

Error Message

```
%FIB-4-UNEQUAL: Range of unequal path weightings too large for prefix
[IP_address][IP_netmask]. Some available paths may not be used.
```

Explanation During an attempt to set up the load-balancing infrastructure for a prefix with unequal path weightings, CEF discovered that the range of weightings caused one or more paths to be excluded from the final set of load-balancing paths. Load balancing continues with the remaining paths.

Recommended Action Reduce the range of weightings to allow all the paths to be used.

Error Message

```
%FIB-6-FIBLCTUNDELSEQ: Update received on a linecard for a deleted tunnel([chars])
- ignored.
```

Explanation An update was received on a line card for a tunnel that has already been deleted. The update was ignored.

Recommended Action No action is required.

Error Message

```
%FIB_HM-3-CLEANUP_FAIL: [chars] after Health Monitor rule ([chars]) creation
failed.
```

Explanation Cleanup following failed creation of a Health Monitor rule failed. There will be no adverse effects apart from a tiny bit of memory being consumed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FIB_HM-3-CREATE_RULE_FAILED: The FIB Health Monitor rule ([chars]) creation
failed: [chars]
```

Explanation FIB tried to create a Health Monitor rule, but failed. The Health Monitor rule will not be operational. This will not have any adverse effects on FIB or the Health Monitor.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FIB_HM-3-HM_REGISTRATION_FAILED: The FIB HM subsystem failed to register with the
Health-Monitor
```

Explanation FIB tried to register with the Health Monitor but failed. The Health Monitor rules associated with FIB will not be operational. This will not have any adverse effects on FIB or the Health Monitor.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

FIB_HM_MVL Messages

The following are FIB Health Monitor messages.

Error Message

```
%FIB_HM_MVL-3-SUBSYS_HEALTH_CHANGE_FAIL: Attempt to [chars] FIB HM subsystem
health (re slot [dec]) by [dec] failed.
```

Explanation An attempt to update the FIB HM subsystem health failed. The FIB subsystem health will now be incorrect.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FIB_HM_MVL-4-FB_BUSYOUT: Busy out feature board [dec], [chars]
```

Explanation Feature board is being busied out for the reason specified.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FIB_HM_MVL-4-FB_RESET: Power cycling feature board [dec], [chars]
```

Explanation Feature board is being reset for the reason specified.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

FILESYS Messages

Error Message

```
%FILESYS-3-FLASH: [chars] [chars] error [dec]
```

Explanation A file system error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FILESYS-4-CLPDINT: Management interrupts are [chars] for pcmcia device in socket
[dec]. [chars]
```

Explanation A faulty PCMCIA flash device might be generating spurious insert or remove interrupts continiously. The PCMCIA controller will be set temporarily to disable interrupt generation and will be re-enabled after a few seconds. This is to avoid storming the CPU with spurious interrupts. If the (alternate) PCMCIA device is inserted while the interrupts are disabled, sometimes the device might not be readable. You have to remove and reinsert the PCMCIA device once again.

Recommended Action Replace the PCMCIA flash device with an alternate.

Error Message

```
%FILESYS-4-RCSF: [chars] ([dec])
```

Explanation A Running configuration synchronization file error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/ServiceRequestTool/create/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FILESYS-5-CF: [chars] [chars]
```

Explanation A file system's status has changed. Follow any instructions provided with the message.

Recommended Action No action is required.

Error Message

```
%FILESYS-5-CFLASH: Compact flash card [chars] [chars]
```

Explanation The status of the file system has changed.

Recommended Action Follow any instructions provided in the message text.

Error Message

```
%FILESYS-5-IFLASH: Internal Flash [chars] [chars]
```

Explanation The status of a file system has changed.

Recommended Action Follow any instructions provided with the message. No other action is required.

Error Message

```
%FILESYS-5-MISMATCH: [chars] device programming algorithm mismatch detected,
reformat is recommended
```

Explanation The Flash memory device programming algorithmthat was written to the device when the Flash memory was formatted is different from the currently detected software that is running on the system.

Recommended Action Reformat the Flash memory device. No action is required.

Error Message

```
%FILESYS-5-UNKNDEV: Unknown device [chars] [chars]
```

Explanation The status of a file system has changed.

Recommended Action Follow any instructions provided with the message. No other action is required.

Error Message

```
%FILESYS_RFS-3-IPC: [chars] [chars]: msg_type [[dec]] sub_type [[dec]]: IPC error
[[chars]]
```

Explanation RFS operation failed due to an IPC error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FIO_TDM-1-INIT_FAIL: C3700XM TDM Initialization Failed
```

Explanation C3700XM platform TDM hardware initialization failed.

Recommended Action Power down and reboot the system.If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

FLASH Messages

Recommended Action The following are Flash nonvolatile memory messages.

Error Message

```
%FLASH-3-CISERR: Error reading cis of Device [dec] : [dec] bytes read instead of
[dec] bytes
```

Explanation An error was detected while the CIS of the device was being read.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FLASH-3-DEVERR: Error accessing the device : Device number = [dec] Error number
= [dec]
```

Explanation An error was detected while the device was being accessed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FLASH-4-CLPDINT: Management interrupts are [chars] for pcmcia device in socket
[dec]. [chars]
```

Explanation A faulty PCMCIA Flash memory device might be generating spurious insert or remove interrupts continuously. The PCMCIA controller is temporarily set to disable interrupt generation and reenables after a few seconds so that the CPU does not overload with spurious interrupts. If the alternate PCMCIA device is inserted while the interrupts are disabled, the device might not be readable.

Recommended Action Remove and reinsert the PCMCIA device, or replace the PCMCIA Flash memory device with another one.

Error Message

```
%FLASH-4-SIMM: System Flash Simms unequal. Simm1: [dec]M, Simm2: [dec]M
```

Explanation The system detects an unsupported Flash memory configuration.

Recommended Action Ensure that the Flash memory SIMMs are of equal size. If they are not of equal size, either replace one of the SIMMs to make them equal in size or remove the SIMM from system Flash memory slot 2.

Error Message

```
%FLEXDSPRM-5-CB_UPDOWN: Channel Bank [chars] state is [chars]
```

Explanation The channel bank status has changed.

Recommended Action Check if the voice ports in the channel bank are active.

Error Message

```
%FLEXDSPRM-6-DSP_USAGE:DSP [chars] usage has reached [dec]%
```

Explanation The usage of digital signal processing (DSP) resources has reached the indicated percentage.

Recommended Action Check if enough DSP resources are reserved.

Error Message

```
%FLEXDSPRM-5-OUT_OF_RESOURCES: [chars]
```

Explanation The Flex Digital Signal Processor Resource Manager (DSPRM) has temporarily failed to allocate a digital signal processor (DSP) for this call. An oversubscription has happened and the current free DSP Microprocessor without Interlocked Pipeline Stages (MIPS)/credits are not sufficient to admit a new call.

Recommended Action Check the availability of a router DSP resource and the DSP sharing configurations.

Error Message

```
%FLEXDSPRM-3-TDM_CONNECT: failed to connect voice-port ([dec]/[dec]/[dec]) to
dsp_channel([dec]/[dec]/[dec])
```

Explanation The time-division multiplexing (TDM) connection between the analog Voice WAN Interface Card (VWIC) and the digital signal processor (DSP) has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FLEXDSPRM-5-TDM_SLOT: voice channel is being shared from slot [dec]. Configure
network-clock-participate slot [dec]
```

Explanation The network-clock-participate slot for sharing the digital signal processors (DSPs) has to be configured.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FLEXDSPRM-3-UNSUPPORTED_CODEC: codec [chars] is not supported on dsp [dec]/[dec]
```

Explanation The call failed because the specified digital signal processing (DSP) does not support the codec type.

Recommended Action Check if the codec type is supported, and enable the call on a DSP that supports the codec type.

Error Message

```
%FLEX_DNLD-1-INCORRECT_DSP_ID: AIM VOICE at slot [dec] receives data from
incorrect DSP-ID [dec].
```

Explanation The DSP ID provided by FPGA for download is not valid.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FLEX_DNLD-1-NOPCIMEMORY: VPM ([dec]/[dec]), PCI memory unavailable.
```

Explanation The router or access server could not allocate memory for the descriptors.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FLEX_DNLD-1-NO_RING_DESCRIPTORS: No more ring descriptors available on slot [dec]
dsp [dec].
```

Explanation The dspfw dnld driver cannot queue messages upto the egress queue for FPGA to transmit.

Recommended Action Reset the DSPs on this module. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require

assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FLEX_DNLD-1-TOOBIG: [chars], packet(size [dec]) too big.
```

Explanation A packet greater than the 264 bytes was received on this interface.

Recommended Action The system should recover. No action is required. If this message recurs, it indicates an error that might be related to data traffic patterns. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FLEX_DNLD-3-ERROR_ANALYZE: Error analyzing the device in slot [dec].
```

Explanation The Port module in this slot could not be recognized.

Recommended Action Power down, re-insert Port Module and reboot. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FLEX_DNLD-3-ERROR_FIRMWARE_DNLD: DSP firmware download fails for slot [dec]
dsp_id [dec]
```

Explanation Error initializing the DSP with the application firmware.

Recommended Action Power down, re-insert Port Module and reboot. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FLEX_DNLD-3-NO_FIRMWARE_DNLD: No DSP firmware download invoked for slot [dec],
no DSPs on the card
```

Explanation No DSP on the card.

Recommended Action Install DSP on the Network Module.

Error Message

```
%FLOWMASK-3-FLOWMASK_FAILURE: Unable to change flow mask for [chars] protocol:
[chars].Reset to the default flow mask type: none
```

Explanation Unable to change flow mask. Check the flowmask configuration

Recommended Action Check the flowmask configuration.

Error Message

```
%FLOWMASK-5-FLOWMASK_SUCCESS: Flowmask for [chars] protocol changed to [chars]
```

Explanation The flowmask changed successfully.

Recommended Action This is an informational messages only.

FLOWMON Messages

The following are the flow monitor messages.

Error Message

```
%FLOWMON-1-ALERT_CRI_CLEAR: [[chars]]: SRC_IP:[IP_address], SRC_PORT:[int],
DST_IP:[IP_address], DST_PORT:[int], [chars], [chars] [chars]
```

Explanation Generated when the Flow monitoring threshold has gone below the configured limit and the condition is being cleared.

Recommended Action No action is required.

Error Message

```
%FLOWMON-1-ALERT_CRI_SET: [[chars]]: SRC_IP:[IP_address], SRC_PORT:[int],
DST_IP:[IP_address], DST_PORT:[int], [chars], [chars] [chars]
```

Explanation Generated when the Flow monitoring threshold has crossed the configured limit and the condition is being set.

Recommended Action No action is required.

Error Message

```
%FLOWMON-2-ALERT_ERROR_CLEAR: [[chars]]: SRC_IP:[IP_address], SRC_PORT:[int],
DST_IP:[IP_address], DST_PORT:[int], [chars], [chars] [chars]
```

Explanation Generated when the Flow monitoring threshold has gone below the configured limit and the condition is being cleared.

Recommended Action No action is required.

Error Message

```
%FLOWMON-2-ALERT_ERROR_SET: [[chars]]: SRC_IP:[IP_address], SRC_PORT:[int],
DST_IP:[IP_address], DST_PORT:[int], [chars], [chars] [chars]
```

Explanation Generated when the Flow monitoring threshold has crossed the configured limit and the condition is being set.

Recommended Action No action is required.

Error Message

```
%FLOWMON-2-FLOW_ALERT: Performance_Traffic_ALERT[[chars]]: [[chars]]
```

Explanation Generated when the Flow monitoring alert are detected.

Recommended Action No action is required.

Error Message

```
%FLOWMON-2-FLOW_THRESHOLD_EXCEEDED: Performance_Traffic_TCA[[chars]]: Exceeded,
configured ([int]) current ([int])
```

Explanation Generated when the Flow monitoring threshold has crossed the configured limit.

Recommended Action No action is required.

Error Message

```
%FLOWMON-2-FLOW_THRESHOLD_RANGE_EXCEEDED: Performance_Traffic_TCA[[chars]]:
Exceeded, configured range([int], [int]) current ([int])
```

Explanation Generated when the Flow monitoring threshold has crossed into the configured range limit.

Recommended Action No action is required.

Error Message

```
%FLOWMON-3-ALERT_NOTIFY_CLEAR: [[chars]]: SRC_IP:[IP_address], SRC_PORT:[int],
DST_IP:[IP_address], DST_PORT:[int], [chars], [chars] [chars]
```

Explanation Generated when the Flow monitoring threshold has gone below the configured limit and the condition is being cleared.

Recommended Action No action is required.

Error Message

```
%FLOWMON-3-ALERT_NOTIFY_SET: [[chars]]: SRC_IP:[IP_address], SRC_PORT:[int],
DST_IP:[IP_address], DST_PORT:[int], [chars], [chars] [chars]
```

Explanation Generated when the Flow monitoring threshold has crossed the configured limit and the condition is being set.

Recommended Action No action is required.

Error Message

```
%FLOWMON-4-ALERT_ALERT_CLEAR: [[chars]]: SRC_IP:[IP_address], SRC_PORT:[int],
DST_IP:[IP_address], DST_PORT:[int], [chars], [chars] [chars]
```

Explanation Generated when the Flow monitoring threshold has gone below the configured limit and the condition is being cleared.

Recommended Action No action is required.

Error Message

```
%FLOWMON-4-ALERT_ALERT_SET: [[chars]]: SRC_IP:[IP_address], SRC_PORT:[int],
DST_IP:[IP_address], DST_PORT:[int], [chars], [chars] [chars]
```

Explanation Generated when the Flow monitoring threshold has crossed the configured limit and the condition is being set.

Recommended Action No action is required.

Error Message

```
%FLOWMON-4-ALERT_EMERGENCY_CLEAR: [[chars]]: SRC_IP:[IP_address],
SRC_PORT:[int], DST_IP:[IP_address], DST_PORT:[int], [chars], [chars] [chars]
```

Explanation Generated when the Flow monitoring threshold has gone below the configured limit and the condition is being cleared.

Recommended Action No action is required.

Error Message

```
%FLOWMON-4-ALERT_EMERGENCY_SET: [[chars]]: SRC_IP:[IP_address], SRC_PORT:[int],
DST_IP:[IP_address], DST_PORT:[int], [chars], [chars] [chars]
```

Explanation Generated when the Flow monitoring threshold has crossed the configured limit and the condition is being set.

Recommended Action No action is required.

Error Message

```
%FLOWMON-4-ALERT_INFM_CLEAR: [[chars]]: SRC_IP:[IP_address], SRC_PORT:[int],
DST_IP:[IP_address], DST_PORT:[int], [chars], [chars] [chars]
```

Explanation Generated when the Flow monitoring threshold has gone below the configured limit and the condition is being cleared.

Recommended Action No action is required.

Error Message

```
%FLOWMON-4-ALERT_INFM_SET: [[chars]]: SRC_IP:[IP_address], SRC_PORT:[int],
DST_IP:[IP_address], DST_PORT:[int], [chars], [chars] [chars]
```

Explanation Generated when the Flow monitoring threshold has crossed the configured limit and the condition is being set.

Recommended Action No action is required.

Error Message

```
%FLOWMON-4-ALERT_SCALE_LIMIT: Flow scale limit reached on LC. New Flows can get
learnt when existing flows timeout
```

Explanation Generated when the Flow scale limit is reached on LC and new flowtries to learn.

Recommended Action No action is required.

Error Message

```
%FLOWMON-4-ALERT_WAR_CLEAR: [[chars]]: SRC_IP:[IP_address], SRC_PORT:[int],
DST_IP:[IP_address], DST_PORT:[int], [chars], [chars] [chars]
```

Explanation Generated when the Flow monitoring threshold has gone below the configured limit and the condition is being cleared.

Recommended Action No action is required.

Error Message

```
%FLOWMON-4-ALERT_WAR_SET: [[chars]]: SRC_IP:[IP_address], SRC_PORT:[int],
DST_IP:[IP_address], DST_PORT:[int], [chars], [chars] [chars]
```

Explanation Generated when the Flow monitoring threshold has crossed the configured limit and the condition is being set.

Recommended Action No action is required.

FM Messages

The following are Feature Manager (FM) messages.

Error Message

```
%FM-1-INIT: Feature Manager subsystem initialization failure
```

Explanation The feature manager subsystem failed to initialize. The most likely cause for this condition is insufficient memory during system initialization. Probably either the hardware has failed or this Cisco IOS software image is being run on a platform it was not intended for.

Recommended Action Replace the failing hardware or obtain the correct Cisco IOS software image for this platform, whichever is appropriate.

Error Message

```
%FM-2-ACLS_EXCEEDED: Interface [chars] number of ACLs in [chars] direction(s)
exceeded the maximum(255) for merge
```

Explanation The ACL merge function failed because the number of ACLs to be merged exceeded 255, which is the maximum number of ACLs. ACLs are not applied on traffic for this interface.

Recommended Action The ACL merge function can support a maximum of up to 255 ACLs applied on an interface. Reduce the number of VACL sequences or features applied on the interface.

Error Message

```
%FM-2-NOMAP: Cannot create Feature Manager data structures for VLAN Map [chars]
```

Explanation The feature manager could not allocate the data structures needed to describe a VLAN map in a form that can be loaded into hardware. This condition is probably caused by a lack of free memory.

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

Error Message

```
%FM-2-NOSB: Cannot create subblock for interface [chars]
```

Explanation The feature manager was unable to save per-interface information needed for its correct operation. Some per-interface features, such as access groups or VLAN maps, will not be configured correctly.

Recommended Action Use a less complicated configuration that requires less memory.

Error Message

```
%FM-2-NOVLB: Cannot create memory block for VLAN [dec]
```

Explanation The feature manager was unable to save per-VLAN information needed for its correct operation. Some per-interface features, such as access groups or VLAN maps, will not be configured correctly.

Recommended Action Use a less complicated configuration that requires less memory.

Error Message

```
%FM-2-NOVMR: Cannot create VMR data structures for access list [chars]
```

Explanation The feature manager could not allocate the data structures needed to describe an ACL in a form that can be loaded into hardware. This condition is probably caused by a lack of available memory.

Recommended Action Use a less complicated configuration that requires less memory.

Error Message

```
%FM-2-SEQUENCE: Error in messaging - purging old message (i/f [chars], dir
[chars], type [dec], elapsed [int])
```

Explanation A software error might have affected programming ACLs into the TCAM.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FM-2-TCAM_MEMORY: Interface [chars] processor memory low programming [chars] ACLs
```

Explanation Inadequate memory caused a failure while programming ACLs into the TCAM.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FM-2-VACL_IPX: Vlan access map [chars] configured on [chars] is removed
```

Explanation A VLAN access map on the VLAN has been removed because the hardware is not able to support the configured IPX VACLs.

Recommended Action The hardware supports IPX VACLs with the following fields only: source network, destination network, destination node number and protocol type. Reconfigure, and then reapply the IPX VACLs.

Error Message

```
%FM-2-VACL_LOU: Vlan access map [chars] configured on [chars] is removed
```

Explanation A VLAN access map on the VLAN has been removed because the number of logical operations used with the IP VACLs has exceeded the hardware capacity.

Recommended Action Reduce the use of logical operations in the configured IP VACLs.

Error Message

```
%FM-2-VACL_NOMEMORY: Vlan access map [chars] configured on [chars] is removed
```

Explanation A VLAN access map on the VLAN has been removed because of insufficient system memory.

Recommended Action Reduce the number of VLAN access map sequences or the size of the ACLs.

Error Message

```
%FM-3-APPL_BAD: [chars]
```

Explanation Forwarding Manager internal error has occurred. An invalid application type has been passed to the Forwarding Manager.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FM-3-AUGMENTFAIL: Augmenting of access-map [chars] on [chars] label [dec] failed
```

Explanation The system ran out of CPU memory when attempting to merge internally required elements with the configured access map.

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

Error Message

```
%FM-3-BADLEN: [chars]
```

Explanation Unavailable.

Recommended Action Unavailable.

Error Message

```
%FM-3-BAD_PORT_NUMBER: [chars]
```

Explanation Forwarding Manager internal error has occurred. The destination port passed to the Forwarding Manager is invalid.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FM-3-CONFLICT: [chars] [chars] conflicts with [chars]
```

Explanation Port access control lists (PACLs) may not be applied when input router access lists or VLAN maps are already applied.

Recommended Action Remove the conflicting feature.

Error Message

```
%FM-3-GOTLABEL: Got label for [chars]
```

Explanation The feature manager has now allocated a hardware label for the interface. The interface had previously needed a label, but no label was available.

Recommended Action No action is required.

Error Message

```
%FM-3-GOTVLABEL: Got label for VLAN #[dec]
```

Explanation The feature manager has now allocated a hardware label for the VLAN. The VLAN had previously needed a label, but no label was available.

Recommended Action No action is required.

Error Message

```
%FM-3-ILLEGALCOPY: Illegal copy of [chars] access group [chars] from [chars] label
[dec] to [dec]
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show running-config**, **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FM-3-INITLABEL: Special initialization of label [dec] failed
```

Explanation Initialization of the access list hardware has failed. Prioritization of routing protocol packets above other kinds of packets may not occur on some VLANs or routed ports.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FM-3-INSERTFAIL: Insert of access-map [chars] #[dec] into [chars] label [dec]
failed
```

Explanation The system ran out of CPU memory while it was attempting to merge sections of an access map.

Recommended Action Reduce other system activity to ease the memory demands. For example, remove any ACLs that have been defined but are not now used. Use simpler ACLs with fewer access control entries. Use fewer VLANs, and remove any unneeded VLANs from the VLAN database.

Error Message

```
%FM-3-INTERNAL_ERROR: [chars]
```

Explanation A Forwarding Manager internal error has occurred.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FM-3-INTTABLE: Not in truth table: VLMAP [dec] RACL [dec] Rtprot [dec] Redir [dec]
Mcb [dec] Feat [dec]
```

Explanation During an attempt to merge the configured input features, an unrecoverable software error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show running-config**, show logging, and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FM-3-INVALID_OFHDR: [chars]
```

Explanation Forwarding Manager internal error has occurred, The table entry contained an invalid flow header.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FM-3-INVALID_PARAM: [chars]
```

Explanation Invalid parameters have been passed to the Forwarding Manager.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FM-3-INVALID_STREAM: [chars]
```

Explanation The Forwarding Manger encountered an invalid stream ID.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FM-3-LABELERROR: Incorrect label to [chars] vlan label attribute copy callback
srclabel [dec], dstlabel [dec]
```

Explanation The copy callback operation for the feature manager attribute was called with an incorrect source or destination label.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show running-config command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and show running-config commands and your pertinent troubleshooting logs.

Error Message

```
%FM-3-MALLOC_FAIL: [chars], [chars]
```

Explanation Forwarding Manager internal error has occurred. There has been a memory allocation failure, this might be caused due to low system memory or a memory leak.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

Error Message

```
%FM-3-MAXRECURSION: Too many ([dec]) levels of recursion while merging [chars]
(code [dec]).
```

Explanation The configuration is too complicated for the platform-specific ACL merge code to support. The most likely cause of the problem is the inclusion of too many separate access lists in a single VLAN map or policy map.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show running-config**, show logging, and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FM-3-MERGEFAIL: [chars] ACL merge error [dec] ([chars]) on [chars] label [dec]
```

Explanation The feature manager was unable to complete the merge of the configured features into a form suitable for loading into the hardware. Packets potentially affected by this feature are sent to the CPU for processing instead. The most likely cause of this condition is specifying an ACL that is too large or too complex for the system to process.

Recommended Action Try specifying a smaller and less complicated configuration.

Error Message

```
%FM-3-NOLABEL: Cannot allocate [chars] label for interface [chars]
```

Explanation The feature manager was unable to allocate a label for the features on the interface specified in the error message. The hardware cannot be programmed to implement the features, and packets for this interface are filtered by the software. There is a limit of 256 labels per direction.

Recommended Action Allocate more space to the relevant section of the TCAM and reboot the system, or use a simpler configuration. Use the same ACLs on multiple interfaces, if possible.

Error Message

```
%FM-3-NOLABELVL: Cannot allocate [chars] label for VLAN [dec]
```

Explanation The feature manager was unable to allocate a label for the features on the VLAN specified in the error message. The hardware cannot be programmed to implement the features, and packets on this VLAN will be filtered in the Cisco IOS software. There is a limit of 256 labels per direction.

Recommended Action Allocate more space to the relevant section of the TCAM and reboot the system, or use a simpler configuration. Use the same VLAN maps on multiple interfaces if possible.

Error Message

```
%FM-3-NOTEMPTY: Illegal copy of attribute to non empty [chars] vlan label [dec]
```

Explanation The feature manager attribute copy callback was called with a destination label that is already being used by a VLAN or routed port.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show running-config command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and show running-config commands and your pertinent troubleshooting logs.

Error Message

```
%FM-3-NOTOBJECT: Invalid object (VLAN [dec], IDB [hex]) used in Feature Manager
operation
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show running-config**, show logging, and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FM-3-NO_ROOM: [chars]
```

Explanation Unavailable.

Recommended Action Unavailable.

Error Message

```
%FM-3-NULLCPU: Sending traffic on empty [chars] label [dec] to CPU
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FM-3-OUTTTABLE: Not in truth table: RACL [dec] VLMAP [dec]
```

Explanation An unrecoverable software error occurred during an attempt to merge the configured output features.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show running-config**, show logging, and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FM-3-QOSTTABLE: Not in truth table: ACL [dec] in map, action [dec]
```

Explanation A software error occurred while trying to merge a QoS policy map into the truth table.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show running-config**, show logging, and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FM-3-RELOADED: Reloading [chars] label [dec] feature in [chars]
```

Explanation The feature manager was able to fit more of the configured features from this label onto the hardware. One or more features had previously been unloaded because of lack of space.

Recommended Action No action is required.

Error Message

```
%FM-3-SELECT_MODE_BAD: [chars]
```

Explanation Forwarding Manager internal error has occurred. The forwarding manager selected a bad mode while setting up a stream.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FM-3-SWITCH_STREAM_CREATION_FAILED: [chars]
```

Explanation The stream or Flow could not be created in the switch fabric driver.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FM-3-SWITCH_STREAM_REMOVAL_FAILED: [chars]
```

Explanation The Stream or Flow could not be removed from the MMC driver.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FM-3-TBLENT_NOT_FOUND: [chars]
```

Explanation Forwarding Manager internal error has occurred, A table entry could not be found for the port, application type and interface specified in the error message.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FM-3-TOSCOST: Minimize monetary cost TOS bit unsupported in hardware, ignored
```

Explanation This hardware platform supports filtering based on DSCP rather than ToS and precedence. The DSCP field does not include the Minimum Monetary Cost bit from the ToS field, so hardware ignores this bit when checking for a match to an access control entry. Filters that test for a ToS with a Minimum Monetary Cost can lead to unintended filtering actions.

Recommended Action Design filters that do not test for a ToS with a Minimum Monetary Cost bit.

Error Message

```
%FM-3-UNKNOWNACTION: Unknown VMR access group action [hex]
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FM-3-UNLOADING: Unloading [chars] label [dec] feature from [chars]
```

Explanation The feature manager was unable to fit the complete configuration into the hardware, so some features are applied in software. This condition prevents some or all of the packets in a VLAN from being forwarded in hardware and requires them to be forwarded by the CPU. Multicast packets might be dropped entirely instead of being forwarded.

Recommended Action Use a simpler configuration or allocate more space to the relevant section of the TCAM and reboot the system. Use the same ACLs on multiple interfaces if possible.

Error Message

```
%FM-3-WRONGLABEL: Inconsistent records of label for [chars]: FM has [dec], LM has
[dec]
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show running-config**, show logging, and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FM-4-ACES_EXCEEDED: Interface [chars] traffic will be software switched in
[chars] direction(s)
```

Explanation The number of ACEs exceeded the maximum number that could be supported by the system. A bridge result has been applied for the ACL instead.

Recommended Action The configured ACLs are too large to all fit in the hardware TCAM. Enter the **mls tcam priority** command to prioritize interfaces for hardware switching. Try to share the same ACLs across multiple interfaces to reduce TCAM resource contention.

Error Message

```
%FM-4-BAD_STAT_MESSAGE: Error in netflow stats messaging - no_entries [dec]
```

Explanation A software error might have affected the reflexive ACL statistics.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FM-4-EXCESSSECONDARY: More than [dec] secondary IP addresses configured on
interface [chars]
```

Explanation When secondary IP addresses are configured on an interface, the hardware is usually programmed so that the ICMP redirect functionality on the CPU is not notified of packets sent between two subnets configured on the same interface. This message indicates that a large amount of secondary IP addresses have been configured on the specified interface, and it has become impractical for the hardware to be correctly programmed. The CPU will now be notified of every packet sent between two subnets on this interface. No ICMP redirects will be sent in error, but the CPU usage may increase because of the additional notifications.

Recommended Action Enter the **no ip redirects** command on the specified interface.

Error Message

```
%FM-4-INSP_VACL: VACL &amp;amp; INSPECTION conflict on i/f [chars]
```

Explanation VACLs and inspection rules on the same interface are not supported. If a VACL is configured, the inspection rules are inactive. To activate the inspection rules, reconfigure the inspection rules after removing the VACL. If the inspection rules have been configured, the VACL is removed. To apply a VACL, reconfigure it after removing the inspection rules.

Recommended Action Remove either the inspection rule or the VACL on this interface.

Error Message

```
%FM-4-TCAM_API_FAILURE: Interface [chars] traffic will be software switched in
[chars] direction(s)
```

Explanation A TCAM API failure prevents ACLs from being applied in the TCAM for this interface. Instead a bridge result is applied for the ACL.

Recommended Action The configured ACLs are too large to all fit in the hardware TCAM. Enter the **mls tcam priority** command to prioritize interfaces for hardware switching. Try to share the same ACLs across multiple interfaces in order to reduce TCAM resource contention.

Error Message

```
%FM-4-TCAM_ENTRY: Hardware TCAM entry capacity exceeded
```

Explanation The hardware TCAM lacks the capacity to handle all the configured ACLs.

Recommended Action The configured ACLs are too large to fit into the hardware TCAM. Use the **mls tcam priority** command to prioritize interfaces for hardware switching. Try to share the same ACLs across multiple interfaces in order to reduce TCAM resource contention. If Server Load Balancing

is configured, enter the **mls ip slb search wildcard rp** command to reduce the amount of TCAM space used by Server Load Balancing. As a consequence, Server Load Balancing increases the use of the Route Processor.

Error Message

```
%FM-4-VACL_PVLAN: Vacl config is NOT supported on secondary Vlan: [chars] and will
be removed
```

Explanation The feature manager does not support the configuration of VACLs on secondary VLANs. The VACL configuration is removed from the VLAN interface after it becomes a secondary private VLAN. Both the hardware and the software are then updated accordingly.

Recommended Action Change the VLAN to be a primary VLAN or a regular (nonprivate) VLAN. Reapply the VLAN filter on it.

Error Message

```
%FM-4-VLOU_EXCEEDED: Part of the traffic for the ACL: [chars] will be forwarded
to CPU
```

Explanation To prevent the possibility that the hardware TCAM does not have the capacity to handle the number of logical operations used with the configured ACLs, the software has bridged part of the traffic to the CPU. To see what entries have been CPU bridged, use the **show fm int | include bridge** command. The hardware TCAM can handle only up to nine logical operations per interface and up to 64 logical operations in total.

Recommended Action Try to enable the logical operations expansion by using the **mls ip acl port expand** command from the configuration prompt. If the problem is still there, it is because the software cannot expand the entry using the TCP flag. If possible, put the entries that use the TCP flag before other entries in the ACL; alternatively, allow some entries to be bridged to the CPU.

Error Message

```
%FM-7-TRANSDEF: No augmentation function found for VMR
```

Explanation An internal error has occurred. An ACL was not interpreted correctly. The value-mask result is incorrect.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP-3-EPOCHTDLMSGMARSHAL: Failed to copy epoch TDL message to IPC buffer,
epoch number [dec]
```

Explanation This operation to build a TDL messages for epoch message has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FMANRP-3-MSGENQERR: Unable to enqueue IPC messages to IOS IPC queue. Message:
[chars].
```

Explanation An unexpected condition has occurred while IOS trying to enqueue IPC message to IOS IPC queue in order to send the message to Forwarding Manager.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP-3-MSGMARSHALERR: Unable to copy IPC messages into transport buffer.
Message: [chars]
```

Explanation An unexpected condition has occurred while IOS trying to copy IPC message to transport buffer in order to send the message from IOSd to Forwarding Manager.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP-4-MSGDISPATCH: Unable to dispatch received TDL messages from Forwarding
Manager.
```

Explanation An unexpected condition has occurred while IOS trying to dispatch the TDL message handler functions for received TDL messages from Forwarding Manager.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP-4-MSGDISPATCHNULL: TDL messages NULL from IOS.
```

Explanation An unexpected condition has occurred while IOS trying to dispatch the TDL message handler functions for received TDL messages from Forwarding Manager.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP-4-MSGIPCERR: Unable to process received IPC messages from Forwarding
Manager, error: [chars].
```

Explanation An unexpected condition has occurred while IOS trying to process received IPC message from Forwarding Manager.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case

with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_ACL-4-INVALIDV4ACETYPE: v4 ACE type is invalid
```

Explanation An unexpected condition has occurred which is due to the type of v4 ACE created

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_ACL-4-INVALIDV6OP: Operation is invalid
```

Explanation An unexpected condition has occurred which is due to the operation performed

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_ACL-4-NOACL: ACL is null
```

Explanation An unexpected condition has occurred which is due to the absence of an ACL structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_ACL-4-NOSB: Subblock on interface [chars] ([hex]) is null
```

Explanation An unexpected condition has occurred which is due to the absence of a subblock structure on interface.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_ACL-4-NOSWIDB: Sub-interface is null
```

Explanation An unexpected condition has occurred which is due to the absence of a swidb structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_ACL-4-NOV4ACE: v4 ACE is null
```

Explanation An unexpected condition has occurred which is due to the absence of an v4 ACE structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_ACL-4-NOV6ACE: v6 ACE is null
```

Explanation An unexpected condition has occurred which is due to the absence of an v6 ACE structure.

Recommended Action the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_ACL-4-TMPLACLDISABLEERR: Not enough resources to disable template ACL
```

Explanation Not enough resurces to store individual ACLs

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_ACL-4-TMPLACLINITERR: Template ACL initialization error
```

Explanation An unexpected condition has occurred on template ACL initialization

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_ACL-4-TMPLACLNOMEMERR: Template ACL no memory error
```

Explanation An unexpected condition has occurred on template ACL processing

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_ACL-4-UPDV4STATSERR: Update v4 ACL statistics error
```

Explanation An unexpected condition has occurred when updating v4 ACL statistics

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_ACL-4-UPDV6STATSERR: Update v6 ACL statistics error
```

Explanation An unexpected condition has occurred when updating v6 ACL statistics

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_ADJ-3-ENCSIZE: Invalid encap length [dec] which is larger than max allowed
[dec] bytes
```

Explanation An unexpected condition has occurred which is due to invalid adjacency encapsulation size being larger than the maximum value allowed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_ADJ-3-ENQUEFAIL: Unable to send [chars] [chars] message to Forwarding
Manager Process
```

Explanation An unexpected condition has occurred which resulted in a configuration not being sent to the Forwarding Manager Processs.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_ADJ-3-NOADJ: Adjacency entry is null
```

Explanation An unexpected condition has occurred which is due to the absence of an adjacency entry structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_ADJ-3-NOFIBHWIDB: FIB Interface [chars] is null
```

Explanation An unexpected condition has occurred which is due to the absence of a FIB interface structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_CCE-3-CCE_CLASS_CREATE: Unable to create class [int].[int]
```

Explanation An error occured when trying to create a class-map.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_CCE-3-CCE_FILTER_OVERFLOW: Filter list overflow at type [chars]
```

Explanation An internal error occured when trying to build class-map information for one of the classes in a policy-map.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_CCE-3-CCE_INVALID_FILTER_RELN: Invalid filter relation [int]
```

Explanation An internal error occured when trying to build class-map information for one of the classes in a policy-map.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_CCE-4-CCE_STACK_LIMIT: Failed to create class [dec] filter list
```

Explanation An operation to send a filter list to the forwarding processor for a particular class has failed due to a resource issue. This may imply that the notification was dropped.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_CEF-3-ENQUEFAIL: Unable to send [chars] [chars] message to Forwarding
Manager Process
```

Explanation An unexpected condition has occurred which resulted in a configuration not being sent to the Forwarding Manager Processs.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case

with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_CEF-3-NOFIB: FIB entry is null
```

Explanation An unexpected condition has occurred which is due to the absence of a FIB entry structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_CEF-3-NOFIBIDB: FIB interface is null
```

Explanation An unexpected condition has occurred which is due to the absence of a FIB interface structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_CEF-3-NOFIBPUSHCNT: FIB push counter is null
```

Explanation An unexpected condition has occurred which is due to the absence of a FIB push counter structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at

http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_CEF-3-NOFIBSB: FIB SB entry is null
```

Explanation An unexpected condition has occurred which is due to the absence of a FIB SB entry structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_CEF-3-NOFIBTABLE: FIB table is null
```

Explanation An unexpected condition has occurred which is due to the absence of a FIB table structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_CEF-3-NONATADDR: NAT address is null
```

Explanation An unexpected condition has occurred which is due to the absence of an NAT address.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at

http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_CEF-3-ROUTEMSGMARSHAL: Failed to copy route essage to IPC buffer for
prefix [chars]/[dec] - [chars]
```

Explanation This operation to build a TDL messages for route download has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_CEF-4-UPDFRAGSTATSERR: Update IP Fragmentation statistics error
```

Explanation An unexpected condition has occurred when updating fragmentation statistics

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_CEF-4-UPDREASSSTATSERR: Update IP Reassembly statistics error
```

Explanation An unexpected condition has occurred when updating reassembly statistics

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_CEF-4-UPDSTATSERR: Update CEF statistics error
```

Explanation An unexpected condition has occurred when updating cef statistics

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FMANRP_EFP-3-EFP_ACCOUNTING_ERROR: ASR1000 FMAN EFP support has encounterd an EFP
accounting error on [chars]: [chars]
```

Explanation An invalid Ethernet Flow Point (EFP) count was found during an EFP accounting in the ASR1000 Forwarding Manager (FMAN) EFP support.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show ethernet service instance detail** command and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_EFP-3-INVALID_VALUE: Configuration specified invalid value [dec] for
[chars]
```

Explanation An unexpected condition in which configuration has accepted an invalid value.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_ESS-3-ENQUEFAIL: [chars] ([hex], [hex])
```

Explanation An unexpected condition has occurred which resulted in a configuration not being sent to the Forwarding Manager Processs.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_ESS-3-ERREVENT: [chars] ([hex])
```

Explanation General error used for failures during internal software integrity checks.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_ESS-4-EVSICREAT: [chars] sip_ess_segment= [hex], segment_id= [int],
fsp_ess_segment= [hex], segment_id= [int], evsi= [int]
```

Explanation A failure has occured in creating a session interface.

Recommended Action The session creation is rejected. If you determine that the system is adversely affected then

Error Message

```
%FMANRP_ESS-4-FULLVAI: Session creation failed due to Full Virtual-Access
Interfaces not being supported. Check that all applied Virtual-Template and RADIUS
features support Virtual-Access sub-interfaces. swidb= [hex], ifnum= [dec]
```

Explanation A failure has occured in creating a session interface due to a Full Virtual-Access Interface being created. Full Virtual-Access Interface are created if a Virtual-Template or RADIUS feature does not support Virtual-Access sub-interfaces. ASR1000 only supports Virtual-Access sub-interfaces. Refer to Action to isolate offending feature.

Recommended Action The session creation is rejected. Steps to isolate unsupported Session feature: Run 'test Virtual-Template # subinterface' where # is the Virtual-Template number being used to create the session. Remove any identified features that are not sub-interface compliant. For RADIUS features: Configure 'aaa policy interface-config allow-subinterface' on the ASR1000 or cisco-avpair='lcp:allow-subinterface=yes' needs to be specified in the subscriber profile on the Radius server.

Error Message

```
%FMANRP_ESS-4-MAXSESS: [chars] ([dec])
```

Explanation This error indicates a failed session setup due to the lack of a necessary system resource.

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

Error Message

```
%FMANRP_ESS-4-SEGFAIL: [chars] Seghandle [hex] of Type [int]
```

Explanation A failure has occured with a segment operation.

Recommended Action The session creation is rejected. If you determine that the system is adversely affected then

Error Message

```
%FMANRP_ESS-4-SEGFAIL2: [chars] Seghandle [hex] of Type [int] ess_segment= [hex]
```

Explanation A failure has occured with a segment operation.

Recommended Action The session creation is rejected. If you determine that the system is adversely affected then

Error Message

```
%FMANRP_ESS-4-SESSCNT: [chars] ([hex])
```

Explanation Inactive/Active Session Counts are incorrect.

Recommended Action The active sessions should still be functional but overall system performance may be less than optimal. If you determine that the system is adversely affected then

Error Message

```
%FMANRP_ESS-4-WRNEVENT: [chars] ([hex])
```

Explanation A failure has occured possibly relating to system resources.

Recommended Action The session should still be functional but overall system performance may be less than optimal. If you determine that the system is adversely affected then

Error Message

```
%FMANRP_ESS-4-WRNEVENT2: [chars] ([hex] / [hex])
```

Explanation A failure has occured possibly relating to system resources.

Recommended Action The session should still be functional but overall system performance may be less than optimal. If you determine that the system is adversely affected then

Error Message

```
%FMANRP_ESS-4-WRNPARAM: [chars]
```

Explanation A failure has occured relating to an incorrect functional parameter(s).

Recommended Action The session creation is rejected. If you determine that the system is adversely affected then

Error Message

```
%FMANRP_ESS-4-WRNPARAM_2U: [chars] ([int] / [int])
```

Explanation A failure has occured relating to an incorrect functional parameter(s).

Recommended Action The session should still be functional but overall system performance may be less than optimal. If you determine that the system is adversely affected then

Error Message

```
%FMANRP_ESS-4-WRNPARAM_2X: [chars] ([hex] / [hex])
```

Explanation A failure has occured relating to an incorrect functional parameter(s).

Recommended Action The session creation is rejected. If you determine that the system is adversely affected then

Error Message

```
%FMANRP_ESS-4-WRNPARAM_2XD: [chars] ([hex] / [hex] / [dec])
```

Explanation A failure has occured relating to an incorrect functional parameter(s).

Recommended Action The session should still be functional but overall system performance may be less than optimal. If you determine that the system is adversely affected then

Error Message

```
%FMANRP_ESS-4-WRNPARAM_3X: [chars] ([hex] / [hex] / [hex])
```

Explanation A failure has occured relating to an incorrect functional parameter(s).

Recommended Action The session creation may be rejected. If you determine that the system is adversely affected then

Error Message

```
%FMANRP_ESS-4-WRNPARAM_D: [chars] ([dec])
```

Explanation A failure has occured relating to an incorrect functional parameter(s).

Recommended Action The session creation is rejected. If you determine that the system is adversely affected then

Error Message

```
%FMANRP_ESS-4-WRNPARAM_DU: [chars] ([dec] / [int])
```

Explanation A failure has occured relating to an incorrect functional parameter(s).

Recommended Action The session should still be functional but overall system performance may be less than optimal. If you determine that the system is adversely affected then

Error Message

```
%FMANRP_ESS-4-WRNPARAM_F2S: [chars]: [chars] ([chars] / [chars])
```

Explanation A failure has occured relating to an incorrect functional parameter(s).

Recommended Action The session should still be functional but overall system performance may be less than optimal. If you determine that the system is adversely affected then

Error Message

```
%FMANRP_ESS-4-WRNPARAM_F2X: [chars]: [chars] ([hex] / [hex])
```

Explanation A failure has occured relating to an incorrect functional parameter(s).

Recommended Action The session creation is rejected. If you determine that the system is adversely affected then

Error Message

```
%FMANRP_ESS-4-WRNPARAM_FU: [chars]: [chars] ([int])
```

Explanation A failure has occured relating to an incorrect functional parameter(s).

Recommended Action The session creation is rejected. If you determine that the system is adversely affected then

Error Message

```
%FMANRP_ESS-4-WRNPARAM_S: [chars]: [chars]
```

Explanation A failure has occured relating to an incorrect functional parameter(s).

Recommended Action The session creation is rejected. If you determine that the system is adversely affected then

Error Message

```
%FMANRP_ESS-4-WRNPARAM_U: [chars] ([int])
```

Explanation A failure has occured relating to an incorrect functional parameter(s).

Recommended Action The session creation is rejected. If you determine that the system is adversely affected then

Error Message

```
%FMANRP_ESS-4-WRNPARAM_U2X: [chars] ([int] / [hex] / [hex])
```

Explanation A failure has occured relating to an incorrect functional parameter(s).

Recommended Action The session creation is rejected. If you determine that the system is adversely affected then

Error Message

```
%FMANRP_ESS-4-WRNPARAM_UXD: [chars] ([int] / [hex] / [dec])
```

Explanation A failure has occured relating to an incorrect functional parameter(s).

Recommended Action The session should still be functional but overall system performance may be less than optimal. If you determine that the system is adversely affected then

Error Message

```
%FMANRP_ESS-4-WRNPARAM_XU: [chars] ([hex] / [int])
```

Explanation A failure has occured relating to an incorrect functional parameter(s).

Recommended Action The session should still be functional but overall system performance may be less than optimal. If you determine that the system is adversely affected then

Error Message

```
%FMANRP_FPM-3-NOSTATUPDATE: Failed to update class-map statistics during periodic
update
```

Explanation A statistics update for a class-map has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_FPM-4-INVALIDACTION: FPM feature action is invalid [dec]
```

Explanation An unexpected condition has occurred which is due to the invalid action type when trying to bind FPM action with target class group.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_FPM-4-INVALIDLENTYPE: Field length type in PHDF file is invalid
```

Explanation An unexpected condition has occurred which is due to the invalid field length type in PHDF file.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_FPM-4-INVALIDMATCHTYPE: FPM match type is invalid [dec]
```

Explanation An unexpected condition has occurred which is due to the invalid FPM match type in one of FPM class-map filter match entry

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_IPHC-4-INVALIDSTATSTYPE: IP header compression statistic message received
has invalid stats type
```

Explanation When receiving an IP header compression statistic update for an interface or sub-interface in IOS, the statistic type in that message is invalid.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_IPHC-4-NOIDB: IOS interface ([chars]) is not available for an IP header
compression statistics update message
```

Explanation When receiving an IP header compression statistic update for an interface or sub-interface in IOS, one of data structures in IOS to store those IP header compression statistics is NULL

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_IPHC-4-STATSERR: There is error when processing IP header compression
statistic message received on IOS
```

Explanation When receiving an IP header compression statistic update for an interface or sub-interface in IOS, an unexpected error occurred

Error Message

```
%FMANRP_IPSEC-3-HAPI_PCP_UNEXP_REPLY: [chars]: PCP (trans [hex], opcode [hex]):
unexpected reply from crypto hardware.
```

Explanation An unexpected internal software error. Engineering must be reported and investigate this occurrence.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_IPSEC-4-HAPI_PCP_NACK: [chars]: PCP NACK (trans [hex], opcode [hex],
errcode [hex]): crypto hardware configuration may be out of sync.
```

Explanation A failure has occured during security policy downloading in crypto hardware. The command is rejected.

Recommended Action The configuration may be ignorable or recovered automatically in crypto hardware. The session may still be functional but less than optimal performance. If you determine that the system is adversely affected then Embedded Services Processor (ESP) tracelog should be collected.

Error Message

```
%FMANRP_MCAST-3-FMANRP_BADMAF: Unknown Multicast AF [dec])
```

Explanation An unexpected condition has occurred due to the download of an unknown MFIB address family code.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_MCAST-3-FMANRP_DELID: Failed to remove Multicast ID [dec])
```

Explanation An unexpected condition has occurred due to the failure to delete an internal identifier that is no longer in use.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_MCAST-3-FMANRP_MCAP: Multicast Capability ([chars]:[chars]), error
[chars])
```

Explanation An unexpected condition has occurred due to the failure to set a multicast capability for this platform.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_MCAST-3-FMANRP_MSTATS: Can't process multicast stats upload from fman.
type [dec], id [dec]
```

Explanation An unexpected condition has occurred, preventing interpretation of the stats message from the forwarding manager. This will prevent the statistics for the affected multicast entries from being updated.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_MCAST-3-FMANRP_NOID: No Multicast ID for ([IP_address],
[IP_address]/[dec]), action [IP_address]
```

Explanation An unexpected condition has occurred due to the failure to allocate an internal identifier (ID), the multicast route will use a default empty mlist ID, causing all traffic to this route to be blackholed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_MCAST-3-FMANRP_UPDINTF: Failed to update flag count for [chars], due to
[chars]
```

Explanation An unexpected condition has occurred due to the failure to update the interface flag count

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at

http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_MCAST-3-MCASTID: Multicast ID management error
```

Explanation An unexpected condition has occurred, causing an internal ID to not be properly handled or disposed of

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_MLP-2-DB_ALLOC_FAIL: MLP link db allocation failed
```

Explanation Multilink PPP (MLP) link database error occurred. The memory chunk creation for MLP link database failed.

Recommended Action Ensure accurate memory management. Check for memory leaks.

Error Message

```
%FMANRP_MLP-2-DB_DELETE_FAIL: MLP link db entry delete for link [chars] failed
```

Explanation Multilink PPP (MLP) link database error occurred. An attempt to remove an entry from the MLP link database failed.

Recommended Action Ensure accurate memory management. Check for memory leaks.

Error Message

```
%FMANRP_MLP-2-DB_DESTROY_FAIL: MLP link database destroy failed
```

Explanation Multilink PPP (MLP) link database error occurred. An attempt to destroy the memory chunk failed.

Recommended Action Ensure accurate memory management. Check for memory leaks.

Error Message

```
%FMANRP_MLP-2-DB_ENTRY_ALLOC_FAIL: MLP link db entry allocation for link [chars]
failed
```

Explanation Multilink PPP (MLP) link database error occurred. An attempt to allocate a memory chunk for the MLP link database entry failed.

Recommended Action Ensure accurate memory management. Check for memory leaks.

Error Message

```
%FMANRP_MLP-2-DB_ENTRY_FREE_FAIL: MLP link entry free failed
```

Explanation Multilink PPP (MLP) link database error occurred. A memory chunk independent of MLP link database entry failed.

Recommended Action Ensure accurate memory management. Check for memory leaks.

Error Message

```
%FMANRP_MLP-2-DB_INSERT_FAIL: MLP link db entry add for interface [chars] failed
```

Explanation Multilink PPP (MLP) link database error occurred. An attempt to insert a new entry into the MLP link database failed.

Recommended Action Ensure accurate memory management. Check for memory leaks.

Error Message

```
%FMANRP_QOS-3-NOSETSTATS: set stats entry not found for class [int].[int], target
[int]
```

Explanation An internal error has occurred while verifying the statistics set for the class indicated in the error message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_MLP-3-ENQUEFAIL: Unable to send [chars] [chars] message to Forwarding
Manager Process
```

Explanation An unexpected condition has occurred which resulted in a configuration not being sent to the Forwarding Manager Processs.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_MLP-4-UPDSTATSERR: Update MLP statistics error
```

Explanation An unexpected condition has occurred when updating mlp statistics

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_MPLS-3-ENQUEFAIL: Unable to send [chars] [chars] message to Forwarding
Manager Process
```

Explanation An unexpected condition has occurred which resulted in a configuration not being sent to the Forwarding Manager Processs.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_MPLS-3-NOOBJ: Object entry is null
```

Explanation An unexpected condition has occurred which is due to the absence of an object entry structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_NAT-3-AVLDELETE: Failed to delete node from NAT [chars] database for
[IP_address]
```

Explanation This operation to perform delete processing has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_NAT-3-AVLTREEWALK: Failed to walk NAT [chars] database for [chars]
```

Explanation This operation to perform stale processing has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_NAT-3-DEBUGTDLMSGMARSHAL: Failed to copy debug NAT request message to IPC
buffer
```

Explanation This operation to build a TDL message for debug NAT command has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_NAT-3-IFADDRTDLMSGMARSHAL: Failed to copy interface address change
message to IPC buffer for interface [chars], new address [IP_address]
```

Explanation This operation to build a TDL message for NAT interface address configuration has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_NAT-3-IFTDLMSGMARSHAL: Failed to copy interface config essage to IPC
buffer for Interface [chars] ([hex]), domain [chars], operation [chars]
```

Explanation This operation to build a TDL message for interface configuration has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_NAT-3-IOSDENQUEUE: Failed to enqueue NAT [chars] message for transmission
```

Explanation This operation to enqueue an IPC message for sending has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_NAT-3-IPALIASTDL: Error with ipalias message received from data path
```

Explanation An unexpected condition has occurred with received ipalias message from data path

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_NAT-3-IPALIASTYPE: Received ipalias message from data path with
unsupported address type [dec]
```

Explanation An unexpected condition has occurred with received ipalias message from data path with unsupported address type

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_NAT-3-IPSTATICROUTETDL: Error with static ip route message received from
data path
```

Explanation An unexpected condition has occurred with received static ip route message from data path

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_NAT-3-IPSTATICROUTETYPE: Received ip static route message from data path
with unsupported address type
```

Explanation An unexpected condition has occurred with received static ip route message from data path with unsupported address type

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_NAT-3-MAPPINGTDLMSGMARSHAL: Failed to copy mapping config message to IPC
buffer for mapping id [dec] (vrf table id [dec])
```

Explanation This operation to build a TDL message for mapping configuration has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_NAT-3-MAXENTRYTDLMSGMARSHAL: Failed to copy max entry config message to
IPC buffer for type [chars], entry data [hex], max_limit [dec]
```

Explanation This operation to build a TDL message for max entry add/delete has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_NAT-3-MIBEVENT: Failed to get NAT MIB response message: [chars]
```

Explanation An unsupported error occured with waiting for NAT MIB respsonse message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_NAT-3-POOLTDLMSGMARSHAL: Failed to copy pool config message to IPC buffer
for pool [chars] (id [dec])
```

Explanation This operation to build a TDL message for pool configuration has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_NAT-3-PORTLISTPROTO: Protocol type [dec] for global addr [IP_address] in
the portlist allocation request is not supported
```

Explanation An unexpected protocol type has occurred with received portlist allocation request message from data path

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_NAT-3-PORTLISTTDL: Error with portlist allocation request message
received from data path
```

Explanation An unexpected condition has occurred with received portlist allocation request message from data path

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_NAT-3-PORTLISTTDLMSGMARSHAL: Failed to copy portlist config message to IPC
buffer for addr [IP_address], proto [dec], start_port [dec], end_port [dec]
```

Explanation This operation to build a TDL message for portlist add/delete has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_NAT-3-PORTLISTTYPE: Address type [dec] for global address in the portlist
allocation request is not supported
```

Explanation An unexpected address type has occurred with received portlist allocation request message from data path

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_NAT-3-RANGETDLMSGMARSHAL: Failed to copy pool address range config message
to IPC buffer for pool [chars], range start [IP_address], range end [IP_address]
```

Explanation This operation to build a TDL message for address range configuration has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_NAT-3-SERTDLMSGMARSHAL: Failed to copy service config message to IPC
buffer for application type [dec], protocol type [dec], port [dec]
```

Explanation This operation to build a TDL message for service configuration has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_NAT-3-SERVICERM: Failed to delete NAT services for appl type [chars],
protocol [chars], port [dec]
```

Explanation An unexpected condition has occurred which is due to the failure to remove data structures for NAT special services.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_NAT-3-STATSUPDTDL: Failed to update NAT [chars] statistics
```

Explanation An unexpected condition has occurred when updating statistics

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_NAT-3-TIMEOUTTDLMSGMARSHAL: Failed to copy timeout config message to IPC
buffer for timeout type [dec]
```

Explanation This operation to build a TDL message for timeout configuration has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_NAT-3-VRFDELTDLMSGMARSHAL: Failed to copy VRF delete message to IPC buffer
for vrf table id [dec]
```

Explanation This operation to build a TDL message for vrf deletion configuration has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_NAT-3-WLANSESSIDB: Received WLAN session message from data path with nil
input interface for inside local host [IP_address]
```

Explanation An unexpected condition has occurred with received WLAN session message from data path with nil input interface

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_NAT-3-WLANSESSTDL: Error with WLAN session message received from data path
```

Explanation An unexpected condition has occurred with received WLAN session message from data path

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_NAT-3-WLANSESSTYPE: Received WLAN session message from data path with
unsupported address type [dec]
```

Explanation An unexpected condition has occurred with received WLAN session message from data path with unsupported address type

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_NAT-4-BADACTION: Invalid action [dec] for NAT configuration
```

Explanation An unexpected condition has occurred which is invalid action for a NAT configuration.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_NAT-4-LOGGING_PARAM: Highspeed logging export [chars] [int] unsupported
```

Explanation An unsupported exporting paremeter for highspeed logging on data path is received.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_NAT-4-NOACL: Access list is null
```

Explanation An unexpected condition has occurred which is due to the absence of an access list structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_NAT-4-NOLOGGINGPARAM: Highspeed logging structure is nil
```

Explanation An unexpected condition has occurred which is due to the absence of a logging parameter structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_NAT-4-NOMAPPING: A mapping structure is null
```

Explanation The absence of a network address translation (NAT) mapping structure has caused an unexpected condition.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_NAT-4-NONATSERVICE: Service structure is null
```

Explanation An unexpected condition has occurred which is due to the absence of a NAT service structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_NAT-4-NOPOOL: Pool structure is null
```

Explanation An unexpected condition has occurred which is due to the absence of a NAT pool structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_NAT-4-NORANGE: Pool address range structure is null
```

Explanation An unexpected condition has occurred which is due to the absence of a NAT pool address range structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_NAT-4-NOREPLICATEPARAM: Session replication structure is nil
```

Explanation An unexpected condition has occurred which is due to the absence of a session replication parameter structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_NAT-4-NOSWIDB: Sub-interface is null
```

Explanation An unexpected condition has occurred which is due to the absence of a swidb structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_NAT-4-POOLSINGLETOMULTIRANGE: The pool [chars] has changed from having a
single address range to multiple ranges. This may result in sub-optimal
performance. It is recommended to remove the pool and reconfigure as a multiple
range pool at the next convenient time.
```

Explanation Changing the pool from a single range configuration to a multiple range configuration may result in sub-optimal performance. This message is expected when changing from a single to multi range pool.

Recommended Action It is recommended to remove the pool and reconfigure as a multiple range pool at the next convenient time.

Error Message

```
%FMANRP_NAT64-3-API_FAILED: [chars]
```

Explanation A call to the application programming interface (API) of another component has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FMANRP_NAT64-3-EINVAL: [chars]
```

Explanation An incorrect input value provided to a function has caused an error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FMANRP_NBAR-3-TYPEERROR: Not supported NBAR type([dec])
```

Explanation This NBAR type is not supported on ASR1000.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_NETFLOW-3-AGGRCACHENULL: The pointer for aggregation cache type [dec] is
NULL
```

Explanation An unexpected condition has occurred which is due to the absence of an aggregation cache data structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show ip cache flow** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_NETFLOW-3-CACHETDLMSGMARSHAL: Failed to copy cache config message to IPC
buffer for cache type [dec]
```

Explanation This operation to build a TDL messages for cache configuration has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_NETFLOW-3-CLRSTATSTDLMSGMARSHAL: Failed to copy clear statistics message
to IPC buffer
```

Explanation This operation to build a TDL messages for clear statistics in the data path has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_NETFLOW-3-EXPORTERTDLMSGMARSHAL: Failed to copy exporter config message
to IPC buffer for cache type [dec]
```

Explanation This operation to build a TDL messages for exporter configuration has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_NETFLOW-3-IFFLOWTDLMSGMARSHAL: Failed to copy interface flow config
message to IPC buffer for [chars]
```

Explanation This operation to build a TDL messages for interface flow configuration has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_NETFLOW-3-INVALIDFLOWDEFCPP: CPP Flow definition can not be created [int]
```

Explanation This operation to build a flow definition from flow fields received from CPP has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_NETFLOW-3-NOSAMPLER: Sampler for sampler-map name [chars] is null
```

Explanation An unexpected condition has occurred which is due to the absence of a sampler-map structure

Recommended Action show ip cache flow(

Error Message

```
%FMANRP_NETFLOW-3-NOSAMPLERNAME: Sampler-map name is null
```

Explanation An unexpected condition has occurred which is due to the absence of a sampler-map name.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_NETFLOW-3-SAMPLERTDLMSGMARSHAL: Failed to copy sampler-map config message
to IPC buffer for [chars]
```

Explanation This operation to build a TDL messages for sampler-map configuration has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_NETFLOW-3-STATSUPDTDL: Failed to update netflow [chars] statistics
```

Explanation An unexpected condition has occurred when updating statistics

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case

with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_NETFLOW-3-UNKNOWNCACHECMD: Unknown aggregation cache command [dec]
received
```

Explanation The aggregation cache configuration command has failed due to unknown command.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_NETFLOW-3-UNKNOWNCACHETYPE: Unknown cache type [dec] received
```

Explanation The cache configuration command has failed due to unknown cache scheme type.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_NETFLOW-4-EXPORTERVERSION: Failed to change default exporter version to
[dec]
```

Explanation This operation to change default exporter version has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_NETFLOW-4-NOFIBIDB: fibdb for interface [chars] is null
```

Explanation An unexpected condition has occurred which is due to the absence of a fibidb structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_NETFLOW-4-NOSWIDB: Sub-interface is null
```

Explanation An unexpected condition has occurred which is due to the absence of a swidb structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_OBJID-5-DUPCREATE: Duplicate forwarding object creation obj_handle [hex],
type [int], existing obj_id [hex], type [int]
```

Explanation An unexpected condition has occurred which results in duplicate forwarding object creation.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_OBJID2-3-DUPCREATE: Duplicate forwarding object creation obj_handle
[hex], type [int], existing obj_id [hex], type [int]
```

Explanation An unexpected condition has occurred which results in duplicate forwarding object creation with different object types.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_PBR-3-INVALIDIF: The interface specified for '[chars]' is not valid
```

Explanation An non-existent interface is specified for the policy based routing route-map operation specified in the message.

Recommended Action show interface

Error Message

```
%FMANRP_PBR-3-RTMAPNULL: The route-map structure for [chars] is NULL
```

Explanation An unexpected condition has occurred due to the absence of an internal route-map data structure.

Recommended Action show route-map

Error Message

```
%FMANRP_PBR-3-RTMAP_NAME_NULL: The route-map name for [chars] is NULL
```

Explanation An unexpected condition has occurred due to the absence of an internal route-map data structure.

Recommended Action show route-map

Error Message

```
%FMANRP_PFR-4-NOINTF: PfR Interface [chars] not exist, can't be [chars]
```

Explanation An unexpected condition has occurred which is due to the absence of MCP PfR interface info.

Recommended Action LCopy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_PFR-4-NULLINPUT: NULL input, [chars]
```

Explanation An unexpected condition has occurred which is due to the NULL value of the input parameter.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_PFR-4-UNSUPPORTED: Unsupported action, [chars]
```

Explanation An unexpected condition has occurred which is due to and unsupported action being executed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_QOS-3-ACTNOCLASSMAP: Class-map information not found
```

Explanation An unexpected condition has occured when trying to determine class-map information for one of the classes in a policy-map.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_QOS-3-ACTNOPOLICYMAP: Policy-map information not found
```

Explanation An unexpected condition has occured when trying to determine policy-map information for one of the service policies attached to an interface.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_QOS-3-NOACCOUNTSTATS: account stats entry not found for class [int].[int],
target [int]
```

Explanation An internal error occured when looking up account statistics.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_QOS-3-NOPOLICERSTATS: policer stats entry not found for class [int].[int],
target [int]
```

Explanation An internal error occured when looking up policer statistics.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_QOS-3-QOSAPIPARAM: Internal QOS API error.
```

Explanation An internal API error occured. QOS configuration may be limited.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.);

Error Message

```
%FMANRP_QOS-3-QOSCLASSDEL: Error trying to remove class [chars] from policymap
[chars]
```

Explanation An operation to remove a class from a policy has failed due to an internal error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_QOS-3-QOSIDBSP: Service policy [[chars]] installation error: invalid
interface type [dec]
```

Explanation An invalid interface type was encountered when trying to configure a service policy. This service policy could not be installed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_QOS-3-QOSTDLMARSHAL: Failed to copy more than [dec] bytes of message
[chars], length [dec] into IPC buffer
```

Explanation An internal error occured when trying to build an IPC message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_QOS-4-NOFAIRQONVC: fair-queue can not be configured on the parent queue
of an ATM VC, use child queue instead
```

Explanation Configuring fair-queue on the parent queue of an ATM VC is not supported

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_QOS-4-QIDGENFAIL: qid generation failed, reverting to default
```

Explanation An internal error occured during platform qos initialization.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_QOS-4-QOSSTACK: Failed to install all classes for policymap [chars]
```

Explanation An operation to configure the classes within a policymap has failed due to a resource issue. QoS configuration for this policymap is unlikely to work.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_QOS-4-QOSUBR: qos can not be attached to the target with UBR configured
```

Explanation An error occured to attach qos to ATM VC/VP target with UBR configured

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_QOS-6-QOSCLASSEXIST: class [chars] (id [int]) in policymap [chars] (id
[int]) already exists
```

Explanation This is an informational message and no action is required.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_RTMAP-3-INVALID_LIST: [chars]
```

Explanation An internal list structure has been detected as invalid.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_RTMAP-3-RTMAPNULL: The route-map structure for [chars] is null
```

Explanation An unexpected condition has occurred which is due to the absence of a route-map data structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show route-map** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_RTMAP-3-RTMAP_UNSUPPORTED:Routemap ([chars]) contain unsupported
match/set clause, ignored
```

Explanation A map contains an unsupported match or set clause.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FMANRP_RTMAP-4-UNKOWNCLIANT: Unknown client type [dec] received
```

Explanation An unexpected known client type is received for route-map download.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FMANRP_SSLVPN-3-AAATDLERR: [chars][chars]. [chars]
```

Explanation An unexpected condition has occurred in processing AAA request/reply message causing AAA handling failure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_SSLVPN-3-CFGSTATUSERR: [chars]: [chars]
```

Explanation An unexpected condition has occurred when got status of configuration

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_SSLVPN-3-CONDDEBERR: [chars]. [chars]
```

Explanation An unexpected condition has occurred in processing conditional debug message

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_SSLVPN-3-GWERR: Failed [chars]: [chars]
```

Explanation An unexpected condition has occurred in configuration processing causing configuration failure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_SSLVPN-3-PKIERR: Failed [chars]: [chars]
```

Explanation An unexpected condition has occurred in configuration processing causing configuration failure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_SSLVPN-3-RRICHUNKERR: [chars]
```

Explanation Error has occurred when requested memory for SSLVPN route handling

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_SSLVPN-3-RRITDLERR: [chars][chars]. [chars]
```

Explanation An unexpected condition has occurred in processing of SSLVPN routeinject/remove message

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_SSLVPN-3-STATSCLEARERR: Unable to send clear WEB VPN context stats
message. [chars] ([dec])
```

Explanation This operation to build a TDL messages for WEB VPN context stats clearing has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_SSLVPN-3-STATSGUPDERR: Update WEB VPN context stats error. [chars] ([dec])
```

Explanation An unexpected condition has occurred when updating global sslvpn statistics

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_SSLVPN-3-STATSWVUPDERR: [chars]: [chars]
```

Explanation An unexpected condition has occurred when updating ssl web vpn context statistics

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FMANRP_SSLVPN-3-VWCONFERR: Failed [chars]: [chars]
```

Explanation An unexpected condition has occurred during WebVPN Context configuration causing failure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FMANRP_SSLVPN-4-AAAFRIPWARN: [chars]
```

Explanation Wrong AAA server config.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.;

Error Message

```
%FMANRP_URPF-3-INVALIDIFHDL: Invalid ASR1000 interface handle [int] for interface
(number= [int], swidb= [hex], name= [chars])
```

Explanation An unexpected condition has occurred which is due to an invalid ASR1000 interface handle

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FMANRP_URPF-4-NOV4SWIDB: v4 sub-interface is null
```

Explanation An unexpected condition has occurred which is due to the absence of a v4 swidb structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FMANRP_URPF-4-NOV6SWIDB: v6 sub-interface is null
```

Explanation An unexpected condition has occurred which is due to the absence of a v6 swidb structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FMANRP_URPF-4-UPDV4STATSERR: Update v4 URPF statistics error
```

Explanation An unexpected condition has occurred when updating v4 URPF statistics

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FMANRP_URPF-4-UPDV6STATSERR: Update v6 URPF statistics error
```

Explanation An unexpected condition has occurred when updating v6 URPF statistics

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FMANRP_VRF-3-EINVAL: [chars]
```

Explanation An incorrect input value provided to a function has caused an error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FMANRP_WCCP-4-BADACE: Access list contains invalid ace
```

Explanation An unexpected condition has occurred which is due to an invalid statement in the access list structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FMANRP_WCCP-4-NOACL: Access list is null
```

Explanation An unexpected condition has occurred which is due to the absence of an access list structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FMANRP_WCCP-4-NOINPUT: NULL input, [chars]
```

Explanation An unexpected condition has occurred which is due to the NULL value of the input parameter.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FMANRP_WCCP-4-NOINTF: No [chars] interface info for Service Group ([dec], [dec],
[int])
```

Explanation An unexpected condition has occurred which is due to the absence of MCP WCCP interface info for the specific service group.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FMANRP_WCCP-4-NOSTATS: WCCP [chars] message error
```

Explanation An unexpected condition has occurred which is due to the error in receiving WCCP stats update message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FMANRP_WCCP-4-NOSTATSINTF: Interface handle [int] not exsit for the stats message
```

Explanation An unexpected condition has occurred which can't find the interface handle for the interface stats message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FMANRP_WCCP-4-NOSTATSSVC: Service Group ([dec], [dec], [int]) not exist for the
stats message
```

Explanation An unexpected condition has occurred which can't find the service group for the service group stats message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FMANRP_WCCP-4-NOSVCGRP: [chars] Service Group ([dec], [dec], [int]) NOT exist
```

Explanation An unexpected condition has occurred which is due to the absence of the service group structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FMANRP_WCCP-4-UNKNOWNDIR: Unknown [chars] interface direction [hex] for Service
Group ([dec], [dec], [int])
```

Explanation An unexpected condition has occurred which is due to the unknown direction has been applied to the interface for the service group.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FMANRP_ZONES-3-NOSTATUPDATE: Failed to update zone-pair statistics during
periodic update (zone [chars], class [int])
```

Explanation A statistics update for a zone-pair has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FM_EARL7-4-FEAT_NDE_VRF_VALLOC_ERR: Reserved vlan allocation for VRF [dec] could
not happen
```

Explanation This may happen due to system vlan exhausion or PM's error state.

Recommended Action Deallocate vlans, deconfigure the feature and reapply it.

Error Message

```
%FORCE_RPR-3-PEER_OPER_MODE: Peer node has reset ([dec]) times. [chars]
```

Explanation The peer node has reset the maximum number allowed before reaching STANDBY-HOT state. The **redundancy force-rpr** command is enabled and will try to set the peer system to RPR operating mode.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Provide the output of the following commands: **show redundancy states**, **show redundancy history**, **show version**. Also provide the sequence of commands used to produce this error.

Error Message

```
%FORCE_RPR-3-RF_REGISTER: RF error = [dec]. [chars]
```

Explanation During system initialization, Force RPR component was unable to register with the Redundancy Facility.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Provide the output of the following commands: **show redundancy states**, **show redundancy history, show version.** Also provide the sequence of commands used to produce this error.

Error Message

```
%FORCE_RPR-4-NOT_ON_ACTIVE: [chars]
```

Explanation Only the Active node might enable this feature. Enure you are on the Active system before trying to enable this command.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Provide the output of the following commands: **show redundancy states**, **show redundancy history**, **show version**. Also provide the sequence of commands used to produce this error.

FPD_MGMT Messages

The following are FPD Management Subsystem messages.

Error Message

```
%FPD_MGMT-2-CREATE_FAIL: Couldn't create [chars].
```

Explanation The system does not have enough free main memory to create the specified resource.

Recommended Action Make sure that the system main memory size meets the minimum requirement that is specified in the Cisco IOS software release note. If the system meets the minimum requirement for this Cisco IOS software release, make sure that the amount of free main memory in the system also meets the minimum memory required to use this software feature. Use the show memory command to find out this information, and add more main memory if necessary. If the system meets all the memory requirements, copy the error message exactly as it appears on the console and gather the output of the show tech-support command, and open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FPD_MGMT-3-BNDL_CARD_TYPE_MISMATCH: The [chars] file does not contain the card
type ([hex]) in the image bundle to indicate the support of the target card. Please
make sure that this is a valid FPD image [chars] file for card in [chars].
```

Explanation The image bundle in the indicated file does not contain a correct card type value for the target card.

Recommended Action Make sure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is compatible, try to obtain the correct one from the Cisco Software

Center website. If the problem persists, copy the error message exactly as it appears and gather the output of the show hw-module subslot fpd, show upgrade table, and show upgrade file fpd-pkg-url commands and open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FPD_MGMT-3-BNDL_CRC_CHECK_FAIL: The [chars] file contains a corrupted image
bundle - CRC mismatch: current value [hex], expected value [hex]. Please make sure
that this is a valid FPD image [chars] file for card in [chars].
```

Explanation The file failed the CRC process. This failure indicates a corrupt FPD image bundle or package file.

Recommended Action Try to download the required package from the Cisco Software Center website again, as the indicated required package might be corrupted. If the problem persists, copy the error message exactly as it appears and gather the output of the show hw-module subslot fpd, show upgrade table, and show upgrade file fpd-pkg-url commands and open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FPD_MGMT-3-BNDL_MAJOR_VER_MISMATCH: The [chars] file contains a major version of
'[dec]' that does not match with the expected value of '[dec]' for the image
bundle. Please make sure that this is a valid FPD image [chars] file for card in
[chars].
```

Explanation The content of the selected FPD image bundle does not contain a valid major version number for the bundle.

Recommended Action Make sure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, try to obtain the right one from the Cisco Software Center website. If the problem persists, copy the error message exactly as it appears and gather the output of the show hw-module subslot fpd, show upgrade table, and show upgrade file fpd-pkg-url commands and open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FPD_MGMT-3-BNDL_NAME_PREFIX_MISMATCH: The [chars] file contains a bundle name
prefix ([chars]) that does not match with the expected value of '[chars]' for the
image bundle. Please make sure that this is a valid FPD image [chars] file for
card in [chars].
```

Explanation The content of the selected FPD image bundle does not match its file name.

Recommended Action Ensure that the version of the FPD image package, which is stated in the package file name, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, attempt to obtain the correct from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log and open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, show hw-module subslot fpd, show upgrade table and show upgrade file fpd-pkg-url commands, with fpd-pkg-url being the location of the FPD image package file, and your pertinent troubleshooting logs. Ensure that the fpd-pkg-url argument begins with the location or type of storage device. (examples include disk0, slot0, tftp, or ftp) and is followed by the path to the FPD image.

Error Message

```
%FPD_MGMT-3-BNDL_VER_NOT_RECOMMENDED: The selected [chars] file contain an image
bundle that has a version number that is not recommended for this IOS release.
Selected version = [int].[int], recommended version = [int].[int]. Please make
sure that this is a valid FPD image [chars] file for card in [chars].
```

Explanation The content of the selected FPD image bundle does not contain a valid major version number for the bundle.

Recommended Action Make sure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, try to obtain the right one from the Cisco Software Center website. If the problem persists, copy the error message exactly as it appears and gather the output of the show hw-module subslot fpd, show upgrade table and show upgrade file fpd-pkg-url commands and open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FPD_MGMT-3-BNDL_WRONG_HDR_LEN: The [chars] file contains wrong header length for
the image bundle: [int] bytes (expected [int] bytes). Please make sure that this
is a valid FPD image [chars] file for card in [chars].
```

Explanation The indicated file might not be a valid FPD image bundle or package file for the target card.

Recommended Action Ensure that the version of the FPD image package, which is stated in the package file name, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, attempt to obtain the correct from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log and open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, show hw-module subslot fpd, show upgrade table and show upgrade file fpd-pkg-url commands, with fpd-pkg-url being the location of the FPD image package file, and your pertinent troubleshooting logs. Ensure that the fpd-pkg-url argument begins with the location or type of storage device. (examples include disk0, slot0, tftp, or ftp) and is followed by the path to the FPD image.

Error Message

```
%FPD_MGMT-3-BNDL_WRONG_MAGIC_NUM: The [chars] file contains a wrong magic number
for the image bundle: [hex] (expected [hex]). Please make sure that this is a valid
FPD image [chars] file for card in [chars].
```

Explanation The indicated file might not be a valid FPD image bundle or package file for the target card or the file could be corrupted.

Recommended Action Make sure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, try to obtain the right one from the Cisco Software Center website. If the problem persists, copy the error message exactly as it appears and gather the output of the show hw-module subslot fpd, show upgrade table, and show upgrade file fpd-pkg-url commands and open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FPD_MGMT-3-BNDL_WRONG_SIZE: The [chars] file contains incorrect image bundle
size: [int] bytes (expected [int] bytes). Please make sure that this is a valid
FPD image [chars] file for card in [chars].
```

Explanation The specified file might not be a valid FPD image bundle or package file for the target card.

Recommended Action Ensure that the version of the FPD image package, which is stated in the package file name, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, attempt to obtain the correct from the Cisco Software

Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log and open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, show hw-module subslot fpd, show upgrade table and show upgrade file fpd-pkg-url commands, with fpd-pkg-url being the location of the FPD image package file, and your pertinent troubleshooting logs. Ensure that the fpd-pkg-url argument begins with the location or type of storage device. (examples include disk0, slot0, tftp, or ftp) and is followed by the path to the FPD image.

Error Message

```
%FPD_MGMT-3-BUNDLE_EXTRACT_ERROR: Can not extract the [chars] bundle from [chars]
- [chars]
```

Explanation A bundle file extraction error has occurred. The cause of the failure is indicated in the message text. The specified file might not be a valid FPD image package file.

Recommended Action Ensure that the version of the FPD image package, which is stated in the package file name, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, attempt to obtain the correct from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log and open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, show hw-module subslot fpd, show upgrade table and show upgrade file fpd-pkg-url commands, with fpd-pkg-url being the location of the FPD image package file, and your pertinent troubleshooting logs. Ensure that the fpd-pkg-url argument begins with the location or type of storage device. (examples include disk0, slot0, tftp, or ftp) and is followed by the path to the FPD image.

Error Message

```
%FPD_MGMT-3-CLOSE_FAILED: Failed to close [chars] file.
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FPD_MGMT-3-DUPLICATE_UPGRADE_RESULT: Upgrade result already received for the FPD
image upgrade of FPD ID [int] for [chars] card in [chars].
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FPD_MGMT-3-FAILED_TO_FIND_BNDL: Could not find the required bundle file from
filesystem '[chars]' to perform the firmware image upgrade for [chars] card in
[chars]. Please make sure to copy the necessary bundle file ([chars]) to this
filesystem.
```

Explanation The bundle files that are required to perform the firmware image upgrade were not present in the default local file system. Because of this failure, the automatic firmware image cannot be performed.

Recommended Action Copy the necessary bundle files to the local file system and reload the system, or perform an OIR operation for the specified card to trigger the automatic firmware image upgrade feature. Ensure that the **service upgrade all** command in global configuration mode has been enabled. Otherwise, perform a manual upgrade by entering the **upgrade** command in privileged EXEC mode.

Error Message

```
%FPD_MGMT-3-FPD_BNDL_UNCOMPRESS_ERROR: Could not uncompress [chars] FPD image
bundle.
```

Explanation An error has been detected while the compressed FPD image bundle was being decompressed.

Recommended Action Make sure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, try to obtain the right one from the Cisco Software Center website. If the problem persists, copy the error message exactly as it appears and gather the output of the show hw-module subslot fpd, show upgrade table and show upgrade file fpd-pkg-url commands and open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FPD_MGMT-3-FPD_IMG_CRC_CHECK_FAIL: The FPD image for [chars] (FPD ID [int]) in
[chars] file is corrupted - CRC mismatch: current value [hex], expected value
[hex]. Please make sure that this is a valid FPD image bundle or package file for
card in [chars].
```

Explanation The image failed the CRC process. This failure indicates a corrupt FPD image bundle or package file.

Recommended Action Make sure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, try to obtain the right one from the Cisco Software Center website. If the problem persists, copy the error message exactly as it appears and gather the output of the show hw-module subslot fpd, show upgrade table, and show upgrade file fpd-pkg-url commands, then contact your technical support representative with the gathered information.

Error Message

```
%FPD_MGMT-3-FPD_IMG_SEND_FAILED: [chars] (FPD ID=[int]) image for [chars] card in
[chars] has failed to be sent for upgrade operation - [chars]
```

Explanation The FPD image was not able to be sent for the upgrade operation. The system might be too busy to handle this operation. The affected card will be disabled by this failure.

Recommended Action Wait until the system load is lower to retry the manual upgrade procedure by using the upgrade hw-module privileged EXEC command. If the symptom persists, copy the error message exactly as it appears, gather the output of the show tech-support command and open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FPD_MGMT-3-FPD_IMG_WRONG_DATA_LEN: The FPD image for [chars] (FPD ID [int]) in
[chars] file contains wrong data length: total data length (with padding) = [int]
bytes, data length = [int] bytes. Please make sure that this is a valid FPD image
bundle or package file for card in [chars].
```

Explanation The indicated file might not be a valid FPD image bundle or package file for the card.

Recommended Action Make sure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, try to obtain the right one from the Cisco Software Center website. If the problem persists, copy the error message exactly as it appears and gather the output of the show hw-module subslot fpd, show upgrade table, and show upgrade file fpd-pkg-url commands and open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FPD_MGMT-3-FPD_IMG_WRONG_HDR_LEN: The FPD image for [chars] (FPD ID [int]) in
[chars] file contains wrong header length: [int] bytes (expected [int] bytes).
Please make sure that this is a valid FPD image bundle or package file for card
in [chars].
```

Explanation The indicated file might not be a valid FPD image bundle or package file for the card.

Recommended Action Make sure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, try to obtain the right one from the Cisco Software Center website. If the problem persists, copy the error message exactly as it appears and gather the output of the show hw-module subslot fpd, show upgrade table, and show upgrade file fpd-pkg-url commands and open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FPD_MGMT-3-FPD_IMG_WRONG_MAGIC_NUM: The FPD image for [chars] (FPD ID [int]) in
[chars] file contains wrong magic number: [hex] (expected [hex]). Please make sure
that this is a valid FPD image bundle or package file for card in [chars].
```

Explanation The indicated file might not be a valid FPD image bundle or package file for the card.

Recommended Action Make sure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, try to obtain the right one from the Cisco Software Center website. If the problem persists, copy the error message exactly as it appears and gather the output of the show hw-module subslot fpd, show upgrade table, and show upgrade file fpd-pkg-url commands and open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FPD_MGMT-3-FPD_UPGRADE_CANCELED: Rest of the FPD upgrade sequence for [chars]
card in [chars] has been canceled due to upgrade failure with [chars] (FPD
ID=[int]) image.
```

Explanation The FPD image upgrade process for additional FPD images has been canceled due to upgrade error in the indicated device.

Recommended Action Retry the upgrade operation again. If the affected card remains disabled by the system after attempts to retry the upgrade, then copy the error message exactly as it appears and gather the output of show hw-module subslot fpd and contact your technical support representative with the gathered information.

Error Message

```
%FPD_MGMT-3-FPD_UPGRADE_FAILED: [chars] (FPD ID=[int]) image upgrade for [chars]
card in [chars] has FAILED.
```

Explanation The FPD image upgrade process has failed for the specified device.

Recommended Action Retry the upgrade operation. If the affected card remains disabled by the system after attempts to retry the upgrade, copy the message exactly as it appears on the console or in the system log and open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and show hw-module subslot fpd commands and your pertinent troubleshooting logs.

Error Message

```
%FPD_MGMT-3-FPD_VER_NOT_FOUND: FPD image version information is not available for
[chars] card in [chars]. All the FPD images will be upgraded to recover from this
error.
```

Explanation The FPD image version information for the indicated card is not available because the system was not able to extract this information for all the FPDs in the card. This could be the result of a corrupted FPD image due to a power failure.

Recommended Action If the automatic upgrade feature is not enabled, then the affected card will be disabled. If this happens, follow the recommended action described for the %FPD_MGMT-5-CARD_DISABLED message.

Error Message

```
%FPD_MGMT-3-IMG_CRC_CHECK_FAILED: The FPD image for [chars] (FPD ID [int]) in
[chars] file is corrupted - CRC mismatch: current value [hex], expected value
[hex]. Please make sure that this is a valid FPD image bundle or package file for
card in [chars].
```

Explanation The image failed the CRC checking process. This condition indicates a corrupt FPD image bundle or package file.

Recommended Action Ensure that the version of the FPD image package, which is stated in the package file name, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, attempt to obtain the correct from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log and open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, show hw-module subslot fpd, show upgrade table and show upgrade file fpd-pkg-url commands, with fpd-pkg-url being the location of the FPD image package file, and your pertinent troubleshooting logs. Ensure that the fpd-pkg-url argument begins with the location or type of storage device. (examples include disk0, slot0, tftp, or ftp) and is followed by the path to the FPD image.

Error Message

```
%FPD_MGMT-3-IMG_DATA_UNCOMPRESS_ERROR: Could not uncompress [chars] FPD image for
[chars] in [chars].
```

Explanation An error has been detected during an attempt to decompress the compressed FPD image data.

Recommended Action Ensure that the version of the FPD image package, which is stated in the package file name, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, attempt to obtain the correct from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log and open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, show hw-module subslot fpd, show upgrade table and show upgrade file fpd-pkg-url commands, with fpd-pkg-url being the location of the FPD image package file, and your pertinent troubleshooting logs. Ensure that the fpd-pkg-url argument begins with the location or type of storage device. (examples include disk0, slot0, tftp, or ftp) and is followed by the path to the FPD image.

Error Message

```
%FPD_MGMT-3-IMG_VER_NOT_FOUND: FPD image version information is not available for
[chars] card in [chars]. All the FPD images will be upgraded to recover from this
error.
```

Explanation The FPD image version information for the specified card is not available because the system was not able to extract this information for all the FPDs in the card. This condition might be the result of a corrupted FPD image from a power failure. If the automatic upgrade feature is not enabled, then the affected card will be disabled.

Recommended Action If the card is disabled, the FPD image upgrade can be performed automatically by making sure that the automatic upgrade feature is enabled by entering the **upgrade fpd auto** command in global configuration mode and the necessary FPD image package file is located in the default file system (for instance, disk0:) or in a location indicated by the **upgrade fpd path** directory-url command in global configuration mode. When the automatic upgrade feature is enabled, the upgrade is triggered by the reinsertion of the card into the system or the use of a system command to reload or power-cycle the target card. An additional way to perform the upgrade is by entering the **upgrade hw-module** command in privileged EXEC mode. For more information about these commands, refer to the FPD image upgrade feature document for the target card. This documentation can be found in the software configuration guide for the target card.

Error Message

```
%FPD_MGMT-3-INCOMP_BNDL_VER: The selected [chars] file contain an image bundle
that has a version number that is incompatible for this IOS release - [chars].
Selected version = [int].[int], minimum compatible version = [int].[int]. Please
make sure that this is a valid FPD image [chars] file for card in [chars].
```

Explanation The version of the selected FPD image bundle does not contain a valid version number that is compatible for the Cisco IOS software release. The major version number should be the same and the minor version number should be at least equal to the minimal required version.

Recommended Action Ensure that the version of the FPD image package, which is stated in the package file name, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, attempt to obtain the correct from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log and open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, show hw-module subslot fpd, show upgrade table and show upgrade file fpd-pkg-url commands, with fpd-pkg-url being the location of the FPD image package file, and your pertinent troubleshooting logs. Ensure that the fpd-pkg-url argument begins with the location or type of storage device. (examples include disk0, slot0, tftp, or ftp) and is followed by the path to the FPD image.

Error Message

```
%FPD_MGMT-3-INCOMP_FPD_VER: Incompatible [chars] (FPD ID=[int]) image version
detected for [chars] card in [chars]. Detected version = [int].[int], minimum
required version = [int].[int]. Current HW version = [int].[int].
```

Explanation An incompatible FPD image version has been detected. The FPD image needs to be upgraded either automatically or manually to make the card operational. If the automatic upgrade feature is not enabled, or if the system cannot find the necessary FPD image package file, then the card will be disabled.

Recommended Action If the automatic upgrade feature is not enabled, then the affected card will be disabled. If this happens, follow the recommended action described for the %FPD_MGMT-5-CARD_DISABLED message.

Error Message

```
%FPD_MGMT-3-INCOMP_FW_VER: Incompatible [chars] (FPD ID=[int]) firmware version
detected for [chars] card in [chars]. Detected version = [int].[int], minimal
required version = [int].[int].
```

Explanation An incompatible firmware image version has been detected. There is a mismatch in the major version. The indicated firmware image will require upgrading for the card to be operational.

Recommended Action Enter the **service upgrade all** command in global configuration mode and place the required bundle file in the default flash memory card for the system so that the system will automatically perform the required upgrade.

Error Message

```
%FPD_MGMT-3-INCOMP_IMG_VER: Incompatible [chars] (FPD ID=[int]) image version
detected for [chars] card in [chars]. Detected version = [int].[int], minimum
required version = [int].[int]. Current HW version = [int].[int].
```

Explanation An incompatible FPD image version has been detected. The FPD image needs to be upgraded either automatically or manually, to make the card operational. If the automatic upgrade feature is not enabled, or if the system can not find the necessary FPD image package file, the card will be disabled. If the automatic upgrade feature is not enabled, then the affected card will be disabled.

Recommended Action If the card is disabled, the FPD image upgrade can be performed automatically by making sure that the automatic upgrade feature is enabled by entering the **upgrade fpd auto** command in global configuration mode and the necessary FPD image package file is located in the default file system (for instance, disk0:) or in a location indicated by the **upgrade fpd path** directory-url command in global configuration mode. When the automatic upgrade feature is enabled, the upgrade is triggered by the reinsertion of the card into the system or the use of a system command to reload or power-cycle the target card. An additional way to perform the upgrade is by entering the **upgrade hw-module** command in privileged EXEC mode. For more information about these commands, refer to the FPD image upgrade feature document for the target card. This documentation can be found in the software configuration guide for the target card.

Error Message

```
%FPD_MGMT-3-INVALID_FPD_VER: Invalid [chars] (FPD ID=[int]) image version
detected for [chars] card in [chars].
```

Explanation The indicated field programmable device contains an invalid version of the FPD image, because the system was not able to extract this information from the indicated card. A failed upgrade attempt might have corrupted the FPD image identification on the device.

Recommended Action If the automatic upgrade feature is not enabled, then the affected card will be disabled. If this happens, follow the recommended action described for the %FPD_MGMT-5-CARD_DISABLED message.

Error Message

```
%FPD_MGMT-3-INVALID_FW_VER: Invalid [chars] (FPD ID=[int]) firmware version
detected for [chars] card in [chars].
```

Explanation The specified field-programmable device contains an invalid version for the firmware because the system was unable to extract this information from the specified card. This condition might occur because of an invalid firmware image that the indicated device failed to load after a failed upgrade attempt.

Recommended Action Enter the **service upgrade all** command in global configuration mode so that the system will automatically retry to upgrade the required firmware images, or enter the **upgrade** command in privileged EXEC mode to perform a manual upgrade.

Error Message

```
%FPD_MGMT-3-INVALID_IMAGE_SIZE: The [chars] FPD image from [chars] file does not
have a valid image size: expected size = [dec] bytes, actual size = [dec] bytes.
```

Explanation The specified FPD image is of an unexpected size. The FPD image bundle or package might not be a valid file.

Recommended Action Ensure that the version of the FPD image package, which is stated in the package file name, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, attempt to obtain the correct from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log and open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, show hw-module subslot fpd, show upgrade table and show upgrade file fpd-pkg-url commands, with fpd-pkg-url being the location of the FPD image package file, and your pertinent troubleshooting logs. Ensure that the fpd-pkg-url argument begins with the location or type of storage device. (examples include disk0, slot0, tftp, or ftp) and is followed by the path to the FPD image.

Error Message

```
%FPD_MGMT-3-INVALID_IMG_FORMAT: Invalid image format '[chars]' detected for FPD
ID=[int].
```

Explanation The selected FPD image to upgrade the indicated field programmable device does not have the right image format that can be used by the system to perform the upgrade operation.

Recommended Action Please check if the FPD image package used in the upgrade is for the correct platform. This can be checked by using the show upgrade fpd package default privileged EXEC command.

Error Message

```
%FPD_MGMT-3-INVALID_IMG_VER: Invalid [chars] (FPD ID=[int]) image version
detected for [chars] card in [chars].
```

Explanation The indicated field programmable device contains an invalid version for the FPD image, because the system was not able to extract the version information from the indicated card. A failed upgrade attempt might have corrupted the FPD image identification on the device. If the automatic upgrade feature is not enabled, the affected card will be disabled.

Recommended Action If the card is disabled, the FPD image upgrade can be performed automatically by making sure that the automatic upgrade feature is enabled by entering the **upgrade fpd auto** command in global configuration mode and the necessary FPD image package file is located in the default file system (for instance, disk0:) or in a location indicated by the **upgrade fpd path** directory-url command in global configuration mode. When the automatic upgrade feature is enabled, the upgrade is triggered by the reinsertion of the card into the system or the use of a system command to reload or power-cycle the target card. An additional way to perform the upgrade is by entering the **upgrade hw-module** command in privileged EXEC mode. For more information about these commands, refer to the FPD image upgrade feature document for the target card. This documentation can be found in the software configuration guide for the target card.

Error Message

```
%FPD_MGMT-3-INVALID_PKG_FILE: The indicated file ([chars]) is not a valid FPD
image package file - [chars]
```

Explanation The file format does not appear to be a valid FPD image package.

Recommended Action Ensure that the version of the FPD image package, which is stated in the package file name, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, attempt to obtain the correct from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log and open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, show hw-module subslot fpd, show upgrade table and show upgrade file fpd-pkg-url commands, with fpd-pkg-url being the location of the FPD image package file, and your pertinent troubleshooting logs. Ensure that the fpd-pkg-url argument begins with the location or type of storage device. (examples include disk0, slot0, tftp, or ftp) and is followed by the path to the FPD image.

Error Message

```
%FPD_MGMT-3-INVALID_PKG_FILE_SIZE: The indicated file ([chars]) does not have a
valid FPD image package file size, minimum size = [dec] bytes.
```

Explanation The file size of the specified FPD image package does not meet the required minimum size. The file is too small to be a valid FPD image package file.

Recommended Action Ensure that the version of the FPD image package, which is stated in the package file name, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, attempt to obtain the correct from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log and open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, show hw-module subslot fpd, show upgrade table and show upgrade file fpd-pkg-url commands, with fpd-pkg-url being the location of the FPD image package file, and your pertinent troubleshooting logs. Ensure that the fpd-pkg-url argument begins with the location or type of storage device. (examples include disk0, slot0, tftp, or ftp) and is followed by the path to the FPD image.

Error Message

```
%FPD_MGMT-3-INVALID_UPGRADE_RESULT: Invalid upgrade result '[int]' received for
the FPD image upgrade of [chars] (FPD ID=[int]) for [chars] card in [chars].
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FPD_MGMT-3-MAJOR_VER_MISMATCH: Major image version mismatch detected with
[chars] (FPD ID=[int]) for [chars] card in [chars]. Image will need to be [chars]
from version [int].[int] to at least a minimum version of [int].[int]. Current HW
version = [int].[int].
```

Explanation A major image version mismatch has been detected. This incompatibility will need to be resolved by performing an upgrade or downgrade operation either automatically, or manually, to make the card operational. If the automatic upgrade feature is not enabled, or if the system cannot find the necessary FPD image package file, then the card will be disabled.

Recommended Action If the automatic upgrade feature is not enabled, then the affected card will be disabled. Copy the message exactly as it appears on the console or in the system log.Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FPD_MGMT-3-MISSING_BUNDLE_ENTRY: Failed to find a matching entry in the
programmable device bundle information table.
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FPD_MGMT-3-MISSING_DEV_INFO: Could not find [chars] (FPD ID=[int]) information
for [chars] card in [chars].
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FPD_MGMT-3-MISSING_FPD_IMAGE: Could not find the required [chars] image (FPD
ID=[int]) in the [chars] file. Please make sure that this is a valid FPD image
[chars] file for card in [chars].
```

Explanation The indicated FPD image bundle or package file might not be the correct one. If this is an FPD image package file, then an incompatible package file might have been renamed with a filename that matched with the one that the system is expecting for this Cisco IOS software release. You should never rename an FPD image package filename.

Recommended Action Make sure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, try to obtain the right one from the Cisco Software Center website. If the problem persists, copy the error message exactly as it appears and gather the output of the show hw-module subslot fpd, show upgrade table, and show upgrade file fpd-pkg-url commands and open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FPD_MGMT-3-MISSING_FW_IMAGE: Could not find the required [chars] image (FPD
ID=[int]) in the [chars] bundle file. Please make sure that this is a valid bundle
file for card in [chars].
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show tech-support command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in non-zipped, plain text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FPD_MGMT-3-MISSING_IMAGE: Could not find the required [chars] image (FPD ID=[int]
and FPD version=[int].[int] compatible with HW version=[int].[int]) from the
[chars]-fpd.bndl bundle in [chars] file. Please make sure that this is a valid FPD
image [chars] file for [chars] card in [chars].
```

Explanation The specified FPD image bundle or package file might not be correct. If this is an FPD image package file, an incompatible package file might have been renamed with a file name that is the same as one that is compatible for this Cisco IOS software release.

Recommended Action Avoid renaming an FPD image package file name. Ensure that the version of the FPD image package, which is stated in the package file name, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, attempt to obtain the correct from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log and open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, show hw-module subslot fpd, show upgrade table and show upgrade file fpd-pkg-url commands, with fpd-pkg-url being the location of the FPD image package file, and your pertinent troubleshooting logs. Ensure that the fpd-pkg-url argument begins with the location or type of storage device. (examples include disk0, slot0, tftp, or ftp) and is followed by the path to the FPD image.

Error Message

```
%FPD_MGMT-3-OPEN_FAILED: Failed to open [chars] ([chars]). Please make sure that
the required file is in a valid path.
```

Explanation The system cannot access the required file from the indicated URL.

Recommended Action Make sure that the indicated URL is a valid path, and the system has access to the file system where the file has been placed.

Error Message

```
%FPD_MGMT-3-OUT_OF_MEMORY: Could not allocate the required [dec] bytes of memory.
```

Explanation The system does not have enough free main memory to download the bundle file.

Recommended Action Make sure that the system main memory size meets the minimum requirement that is specified in the Cisco IOS software release note. If the system meets the minimum requirement for this Cisco IOS software release, make sure that the amount of free main memory in the system also meets the minimum memory required to use this software feature. Use the show memory command to find out this information and add more main memory if necessary. If the system meets all the memory requirements, copy the error message exactly as it appears on the

console and gather the output of the show tech-support command and open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FPD_MGMT-3-PKG_VER_FILE_EXTRACT_ERROR: Can not extract the [chars] version file
from [chars] - [chars]
```

Explanation A package version file extraction error has occurred. The cause of the failure is specified in the message text. The specified file might not be a valid FPD image package file.

Recommended Action Ensure that the version of the FPD image package, which is stated in the package file name, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, attempt to obtain the correct from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log and open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, show hw-module subslot fpd, show upgrade table and show upgrade file fpd-pkg-url commands, with fpd-pkg-url being the location of the FPD image package file, and your pertinent troubleshooting logs. Ensure that the fpd-pkg-url argument begins with the location or type of storage device. (examples include disk0, slot0, tftp, or ftp) and is followed by the path to the FPD image.

Error Message

```
%FPD_MGMT-3-PKG_VER_MISMATCH_NOTE: The FPD image package being used ([chars]) is
not the right version for this IOS version (it appears that a '[chars]' package
was renamed to '[chars]'). An attempt to find the required FPD image will still
be performed with this package.
```

Explanation The indicated FPD image package that is being used in FPD automatic upgrade does not contain the correct version information for the IOS version that is running in the system. This condition can occur if a different version of the FPD image package was renamed to match the filename that the IOS image is expecting to use. The upgrade operation will still be performed by trying to find the required FPD image from the renamed package file.

Recommended Action If the upgrade operation fails because the required FPD image cannot be found with the renamed FPD image package, replace the wrong package file with a valid one and perform the upgrade operation again.

Error Message

```
%FPD_MGMT-3-READ_BNDL_HDR_ERROR: Failed to read the FPD bundle header from [chars]
file.
```

Explanation The specified file might not be a valid FPD image bundle or package file.

Recommended Action Ensure that the version of the FPD image package, which is stated in the package file name, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, attempt to obtain the correct from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log and open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, show hw-module subslot fpd, show upgrade table and show upgrade file fpd-pkg-url commands, with fpd-pkg-url being the location of the FPD image package file, and your pertinent troubleshooting logs. Ensure that the fpd-pkg-url argument begins with the location or type of storage device. (examples include disk0, slot0, tftp, or ftp) and is followed by the path to the FPD image.

Error Message

```
%FPD_MGMT-3-READ_ERROR: Could not read the [chars] file.
```

Explanation The system cannot read the required file from the indicated URL.

Recommended Action Make sure that the indicated URL is a valid path, and the system has access to the file system where the file has been placed.

Error Message

```
%FPD_MGMT-3-SEND_IMG_FAILED: [chars] (FPD ID=[int]) image for [chars] card in
[chars] has failed to be sent for upgrade operation - [chars]
```

Explanation The FPD image was not able to be sent for an upgrade operation. The system might be too busy to process the upgrade operation. The affected card will be disabled by this failure.

Recommended Action Wait until the system load is lower and attempt to perform the upgrade operation manually by entering upgrade hw-module command in privileged EXEC mode. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FPD_MGMT-3-SW_ERROR: [chars]() - [chars]
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FPD_MGMT-3-TOO_MANY_FPD_ENTRIES: Too many FPD entries for the FPD Bundle Info
Table. Required number of entries = [int], maximum number of entries allowed =
[int].
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FPD_MGMT-3-UNKNOWN_BNDL_HDR_FORMAT: Unknown header format version: [hex]
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FPD_MGMT-3-UPGRADE_LIST_FULL: Could not add a new entry in the FPD Management
Upgrade List. No upgrade will be performed for the [chars] card in [chars].
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FPD_MGMT-3-WRONG_FPD_MAJOR_VER: The selected FPD image for upgrade contains wrong
FPD image major version number = '[int]' (expected number = '[int]') for [chars]
(FPD ID [int]). Please make sure that the file being used for upgrade is a valid
FPD image [chars] for card in [chars].
```

Explanation The file used for upgrade might not be a valid FPD image bundle or package file for the card.

Recommended Action Make sure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, try to obtain the right one from the Cisco Software Center website. If the problem persists, copy the error message exactly as it appears and gather the output of the show hw-module subslot fpd, show upgrade table, and show upgrade file fpd-pkg-url commands, and open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FPD_MGMT-3-WRONG_IMG_DATA_LEN: The FPD image for [chars] (FPD ID [int]) in
[chars] file contains wrong data length: total data length (with padding) = [int]
bytes, data length = [int] bytes. Please make sure that this is a valid FPD image
bundle or package file for card in [chars].
```

Explanation The specified file might not be a valid FPD image bundle or package file for the card.

Recommended Action Ensure that the version of the FPD image package, which is stated in the package file name, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, attempt to obtain the correct from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log and open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the

following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, show hw-module subslot fpd, show upgrade table and show upgrade file fpd-pkg-url commands, with fpd-pkg-url being the location of the FPD image package file, and your pertinent troubleshooting logs. Ensure that the fpd-pkg-url argument begins with the location or type of storage device. (examples include disk0, slot0, tftp, or ftp) and is followed by the path to the FPD image.

Error Message

```
%FPD_MGMT-3-WRONG_IMG_HDR_LEN: The FPD image for [chars] (FPD ID [int]) in [chars]
file contains wrong header length: [int] bytes (expected [int] bytes). Please make
sure that this is a valid FPD image bundle or package file for card in [chars].
```

Explanation The specified file might not be a valid FPD image bundle or package file for the card.

Recommended Action Ensure that the version of the FPD image package, which is stated in the package file name, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, attempt to obtain the correct from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log and open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, show hw-module subslot fpd, show upgrade table and show upgrade file fpd-pkg-url commands, with fpd-pkg-url being the location of the FPD image package file, and your pertinent troubleshooting logs. Ensure that the fpd-pkg-url argument begins with the location or type of storage device. (examples include disk0, slot0, tftp, or ftp) and is followed by the path to the FPD image.

Error Message

```
%FPD_MGMT-3-WRONG_IMG_MAGIC_NUM: The FPD image for [chars] (FPD ID [int]) in
[chars] file contains wrong magic number: [hex] (expected [hex]). Please make sure
that this is a valid FPD image bundle or package file for card in [chars].
```

Explanation The specified file might not be a valid FPD image bundle or package file for the card.

Recommended Action Ensure that the version of the FPD image package, which is stated in the package file name, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, attempt to obtain the correct from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log and open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, show hw-module subslot fpd, show upgrade table and show upgrade file fpd-pkg-url commands, with fpd-pkg-url being the location of the FPD image package file, and your pertinent troubleshooting logs. Ensure that the fpd-pkg-url argument begins with the location or type of storage device. (examples include disk0, slot0, tftp, or ftp) and is followed by the path to the FPD image.

Error Message

```
%FPD_MGMT-3-WRONG_IMG_MAJOR_VER: The selected FPD image for upgrade contains wrong
FPD image major version number = '[int]' (expected number = '[int]') for [chars]
(FPD ID [int]). Please make sure that the file being used for upgrade is a valid
FPD image [chars] for card in [chars].
```

Explanation The file that is being used for an upgrade operation might not be a valid FPD image bundle or package file for the card.

Recommended Action Ensure that the version of the FPD image package, which is stated in the package file name, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, attempt to obtain the correct from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log and open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, show hw-module subslot fpd, show upgrade table and show upgrade file fpd-pkg-url commands, with fpd-pkg-url being the location of the FPD image package file, and your pertinent troubleshooting logs. Ensure that the fpd-pkg-url argument begins with the location or type of storage device. (examples include disk0, slot0, tftp, or ftp) and is followed by the path to the FPD image. FPGA Messages

Recommended Action The following are LS 1010 chip-specific messages.

Error Message

```
%FPD_MGMT-4-BYPASS_AUTO_UPGRADE: The automatic FPD image upgrade feature is not
enabled, bypassing the image upgrade for [chars] card in [chars].
```

Explanation The automatic FPD image upgrade feature is not enabled. The incompatible image will not be automatically upgraded. The card will be disabled until the image is upgraded to a compatible version.

Recommended Action Enable the automatic FPD image upgrade by entering the upgrade fpd auto command in global configuration mode or entering the upgrade hw-module command in privileged EXEC mode for a manual upgrade operation. For more information about the upgrade commands, commands, refer to the FPD image upgrade feature document for the target card. This documentation can be found in the software configuration guide for the target card.

Error Message

```
%FPD_MGMT-4-BYPASS_FPD_AUTO_UPGRADE: The automatic FPD image upgrade feature is
not enabled, bypassing the image upgrade for [chars] card in [chars].
```

Explanation The automatic FPD image upgrade feature is not enabled. The incompatible image will not be automatically upgraded. The card will be disabled until the image is upgraded to a compatible version.

Recommended Action Enable the automatic FPD image upgrade with the upgrade fpd auto global configuration command or use the upgrade hw-module privileged EXEC command for a manual upgrade operation. For more information about these commands, refer to the FPD image upgrade feature document for the target card (this documentation can be found in the software configuration guide for the target card).

Error Message

```
%FPD_MGMT-4-BYPASS_FW_AUTO_UPGRADE: Bypassing the automatic firmware image
upgrade of field programmable devices for [chars] card in [chars].
```

Explanation The automatic firmware upgrade feature is not enabled. The incompatible firmware will not be automatically upgraded. The card will be disabled until the firmware is upgraded to a compatible version.

Recommended Action Perform an automatic firmware image upgrade by entering the service upgrade all command in global configuration mode or entering the upgrade command in privileged EXEC mode. Consult the Cisco IOS software command reference for detailed information about the use of these commands.

Error Message

```
%FPD_MGMT-4-CFG_NOT_SYNCED: Failed to sync '[chars]' command to standby: [chars]
```

Explanation A FPD configuration command failed to get synchronized to standby RP due to the indicated error condition. Usually this can happen if the standby RP hardware does not support the type of filesystem supported on the active one.

Recommended Action Configure again the command with a filesystem that is supported on both standby and active RP. To find out if a specific filesystem is also supported on standby RP, the **dir ?** command can be used to display a list of filesytem supported on both standby and active RP.

Error Message

```
%FPD_MGMT-4-FPD_UPGRADE_EXIT: Unexpected exit of FPD image upgrade operation for
[chars] card in [chars].
```

Explanation The FPD image upgrade operation was interrupted by the physical removal of the card from the system or by the use of other commands that have interrupted the normal operation of the target card. The partial upgrade operation might have left the card unusable because of corrupted FPD images.

Recommended Action If the card does not come up after reinserting it into the system, perform the recovery upgrade operation by using the upgrade hw-module privileged EXEC command. With this command, the system will attempt the reprogramming of the image to recover from the previous partial upgrade operation. For more information about performing a recovery upgrade operation, refer to the FPD image upgrade feature document for the target card (this documentation can be found in the software configuration guide for the target card).

Error Message

```
%FPD_MGMT-4-FW_UPGRADE_EXIT: Unexpected exit of firmware upgrade operation for
[chars] card in [chars].
```

Explanation The firmware upgrade operation was interrupted by the use of the **hw-module** command in privileged EXEC mode, or the **command** command in global configuration mode, to reload or power off the specified card. This action might leave the card unusable. This message also displays when a card is physically removed from the system.

Recommended Action Do not interrupt the firmware upgrade operation. The card can be recovered by reinserting the card into the system. The system software will attempt the reprogramming of the firmware to recover from the previous partial upgrade operation.

Error Message

```
%FPD_MGMT-4-OLD_FW_VER: The [chars] (FPD ID=[int]) for [chars] card [chars] is
using an old firmware image version ([int].[int]). It is recommended to upgrade
the firmware by using the 'upgrade' priviliged EXEC command to at least version
[int].[int] with the '[chars]' bundle.
```

Explanation A downlevel firmware version was detected. A newer version is available for manual upgrade.

Recommended Action Download the indicated bundle file from the www.cisco.com website and copy the file to a TFTP server or a Flash memory disk. Upgrade the specified firmware image by entering the **upgrade** command in privileged EXEC mode with the corresponding field programmable device bundle file, indicating the target card and the URL of the bundle file.

Error Message

```
%FPD_MGMT-4-UPGRADE_EXIT: Unexpected exit of FPD image upgrade operation for
[chars] card in [chars].
```

Explanation The FPD image upgrade operation was interrupted by the physical removal of the card from the system or by the use of other commands that have interrupted the normal operation of the target card. The partial upgrade operation might have left the card unusable because of corrupted FPD images.

Recommended Action If the card does not initialize after being reinserted into the system, perform a recovery upgrade operation by entering the upgrade hw-module command in privileged EXEC mode. With this command, the system will attempt the reprogramming of the image to recover from the previous partial upgrade operation. For more information about performing a recovery upgrade operation, refer to the FPD image upgrade feature document for the target card. This documentation can be found in the software configuration guide for the target card.

Error Message

```
%FPD_MGMT-4-VERSION_CHECK_ABORTED: FPD image version check operation has been
aborted for [chars] card in [chars] because manual upgrade has already being
started.
```

Explanation The FPD image version check operation required for the automatic upgrade feature is not being performed for the specified card because the upgrade hw-module command in privileged EXEC mode has already been entered. These two operations can not be performed at the same time.

Recommended Action If an automatic upgrade operation is required, do not enter the upgrade hw-module command in privileged EXEC mode for the manual upgrade while the target card is initializing. Enter the show hw-module subslot fpd command and ensure that the target card is displayed in the command output before proceeding with the manual upgrade.

Error Message

```
%FPD_MGMT-5-CARD_DISABLED: [chars] card in [chars] is being disabled because of
an incompatible FPD image version. Note that the [chars] package will be required
if you want to perform the upgrade operation.
```

Explanation The indicated card contains an incompatible FPD image version, and is being disabled to avoid operational problems with the existing Cisco IOS software. This can happen if the automatic upgrade feature has not been enabled with the upgrade fpd auto global configuration command or if the automatic upgrade operation failed to perform the required upgrade or because the router could not find the necessary FPD image package file. The incompatible image will need to be upgraded in order for the system to enable the card.

Recommended Action The FPD image upgrade can be performed automatically by making sure that the automatic upgrade feature is enabled with the upgrade fpd auto global configuration command and the necessary FPD image package file is located in the system's default file system (for instance, disk0:) or in a location indicated by the upgrade fpd path directory-url global configuration command. When the automatic upgrade feature is enabled, the upgrade is triggered by the reinsertion of the card into the system or the use of a system command to reload or power-cycle the target card. Another way to perform the upgrade is through the use of the upgrade hw-module privileged EXEC command. For more information about these commands, refer to the FPD image upgrade feature document for the target card (this documentation can be found in the software configuration guide for the target card).

Error Message

```
%FPD_MGMT-5-CARD_POWER_CYCLE: [chars] card in [chars] is being power cycled for
the FPD image upgrade to take effect.
```

Explanation The indicated card is being power cycled after an FPD image upgrade. This action allows the target card to be operational with the new upgraded FPD image or images.

Recommended Action No action is required.

Error Message

```
%FPD_MGMT-5-CARD_RESET: [chars] card in [chars] is being reset for the firmware
upgrade to take effect. Please wait...
```

Explanation The card specified in the message is being reset after the firmware upgrade. This action allows the target card to be operational with the new upgraded firmware.

Recommended Action No action is required.

Error Message

```
%FPD_MGMT-5-FPD_UPGRADE_ATTEMPT: Attempting to automatically upgrade the FPD
image(s) for [chars] card in [chars] ...
```

Explanation The automatic FPD image upgrade feature is enabled with the upgrade fpd auto global configuration command. The system is currently upgrading an incompatible image version automatically.

Recommended Action No action is required. The upgrade process can take a long time. The %FPD_MGMT-6-FPD_UPGRADE_TIME message gives an estimate of the total upgrade time.

Error Message

```
%FPD_MGMT-5-FW_UPGRADE_ATTEMPT: Attempting to automatically upgrade the firmware
image(s) of field programmable devices for [chars] card in [chars] ...
```

Explanation The automatic firmware upgrade feature has been enabled with the **service upgrade all** command in global configuration mode, and the system is attempting to automatically upgrade an incompatible firmware version to a compatible firmware version.

Recommended Action No action is required. Be aware that the upgrade process can take a long time. The result will be displayed after the upgrade process has completed.

Error Message

```
%FPD_MGMT-5-POST_UPGRADE_REMINDER: [chars] card in [chars] will require a [chars]
for the FPD image upgrade to take effect.
```

Explanation The indicated card will require manual intervention after the FPD image upgrade. The specified operation is required for the upgraded FPD image to take effect.

Recommended Action No action is required.

Error Message

```
%FPD_MGMT-5-UPGRADE_ATTEMPT: Attempting to automatically upgrade the FPD image(s)
for [chars] card in [chars] ...
```

Explanation The automatic FPD image upgrade feature has been enabled with the upgrade fpd auto command in global configuration mode. The system is currently upgrading an incompatible image version automatically.

Recommended Action No action is required. Note that the upgrade process can take a long time.The %FPD_MGMT-6-UPGRADE_TIME message provides an estimate of the total upgrade time

Error Message

```
%FPD_MGMT-6-BUNDLE_DOWNLOAD: Downloading FPD image bundle for [chars] card in
[chars] ...
```

Explanation The system is downloading the FPD image bundle to the system main memory.

Recommended Action No action is required.

Error Message

```
%FPD_MGMT-6-FPD_UPGRADE_PASSED: [chars] (FPD ID=[int]) image in the [chars] card
in [chars] has been successfully updated from version [int].[int] to version
[int].[int]. Upgrading time = [time-stamp]
```

Explanation The FPD image upgrade process has completed successfully for the indicated device.

Recommended Action No action is required.

Error Message

```
%FPD_MGMT-6-FPD_UPGRADE_RETRY: Attempting to recover from the failed upgrades ...
```

Explanation Because of an image upgrade failure, the system will re-attempt the upgrade operation for the same FPD image.

Recommended Action No action is required.

Error Message

```
%FPD_MGMT-6-FPD_UPGRADE_START: [chars] (FPD ID=[int]) image upgrade in progress
for [chars] card in [chars]. Updating to version [int].[int]. PLEASE DO NOT
INTERRUPT DURING THE UPGRADE PROCESS (estimated upgrade completion time =
[time-stamp]) ...
```

Explanation The FPD image upgrade process has started. Do not interrupt the upgrade operation as any interruption could render the target card unusable. Avoid actions such as removing the target card from the system, powering off the system, or using commands that can power cycle the target card during the upgrade process.

Recommended Action No action is required.

Error Message

```
%FPD_MGMT-6-FPD_UPGRADE_TIME: Estimated total FPD image upgrade time for [chars]
card in [chars] = [time-stamp].
```

Explanation The estimated total time for all FPD images to be upgraded is displayed for the indicated card.

Recommended Action No action is required.

Error Message

```
%FPD_MGMT-6-FW_UPGRADE_RESULT: [chars] (FPD ID=[int]) firmware upgrade for
[chars] card in [chars]: [chars].
```

Explanation The firmware upgrade process has completed for the specified device and the respective upgrade result.

Recommended Action No action is required.

Error Message

```
%FPD_MGMT-6-FW_UPGRADE_RETRY: Attemptting to recover form the failed upgrades ...
```

Explanation The system will retry the firmware upgrade that failed previously.

Recommended Action No action is required.

Error Message

```
%FPD_MGMT-6-FW_UPGRADE_START: [chars] (FPD ID=[int]) firmware upgrade in progress
for [chars] card in [chars]. PLEASE DO NOT INTERRUPT DURING THE UPGRADE PROCESS ...
```

Explanation The firmware upgrade process has started.

Recommended Action No action is required.

Error Message

```
%FPD_MGMT-6-NO_FW_UPGRADE_REQ: There are no newer firmware versions in the [chars]
bundle to upgrade [chars] card in [chars].
```

Explanation The system will not perform a firmware upgrade on the specified card with the specified bundle file because no newer versions of the firmware exist in the bundle.

Recommended Action No action is required.

Error Message

```
%FPD_MGMT-6-OVERALL_FPD_UPGRADE: All the attempts to upgrade the required FPD
images have been completed for [chars] card in [chars]. Number of
successful/failure upgrade(s): [int]/[int].
```

Explanation All the FPD image upgrades have been completed for the indicated card.

Recommended Action No action is required.

Error Message

```
%FPD_MGMT-6-OVERALL_FW_UPGRADE: All the attempts to upgrade the requied firmware
images have been completed for [chars] card in [chars]. Number of
successful/failure upgrade(s): [int]/[int].
```

Explanation All the firmware upgrades have completed.

Recommended Action No action is required.

Error Message

```
%FPD_MGMT-6-OVERALL_UPGRADE: All the attempts to upgrade the required FPD images
have been completed for [chars] card in [chars]. Number of successful/failure
upgrade(s): [int]/[int].
```

Explanation All the FPD image upgrades have completed for the specified card.

Recommended Action No action is required.

Error Message

```
%FPD_MGMT-6-UPGRADE_PASSED: [chars] (FPD ID=[int]) image in the [chars] card in
[chars] has been successfully updated from version [int].[int] to version
[int].[int]. Upgrading time = [time-stamp]
```

Explanation The FPD image upgrade process has completed successfully for the specified device.

Recommended Action No action is required.

Error Message

```
%FPD_MGMT-6-UPGRADE_RETRY: Attempting to recover from the failed upgrades ...
```

Explanation The system will retry the upgrade operation for the same FPD image after a previous failure.

Recommended Action No action is required.

Error Message

```
%FPD_MGMT-6-UPGRADE_START: [chars] (FPD ID=[int]) image upgrade in progress for
[chars] card in [chars]. Updating to version [int].[int]. PLEASE DO NOT INTERRUPT
DURING THE UPGRADE PROCESS (estimated upgrade completion time = [time-stamp]) ...
```

Explanation The FPD image upgrade process has started.

Recommended Action No action is required. Do not interrupt the upgrade operation as any interruption could render the target card unusable. Avoid actions such as removing the target card from the system, powering off the system, or using commands that can power-cycle the target card during the upgrade process.

Error Message

```
%FPD_MGMT-6-UPGRADE_TIME: Estimated total FPD image upgrade time for [chars] card
in [chars] = [time-stamp].
```

Explanation This message displays the estimated total time for all FPD images to be upgraded.

Recommended Action No action is required.

FPGA Messages

Error Message

```
%FPGA-2-DONE_PIN: Done pin or Status pin didn't go low, FPGA# [dec]
```

Explanation The specified FPGA chip showed an incorrect status after downloading its control microcode. This condition is probably caused by a hardware failure. It is a fatal condition for the system and is followed by a core dump.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FPGA-2-DOWNLOAD: Download Fail, FPGA# [dec]
```

Explanation The specified FPGA chip failed to respond after downloading its control microcode. This message is probably caused by a hardware failure. The error is a fatal condition for the system and is followed by a core dump.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FPGA-2-STATUS_PIN: Error in status pin, FPGA# [dec]
```

Explanation The specified FPGA chip showed incorrect status after downloading its control microcode. This message is probably caused by a hardware failure. The error is a fatal condition for the system and is followed by a core dump.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FPGA-3-ABR: ABR FPGA don't reset properly, Control Register=[hex]
```

Explanation A nonrecoverable error occurred on the ONS 15540.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FPGA-3-MCAST: Multicast FPGA did not reset properly, Control Register=[hex]
```

Explanation A nonrecoverable error occurred on the ONS 15540.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FPGA-3-NOFORK: Couldn't start Per-VC counter daemon
```

Explanation The per-VC counter daemon process could not be started during initialization.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FPGA-3-TRAFF: Traffic FPGA don't reset properly, Control Register=[hex]
```

Explanation A nonrecoverable error occurred on the ONS 15540.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FPGA-3-TYPE: ***WARNING*** Invalid feature card type -
 Use higher version of software: [hex]
```

Explanation The Cisco IOS Software found an unrecognized Feature Card during initialization of the Catalyst 8510 MSR/LightStream 1010. This condition probably indicates that the Cisco IOS software should be upgraded to support hardware that did not exist at the time the software was written.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FPGA-3-VERSION: Feature Card version invalid/old. Feature Card
Version:[dec].[dec], NSP Version:[dec].[dec]
```

Explanation An invalid or obsolete version of the feature card is installed. It is incompatible with the current NSP version.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. FR Messages

Recommended Action The following are Frame Relay messages.

Error Message

```
%FPGA_GE-3-RBD_ERROR: Interface [chars]: FPGA_GE unexpected RBD error
```

Explanation The FPGA GE driver did not encounter EOF flag in Rx buffer descriptor (RBD) ring.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FPGA_GE-3-RX_INIT_FAIL: Interface [chars]: FPGA_GE Rx Init Failure error: [chars]
```

Explanation The FPGA GE driver could not complete the RX init successfully.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FPOE_DB-4-ENTRY_USAGE_ABOVE: FPOE DB entry usage is above [dec]%
```

Explanation FPOE DB entry usage went above warning threshold.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FPOE_DB-4-ENTRY_USAGE_BELOW: FPOE DB entry usage is below [dec]%
```

Explanation FPOE DB entry usage went below warning threshold.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FPOE_DB-4-ENTRY_USAGE_FULL: FPOE DB entry usage is full
```

Explanation FPOE DB entry usage is FULL.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FPOE_DB-4-ENTRY_USAGE_NOT_FULL: FPOE DB entry usage is not full
```

Explanation FPOE DB entry usage is not FULL.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

FR Messages

The following are Frame Relay messages.

Error Message

```
%FR-3-BQ_DEQ_ERR: fr_bq_proc: unknown packet on broadcast queue, packet dropped!
```

Explanation Invalid packet on FR broadcast queue, packet dropped.

Recommended Action If the router or some features are not operational due to this condition, attempt to disable the Frame Relay broadcast queue by entering the no frame-relay broadcast-queue command in interface configuration mode for a immediate workaround. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

`%FR-3-BQ_DEQ_PTR: fr_br_proc: hdr-[hex] size-[dec] dlci-[hex] [hex] [hex]`

Explanation The Frame Relay broadcast queue contains a datagram that is invalid.The packet has been dropped.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

`%FR-3-BQ_ENQ_ERR: fr_oqueue: Invalid datagramstart [hex] [hex], pak dropped`

Explanation A broadcast packet was detected in the Frame Relay output queue that contained an invalid datagram header. The packet has been dropped.

Recommended Action If the router or some features are not operational due to this condition, attempt to disable the Frame Relay broadcast queue by entering the no frame-relay broadcast-queue command in interface configuration mode for a immediate workaround. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

`%FR-3-FR_INV_OUTPUT_VECTOR: An invalid output vector detected on interface [chars]`

Explanation An invalid internal function vector is installed on a Frame Relay interface, which affects the ability of processing outbound traffic on the device.

Recommended Action Remove and re-apply Frame Relay encapsulation on the interface to recover from the error.

Error Message

`%FR-3-FR_PVC_STATUS_Q_CREATE_ERROR: FR PVC status event queue error: failed to create queue`**Explanation** An attempt to create the FR PVC status event queue failed because of insufficient memory.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%FR-3-MAP_DELETE_ERROR: [chars]
```

Explanation An error occurred while deleting a frame-relay map.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FR-3-MFR_UNEXPECTEDEVENT: MFR Timer process error: event table is NULL for event
[dec], state [dec]
```

Explanation The event was ignored because the state transition table is NULL. Normal processing will continue.

Recommended Action Refer to Bug Toolkit on CCO to check for existing bugs. Copy the message exactly as it appears on the console or in the system log. Enter the **show version** and **show running commands** to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FR-3-MLPOFR_ERROR: MLPoFR not configured properly on Link [chars] Bundle [chars]
:[chars]
```

Explanation The configuration of Multilink PPP over Frame Relay on the FR PVC is either incorrect or incomplete.

Recommended Action Ensure that Frame Relay traffic shaping has been configured on the physical interface and that the service policy has been attached to the virtual template. To verify the configuration, use the **show running-config serial interface** and **show running-config virtual-template** commands. FRATM_RED Messages

Recommended Action The following are Frame Relay ATM Redundancy messages

Error Message

```
%FR-3-NULL_PTR_DEREF: Dereferencing NULL pointer [chars]
```

Explanation Dereferencing a NULL pointer.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FR-3-SVC_SETUP: [chars]: interface [chars]: DLCI [dec]
```

Explanation An error occurred while attempting to setup a Frame-Relay SVC. There may have been an attempt to setup a SVC using a DLCI thats already in use.

Recommended Action Check if the DLCI is already in use. For example: A PVC may be configured to use the same DLCI (enter the show frame-relay pvc command to verify). If so, remove the configuration.

Error Message

```
%FR-4-DLCIDELETE: Interface [chars] - DLCI [dec] - PVC use count [dec]
```

Explanation Trying to remove PVC DLCI while it is still being used.

Recommended Action If this error can be easily recreated, enter the debug frame-relay event command and recreate the condition that caused this error. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. Also include the output of the show tech-support command.

Error Message

```
%FRATM-2-INTERNAL_CRITICAL: [chars]
```

Explanation An internal error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FRATM-3-CONFIG_ERROR: [chars]
```

Explanation In internal error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FRATM-3-INTERNAL_ERROR: [chars]
```

Explanation An internal error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FRATM-4-INTERNAL_WARNING: [chars]
```

Explanation An internal error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FRATM_RED-3-INTERNAL_CRITICAL: [chars]
```

Explanation Unavailable.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FRATM_RED-3-INTERNAL_ERROR: [chars]
```

Explanation Unavailable.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

FRDM336 Messages

The following are PMC FREEDM-336 driver messages.

Error Message

```
%FRDM336-3-ANYPHYALLOCFAILED: Anyphy allocation failed for [chars]
```

Explanation An ANY-PHY allocation has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FRDM336-3-BUNDLEEXIST: Unexpected bundle([hex]) present in freedm
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FRDM336-3-BUNDLERANGE: bundle([hex]) not within range
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FRDM336-3-CC_RESEQ_FIFO_ACT_NOT_CLEAR: FRDM336 base addr ([hex]): Removing
CI([hex]) of channel (HDLC channel no:[dec]), timeout ([chars]) waiting for
RESEQ_ACT and FIFO_ACT to clear
```

Explanation An internal error has occurred within FREEDM336.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FRDM336-3-CIALLOCFAILED: CI allocation failure for tag=[dec] dlciCos=[dec]
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FRDM336-3-CITAGMISMATCH: CI([hex]) does not belong to tag([hex])
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FRDM336-3-DEFAULTCI: Unexpected default CI for channel ([hex])
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FRDM336-3-DLCICOSRANGE: DLCICOS([hex]) not within range
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FRDM336-3-EQM_SIZE_NOT_ZERO: HDLC([dec]) : [hex] [hex] [hex] [hex]
```

Explanation An internal error has occurred within FREEDM336.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FRDM336-3-INITERR: FRDM336 chip initialization failed (errcode=[dec]): [chars]
```

Explanation Required resources were unavailable to complete initialization of the FREEDM336 chip.

Recommended Action Reinsert the line card. If the card still does not initialize, enter the **test cwtlc show seeprom red** command and swap the system hardware. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FRDM336-3-INVALIDANYPHY: Anyphy([hex]) number is not in range
```

Explanation The ANY-PHY (an interoperability framework for packet and cell transfers between physical layer and data link layer devices) number is not within the specified range.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FRDM336-3-INVALIDCI: Either CI([hex]) range not ok or not allocated
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FRDM336-3-LLAPI_PROVERR: FRDM336 base addr ([hex]): Channel provisioning (SBI
no:[dec] SPE no:[dec] TRIB no:[dec] HDLC channel no:[dec] TS Mask:[hex] Trib i/f
mode:[dec]) failed (errcode=[dec]): [chars]
```

Explanation Either incorrect parameters have been passed or a register indirect operation has timed out.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FRDM336-3-LLINT_DET_TSMSKUSEERR: FRDM336 base addr ([hex]): TS mask in use (SBI
no:[dec] SPE no:[dec] TRIB no:[dec] TS Mask:[hex] Trib i/f mode:[dec]) by HDLC
channel [dec](TS used = [dec]) (errcode=[dec]): [chars]
```

Explanation Either incorrect parameters have been passed or a register indirect operation has timed out.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FRDM336-3-LLINT_TSMSKUSEERR: FRDM336 base addr ([hex]): TS mask in use (SBI
no:[dec] SPE no:[dec] TRIB no:[dec] TS Mask:[hex] Trib i/f mode:[dec])
(errcode=[dec]): [chars]
```

Explanation Either incorrect parameters have been passed or a register indirect operation has timed out.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FRDM336-3-NCHUNKSNONZERO: FRDM336 base addr ([hex]): disabling channel(HDLC
channel no:[dec], ANY-PHY channel no:[dec]), timeout ([chars]) waiting for RFRAG
AP_NCHNKS to clear (value=[hex])
```

Explanation An internal error has occurred within FREEDM336.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FRDM336-3-NCHUNKSNONZERO_CC_RESEQ_FIFO_ACT_SET: FRDM336 base addr ([hex]):
disabling channel(HDLC channel no:[dec], ANY-PHY channel no:[dec]), CI:[dec]
reSeqAct:[dec] fifoAct:[dec]
```

Explanation An internal error has occurred within FREEDM336.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FRDM336-3-NOANYPHYALLOCATED: No Anyphy number for channel=[dec]
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FRDM336-3-NOCIALLOCATED: No CI number for tag=[dec] dlciCos=[dec]
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FRDM336-3-PDDBNULL: Device data block null
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FRDM336-3-POLLTO: FRDM336 indirect poll timeout. base addr:[hex], offset:[hex],
value:[hex], mask:[hex], delay:[hex]
```

Explanation An internal error has occurred within FREEDM336.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FRDM336-3-PROVERR: FRDM336 Channel provisioning (SBI no:[dec] SPE no:[dec] TRIB
no:[dec] HDLC channel no:[dec]) failed (errcode=[dec]): [chars]
```

Explanation Either incorrect parameters have been passed or a register indirect operation has timed out.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FRDM336-3-RHDL_TAVAIL_NOT_CLEAR: FRDM336 base addr ([hex]): disabling
channel(HDLC channel no:[dec]), timeout ([chars]) waiting for RHDL TAVAIL to clear
```

Explanation An error involving the FREEDM336 chip in the OSM has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FRDM336-3-SET_CHANPARAM_ERR: FRDM336 setting parameters of a Channel failed (HDLC
channel no:[dec]) failed (errcode=[dec]): [chars]
```

Explanation Either incorrect parameters have been passed or a register indirect operation has timed out.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FRDM336-3-SET_SPE_ERR: FRDM336 setting configuration of SPE (SBI no:[dec] SPE
no:[dec]) to [dec] failed (errcode=[dec]): [chars]
```

Explanation Either incorrect parameters have been passed or a register indirect operation has timed out.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FRDM336-3-SET_TRIB_ERR: FRDM336 setting configuration of tributary (SBI no:[dec]
SPE no:[dec] TRIB no:[dec]) to [dec] failed (errcode=[dec]): [chars]
```

Explanation Either incorrect parameters have been passed or a register indirect operation has timed out.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FRDM336-3-THDL_AVAIL_NOT_CLEAR: FRDM336 base addr ([hex]): disabling
channel(HDLC channel no:[dec]), timeout ([chars]) waiting for THDL AVAIL to clear
```

Explanation An internal error has occurred within FREEDM336.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FRDM336-3-TRIB_ENAB_DIS_ERR: FRDM336 [chars] tributary (SBI no:[dec] SPE
no:[dec] TRIB no:[dec]) failed (errcode=[dec]): [chars]
```

Explanation Either incorrect parameters have been passed or a register indirect operation has timed out.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. FRR_OCE Messages

Recommended Action The following are FRR OCE Infrastructure messages.

Error Message

```
%FRDM336-5-NOBUNDLEPRESENT: bundle([hex]) not present in freedm
```

Explanation The bundle specified in the error message is not present.

Recommended Action Enter the **shutdown** and no shutdown commands on the bundle interface that corresponds to the bundle ID specified in the error message to shut down and restart the interface.

Error Message

```
%FRDM336-6-EQM_ML_INFO: ML([dec]) : [hex] [hex] [hex] [hex]
```

Explanation This message provides multilink information.

Recommended Action No action is required.

Error Message

```
%FREDDO_E1T1-3-CHANNEL_GROUP: [chars]
```

Explanation Channel group configuration specific error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FREDDO_E1T1-3-CLOCK_MODE: At least one [chars] was configured already for
[chars]. Please remove it before changing timing mode.
```

Explanation If ds0-group or pri-group are already configured, timing mode cannot be changed without removing them.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FREDDO_E1T1-3-CNTR_TYPE_CHG: You need to reload the router for this configuration
change to be effective.
```

Explanation If the controller type is set to T1 or E1 and if the opposite controller is put on freddo system, the system needs to be rebooted to change the controller type.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FREDDO_E1T1-3-NET_CLK_PARTICIPATE: Please configure network clock-participate
wic [dec], to enable the above configuration
```

Explanation ds0-group and pri-group can not be configured without configuring network clock-participate command.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FREDDO_E1T1-3-NMSI_CLOCK: Please remove independent clocking from T1/E1
controller in wic slot [dec].
```

Explanation If the E1T1 VIC is second generation VIC, remove independent clocking from T1/E1 controller.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. FREDDO_FRIO Messages

Recommended Action The following are platform specific Freddo Voice IO messages.

Error Message

```
%FREDDO_FRIO-3-COOKIE_READ_FAIL: Unable to detect Freddo Voice IO card. Analog
voice and wireless functions will not work.
```

Explanation Freddo Voice IO card cookie could not be read during system initialization.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FREEDM-2-FATALEVENT: Freedm [chars] fatal event occurred: [hex]
```

Explanation A catastrophic Freedm error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FREEDM-2-INIT_FAIL: [chars]: Initialization failed.
```

Explanation Failed to initialize device.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FREEDM-3-FREEDM_PCI_PERR: PCI PERR on FREEDM [dec] interrupt status reg: [hex]
```

Explanation PCI Parity Error detected on Freedm. It is not a problem if this error is the result of an on-line removal.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FREEDM-3-FREEDM_PCI_SERR: PCI SERR on FREEDM [dec] interrupt status reg: [hex]
```

Explanation PCI System Error detected on Freedm. It is not a problem if this error is the result of an on-line removal.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FREEDM-3-REG_READ_TIME_OUT: Busy Out Error of FREEDM [dec] [chars]
```

Explanation Trying to read FREEDM internal RAM, Busy bit is still set for more than 10 seconds.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

FRPAM Messages

The following are FRPAM messages.

Error Message

```
%FRPAM-3-FRPAM_DOWNLOADING: PAM [dec]/[dec] download is already in progress
```

Explanation Unavailable.

Recommended Action Unavailable.

Error Message

```
%FRPAM-3-FRPAM_DWNLD_FAILED: PAM [dec]/[dec] Firmware download failed for frag
[dec]
```

Explanation Unavailable.

Recommended Action Unavailable.

Error Message

```
%FRPAM-3-FRPAM_NOTUP: PAM in [dec]/[dec] is not UP
```

Explanation Unavailable.

Recommended Action Unavailable.

Error Message

```
%FRR_OCE-3-GENERAL: [chars]
```

Explanation Unavailable.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show tech-support command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FRR_OCE-3-INVALIDPAR: [chars]
```

Explanation Unavailable.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show tech-support command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FRR_OCE-3-NULLPOINTER: [chars]
```

Explanation Unavailable.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show tech-support command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FR_ADJ-3-ADD_MEMBER: Unable to add adjacency for vc-bundle [chars] member [dec]
```

Explanation An error occurred while adding an adjacency for a vc-bundle member.

Recommended Action Delete the vc-bundle and reconfigure on the same interface

Error Message

```
%FR_ADJ-3-ARRAY_FULL: Unable to setup adjacencies for vc-bundle [chars]
```

Explanation An error occurred while setting up vc-bundle adjacencies .

Recommended Action Try shutting down the sub interface on which the vc-bundle is configured. After a minute or so, verify that the adjacencies on the sub interface have been deleted. Reconfigure the vc-bundle.

Error Message

```
%FR_ADJ-3-ARRAY_INDEX_ERROR: Adjacency array index is incorrect for vc-bundle
[chars] member [dec]
```

Explanation An error occurred while setting up vc-bundle adjacencies .

Recommended Action Try shutting down the sub interface on which the vc-bundle is configured. After a minute or so, verify that the adjacencies on the sub interface have been deleted. Reconfigure the vc-bundle.

Error Message

```
%FR_EEK-5-FAILED: Interface [chars] - DLCI [dec]
```

Explanation The end-to-end keepalive protocol has failed for the indicated PVC. A failure occurs when the DLCI is ACTIVE and end-to-end keepalives are enabled but the number of errors due to timeouts or sequence number mismatches has reached the failure threshold. The DLCI is taken out of operation until the protocol recovers.

Recommended Action A persistent failure might indicate a mismatched end-to-end keepalive configuration at each end of the PVC. A transient failure might be due to a temporary loss of connectivity or heavy congestion in the network. This is a rate-limited log message so not all failures might be logged. The **show frame-relay end-to-end keepalive failures** command can be used to obtain further information on what PVCs have experienced failures.

Error Message

```
%FR_HA-3-ISSU: [chars]: [chars]
```

Explanation A Frame Relay ISSU error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FR_HA-3-SYNC: [chars]: code [dec]
```

Explanation An error occurred when synchronizinging Frame Relay state to the Standby Route Processor. This might affect Non-Stop Forwarding capability on Frame Relay interfaces during and after switchover until the state is recovered through normal protocol operation.

Recommended Action Reset the standby processor to attempt the synchronization again. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FR_LC_XDR-3-PULL_SEND_ERROR: Error occurred sending FR PVC stats to the RP: error
code [int]
```

Explanation An error occurred while updating the RP with FR PVC stats. Some of the FR PVC counters might be inaccurate.

Recommended Action Some FR PVC stats might be lost. This might be a temporary failure. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FR_LC_XDR-3-UNIT_SZ_TOO_BIG: Error occurred sending FR PVC stats to the RP:
[chars]: DLCI [dec]: unit sz [int]
```

Explanation An error occurred while updating the RP with FR PVC stats. Some of the FR PVC counters might be inaccurate.

Recommended Action Some FR PVC stats might be lost. This might be a temporary failure. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

FR_LMI Messages

The following are Frame Relay Local Management Interface messages.

Error Message

```
%FR_LMI-3-MSG_TOO_BIG: [chars] ([chars]) Status message too big, status of PVCs
with dlci values from [dec] will not be reported.
```

Explanation LMI STATUS message size is too big to fit into interface MTU.

Recommended Action LMI type - cisco - does not support segmentation of STATUS message; either increase the interface MTU or use LMI types - ansi or q933a.

FR_RP Messages

The following are Frame Relay RP messages.

Error Message

```
%FR_RP-3-IPC_STATS_INVALID_DLCI: Error processing IPC msg - msg type [chars]
```

Explanation An error occurred while an IPC statistics message was being processed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show tech-support command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FR_RP-3-IPC_STATS_INVALID_INTERFACE: Error processing IPC msg - msg type [chars]
```

Explanation An error occurred while an IPC statistics message was being processed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show tech-support command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FR_RP-3-IPC_STATS_INVALID_MSG: Error processing IPC msg - msg type [chars]
```

Explanation An error occurred while an IPC statistics message was being processed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show tech-support command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FR_RP-3-IPC_STATS_MISC: Error processing IPC msg - [chars]
```

Explanation An error occurred while an IPC statistics message was being processed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show tech-support command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at

http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FR_RP_STATS-3-CORRUPT_MSG: FR IPC stats msg is corrupted: buffer [hex]: length
[int]
```

Explanation An error occurred while processing a FR IPC stats message. Some of the FR PVC counters might be inaccurate.

Recommended Action This could be a temporary failure. But there could be a possibility that some of the FR PVC counters might not have updated correctly. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FR_RP_STATS-3-INVALID_STAT_UNIT: Error processing FR IPC stats msg: DLCI is out
of bounds
```

Explanation An error occurred while processing a FR IPC stats message. Some of the FR PVC counters might be inaccurate.

Recommended Action This could be a temporary failure that might or might not affect the accuracy of PVC stats. if this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FR_RP_STATS-3-INVALID_UNIT_COUNT: FR IPC stats msg is corrupted: unit count [int]
```

Explanation An error occurred while processing a FR IPC stats message. Some of the FR PVC counters might be inaccurate.

Recommended Action This could be a temporary failure. But there could be a possibility that some of the FR PVC counters might not have updated correctly. If this messages recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit

http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

FR_RP_XDR Messages

The following are Frame Relay RP XDR messages.

Error Message

```
%FR_RP_XDR-3-CLIENT_INIT_ERROR: FR XDR client initialization error: error code
[int]
```

Explanation An error occurred while registering the FR RP XDR client. Distributed packet forwarding over FR will not work.

Recommended Action This is a serious error. Without the FR XDR client, distributed packet forwarding over FR will not work. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FR_RP_XDR-3-INTERFACE_SETUP_ERROR: Unable to setup FR XDR for interface [chars]
```

Explanation An error occurred while setting up FR XDR for a FR interface. This will affect distributed packet forwarding over this interface.

Recommended Action This is a serious error. Without FR XDR support, distributed packet forwarding over the FR interface in question will not work. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

FR_VCB Messages

The following are Frame Relay VC bundle messages.

Error Message

```
%FR_VCB-3-ADJ_SRC_ERROR: Error sourcing adjacency - vc-bundle [chars] dlci [dec]
```

Explanation An error occurred while setting up the adjacency for a member PVC.

Recommended Action Reconfigure the vc-bundle. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FR_VCB-3-BUMPING: Bumping error - vcb [chars] - [chars]
```

Explanation An error occurred while bumping traffic in a vc-bundle.

Recommended Action As a workaround, reconfigure the vc-bundle to avoid bumping.

Error Message

```
%FR_VCB-3-CONFIG: Configuration error - vcb [chars] - [chars]
```

Explanation An error occurred while interpreting vc-bundle configuration.

Recommended Action Try reconfiguring the vc-bundle.

Error Message

```
%FR_VCB-3-FIBSW_MISSING_TABLE_ENTRY: FIB switching error - vc-bundle [chars]
```

Explanation An error occurred while FIB switching packet(s) across vc-bundle.

Recommended Action As a workaround, delete the vc-bundle and employ a PVC to substitute for the vc-bundle.

Error Message

```
%FR_VCB-3-PROCESS_SWITCHING: Switching error - vcb [chars] - [chars]
```

Explanation An error occurred while switching packet(s) across vc-bundle.

Recommended Action As a workaround, delete the vc-bundle and employ a PVC to substitute for the vc-bundle.

Error Message

```
%FR_VCB-5-UPDOWN: FR VC-Bundle [chars] changed state to [chars]
```

Explanation The state of a frame-relay vc-bundle changed to up/down.

Recommended Action Notification message only. No action is required.

Error Message

```
%FR_VIP-3-INCONSISTENT: Invalid state on VIP: DLCI [dec]: Slot [dec]: Error code
[dec]
```

Explanation An error occurred while the Frame Relay state of the VIP was being processed.

Recommended Action Enter the **shutdown** and **no shutdown** commands to disable and enable the Frame Relay-encapsulated interface for the VIP in the specified slot.

Error Message

```
%FR_VIP-3-MISSING_STATE: Missing state on VIP: DLCI [dec]: Slot [dec]
```

Explanation An error occurred while an IPC statistics unit was being prepared.

Recommended Action Enter the **shutdown** and **no shutdown** commands to disable and enable the Frame Relay-encapsulated interface for the specified slot.

Error Message

```
%FR_VIP-3-SWITCHING: [chars] DLCI [dec]: [chars]
```

Explanation An error was detected while a packet was being switched a packet on the VIP.

Recommended Action Enter the **shutdown** and **no shutdown** commands on the interface, or unconfigure and then reconfigure the interface, to attempt to fix the problem. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FR_VIP-5-FLUSH: Flushing frame relay state
```

Explanation The Frame Relay state of the VIP card is being cleared.

Recommended Action No action is required.

FS Messages

Error Message

```
%FS_IPHC-2-LC_IPHC_SETUP_FAIL: Failed to initialise or allocate memory for IP
Compression database.
```

Explanation The IP compression main database could not be created because of a lack of memory resources. The line card cannot allocate memory for an IP compression database.

Recommended Action If possible, add more memory to the VIP. Obtain more free memory on the VIP by reducing the features that are used or buffer allocations. Enter the ip rtp compression-connections command in interface configuration mode to reduce the number of contexts configured on all interfaces on the affected line card.

Error Message

```
%FS_IPHC-2-LC_PROC_INIT: Line Card Failed to initialise distributed IP Hdr Comp
Process
```

Explanation The IP compression process could not be created on the line card. A possible reason for the process to fail to start is a lack of resources.

Recommended Action Check memory allocation on the line card and either upgrade line card memory or reduce the number of features in its interface configurations.

Error Message

```
%FS_IPHC-2-RP_NOLCINFO: Unable to malloc state table for Line Card
```

Explanation An internal data structure is missing because of a lack of memory resources. The route processor is dangerously low on memory resources.

Recommended Action Free up memory by removing any unwanted feature configurations, or upgrade the memory on the system route processor.

Error Message

```
%FS_IPHC-3-LC_INVALID_MSG: Received IPC message of unknown type
```

Explanation The IP compression application on the line card has received an unknown message from the route processor.

Recommended Action If this message occurs regularly, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FS_IPHC-3-MSG_TOO_LARGE: Received IPC message to large to handle
```

Explanation IP compression has received an IPC message of a size that was larger than the expected size.

Recommended Action If this message occurs regularly, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FS_IPHC-4-IPC_NO_CHUNK: IPC Chunk pool empty, slot [dec] VIP junked RSP msg
```

Explanation The private memory pool of IP compression for IPC messages has been exhausted.

Recommended Action If this message occurs regularly, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FS_IPHC-4-LC_IPCSENDFAIL: LC unable to send IPHC msg to RP
```

Explanation The IP compression main database could not be created because of a lack of memory resources. The line card cannot allocate memory for an IP compression database.

Recommended Action If possible, add more memory to the VIP. Obtain more free memory on the VIP by reducing the features that require buffer allocations. Enter the ip rtp compression-connections command in interface configuration mode to reduce the number of contexts configured on all interfaces on the affected line card.

Error Message

```
%FS_IPHC-4-LC_NOIPCBUFFER: Unable to malloc IPC msg buffer ([int]) on line card
```

Explanation The line card was unable to send IPHC information to the route processor because of a lack of memory in its private memory pool.

Recommended Action If this message occurs regularly, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FS_IPHC-4-RP_IPCSENDFAIL: RP unable to send IPHC msg to Line Card
```

Explanation A route processor was unable to send an IP header compression configuration message to a line card interface.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the debug ip rtp head and debug ip tcp head commands for the period during which this message appeared. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FS_IPHC-4-RP_NOIPCBUFFER: Unable to malloc IPC msg buffer ([int]) on RP
```

Explanation Route Processor unable to send IPHC information to Line Card due to lack of memory in it's private memory pool.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

FTSP Messages

Error Message

```
%FTSP-2-INTERNAL_ERROR: Internal software error. [chars]
```

Explanation An internal software error occurred.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FTSP-4-FMAIL_FAILED_AUTHENTICATION: Authentication for  [chars]
([IP_address]:[dec]) not found.
```

Explanation The CBAC code was searching its database for information for a particular inspection session, but this information was not found.

Recommended Action If this message recurs, copy it down exactly as it appears and contact your technical support representative for assistance.

FW Messages

Error Message

```
%FW-3-RESPONDER_WND_SCALE_INI_NO_SCALE: Dropping packet - Invalid Window Scale
option for session [IP_address]:[dec] to [IP_address]:[dec] (Initiator scale [int]
Responder scale [int])
```

Explanation The firewall detected the packet from Responder to Initiator has windows scaling option but did not have the scaling option in the SYN packet from Initiator to responder. This is an error according to RFC 1323 .

Recommended Action Turn on window scaling option on both Initiator and Responder,or Turn off window scaling on the Responder.

Error Message

```
%FW-3-SMTP_INVALID_COMMAND: [chars]Invalid SMTP command ([chars])(total [dec]
chars) from initiator ([IP_address]:[dec])
```

Explanation The CBAC code detected an invalid SMTP command in the inspected SMTP connection. This message indicates that a suspicious violation was detetected that may be an attack to the mail server system. The command is rejected and the connection is reset by the firewall immediately.

Recommended Action This message is for informational purposes only, but may indicate a security problem.

Error Message

```
%FW-3-SMTP_UNSUPPORTED_PARAMETER: [chars]Unsupported SMTP parameter ([chars])
from initiator ([IP_address]:[dec])
```

Explanation The CBAC code detected an invalid/unsupported parameter in an SMTP command. The parameter ''data size'' means that the initiator is trying to send a huge data which is more than the default or configured firewall threshold (max-data). The parameter ''@ or # to ETRN'' means that the initiator is trying to send an invalid ETRN command.

Recommended Action This message is for informational purposes only, but may indicate a security problem.

Error Message

```
%FW-3-TIMER_WHEEL_INIT_FAILED: Timer Wheel initialization failed
```

Explanation This message indicates that the Timer Wheel initialization is failed in the FW subsystem.

Recommended Action This message indicates a series problem with IOS Firewall. On seeing this error message, copy the message exactly as it appears, and report it to your technical support representative.

Error Message

```
%FW-4-ALERT_OFF: [chars][chars], count ([dec]/[dec]) current 1-min rate: [dec]
```

Explanation Either the number of half-open connections or the new connection initiation rate has gone below the max-incomplete low threshold. This message indicates that the rate of incoming new connections has slowed down and is issued only when the max-incomplete low threshold is crossed.

Recommended Action This message is for informational purposed only, but may indicate that an attack has stopped.

Error Message

```
%FW-4-ALERT_ON: [chars][chars], count ([dec]/[dec]) current 1-min rate: [dec]
```

Explanation Either the max-incomplete high threshold of half-open connections or the new connection initiation rate has been exceeded. This error message indicates that an unusually high rate of new connections is coming through the firewall, and a DOS attack may be in progress. This message is issued only when the max-incomplete high threshold is crossed.

Recommended Action This message is for informational purposed only, but may indicate a security problem.

Error Message

```
%FW-4-HOST_TCP_ALERT_ON: [chars]Max tcp half-open connections ([dec]) exceeded
for host [IP_address].
```

Explanation The max-incomplete host limit of half-open TCP connections has been exceeded. This message indicates that a high number of half-open connections is coming to the protected server, and may indicate that a SYN flood attack is in progress and is targeted to the specified server host.

Recommended Action This message is for informational purposes only, but may indicate that a SYN flood attack was attempted. If this alert is issued frequently and identified to be mostly false alarms, then the max-incomplete host threshold value is probably set too low, and there is a lot of legitimate traffic coming in to that server. In this case, the max-incomplete host parameter should be set to a higher number to avoid false alarms.

Error Message

```
%FW-4-RESPONDER_ZERO_WND_SCALE_FACTOR_INI_NO_SCALE: Accepting packet -Window
Scale option for session [IP_address]:[dec] to [IP_address]:[dec] [Initiator(flag
[int],factor [int]) Responder (flag [int], factor [int])] Responder sent (1,0)
which means no scaling and is equivalent to (0,0)
```

Explanation The firewall has detected that the packet from Responder to Initiator has windows scaling option, but did not have the scaling option in the SYN packet from Initiator to responder. Responder sent flag 1 but factor 0, accepting packet because factor was 0, which means no scaling.

Recommended Action Turn on the window scaling option on both Initiator and Responder, or turn off window scaling on the Responder.

Error Message

```
%FW-4-SESSIONS_MAXIMUM: Number of sessions for the firewall policy on [chars]
exceeds the configured sessions maximum value [dec]
```

Explanation The number of established CBAC sessions has exceeded the configured sessions maximum limit.

Recommended Action This message is for informational purpose only, but may indicate a security problem. This might also mean that the sessions maximum is set to a low value, in which case the sessions maximum value could be increased by entering the paramter-map type inspect command.

Error Message

```
%FW-4-SESSION_THRESHOLD_EXCEEDED: [chars]Number of sessions for the firewall rule
'[chars]' applied on interface '[chars]' exceeds the configured threshold [dec]
```

Explanation This message indicates that the number of established CBAC sessions have crossed the configured threshold.

Recommended Action This message is for informational purpose only, but may indicate a security problem. This might also mean that the session threshold is set to a low value, in which case the threshold value could be increased through CLI command.

Error Message

```
%FW-4-SKINNY_INSPECTION_DISABLED: Skinny Inspection Disabled; Error = [chars]
```

Explanation Skinny inspection is disabled due to internal errors and hence firewall will not inspect any Skinny protocol traffic. This will be caused when firewall does not have enough memory to allocate initial skinny data-structures.

Recommended Action Verify the memory usage to see if any process has used large amounts of memory and see if any corrective action can be taken for it. Otherwise, upgrade the memory. In any case, the firewall/router needs to be restarted to enable Skinny inspection.

Error Message

```
%FW-4-TCP_MAJORDOMO_EXEC_BUG: [chars]Majordomo Execute Attack - from [IP_address]
to [IP_address]
```

Explanation A bug in the Majordomo program will allow remote users to execute arbitrary commands at the privilege level of the server.

Recommended Action For security reasons users should not be allowed to execute programs via e-mail servers. This is a very serious indication that your network may be under attack and the source should be shunned immediately.

Error Message

```
%FW-4-TCP_OoO_SEG: [chars]
```

Explanation TCP Out of Order packet processing queue related messages.

Recommended Action Increase the size of Out of Order packet processing queue size.

Error Message

```
%FW-4-TCP_SENDMAIL_BAD_FROM_SIG: [chars]Sendmail Invalid Sender - from
[IP_address] to [IP_address]
```

Explanation Triggers on any mail message with a ''pipe'' (|) symbol in the ''From:'' field.

Recommended Action For security reasons users should not be allowed to execute programs via e-mail servers. This is a very serious indication that your network may be under attack and the source should be shunned immediately.

Error Message

```
%FW-4-TCP_SENDMAIL_BAD_TO_SIG: [chars]Sendmail Invalid Recipient - from
[IP_address] to [IP_address]
```

Explanation Triggers on any mail message with a ’ ’pipe’’ (|) symbol in the recipient field.

Recommended Action For security reasons users should not be allowed to execute programs via e-mail servers. This is a very serious indication that your network may be under attack and the source should be shunned immediately.

Error Message

```
%FW-4-TCP_SENDMAIL_DECODE: [chars]Sendmail Decode Alias - from [IP_address] to
[IP_address]
```

Explanation Triggers on any mail message with ’’: decode@’’ in the header. The decode alias is used to uudecode files and is primarily implemented as a convenience for system administration.

Recommended Action For security reasons users should not be allowed to execute programs via e-mail servers. This is a very serious indication that your network may be under attack and the source should be shunned immediately.

Error Message

```
%FW-4-TCP_SENDMAIL_INVALID_COMMAND: [chars]Invalid SMTP command - [IP_address] to
[IP_address]
```

Explanation Triggers on an invalid SMTP command in the SMTP connection. This message indicates that a suspicious violation was detetected that may be an attack to the mail server system.

Recommended Action This is unusual traffic and may warrant investigation.

Error Message

```
%FW-4-TCP_SENDMAIL_OLD_SIG: [atalk_net]rchaic Sendmail Attacks - from
[IP_address] to [IP_address]
```

Explanation Triggers when wiz or debug commands are sent to the SMTP port.

Recommended Action For security reasons users should not be allowed to execute programs via e-mail servers. This is a very serious indication that your network may be under attack and the source should be shunned immediately.

Error Message

```
%FW-4-UNBLOCK_HOST: [chars]New TCP connections to host [IP_address] no longer
blocked
```

Explanation New TCP connection attempts to the specified host are no longer blocked. This message indicates that the blocking of new TCP attempts to the specified host has been lifted.

Recommended Action This message is for informational purposed only, but may indicate a SYN flood attack was attempted to the host.

Error Message

```
%FW-5-EMAIL_DROP_FRAGMENT: [chars]Dropping [chars] command fragment from
initiator ([IP_address]:[dec])
```

Explanation The CBAC code detected a pipelined POP3/IMAP command fragment, in the inspected POP3 connection. This message indicates that a suspicious violation was detetected that may be an attack to the mail server system. The fragment is dropped by the firewall immediately.

Recommended Action This message is for informational purposes only, but may indicate a security problem.

Error Message

```
%FW-5-IMAP_COMMAND_PENDING: [chars]Command pending from initiator
([IP_address]:[dec]): [chars]
```

Explanation The Firewall detected a new command from initiator while a previous command is pending. The new command is rejected and the packet is dropped.

Recommended Action This message is for informational purposes only, but may indicate a security problem.

Error Message

```
%FW-5-IMAP_INVALID_COMMAND: [chars]Invalid IMAP command from initiator
([IP_address]:[dec]): [chars]
```

Explanation The CBAC code detected an invalid IMAP command in the inspected IMAP connection. This message indicates that a suspicious violation was detetected that may be an attack to the mail server system. The command is rejected and the connection is reset by the firewall immediately.

Recommended Action This message is for informational purposes only, but may indicate a security problem.

Error Message

```
%FW-5-IMAP_NON_SECURE_LOGIN: [chars]LOGON IMAP command from initiator
([IP_address]:[dec]): [chars]
```

Explanation The CBAC code detected a cleartext logon attempt in the inspected IMAP connection while secure-login is configured. The command is rejected and the connection is reset by the firewall immediately.

Recommended Action This message is for informational purposes only, but may indicate a security problem.

Error Message

```
%FW-5-POP3_COMMAND_PENDING: [chars]Command pending from initiator
([IP_address]:[dec]): [chars]
```

Explanation The Firewall detected a new command from initiator while a previous command is pending. The new command is rejected and the packet is dropped.

Recommended Action This message is for informational purposes only, but may indicate a security problem.

Error Message

```
%FW-5-POP3_INVALID_COMMAND: [chars]Invalid POP3 command from initiator
([IP_address]:[dec]): [chars]
```

Explanation The CBAC code detected an invalid POP3 command in the inspected POP3 connection. This message indicates that a suspicious violation was detetected that may be an attack to the mail server system. The command is rejected and the connection is reset by the firewall immediately.

Recommended Action This message is for informational purposes only, but may indicate a security problem.

Error Message

```
%FW-5-POP3_NON_SECURE_LOGIN: [chars]LOGON POP3 command from initiator
([IP_address]:[dec]): [chars]
```

Explanation The CBAC code detected a cleartext logon attempt in the inspected POP3 connection while secure-login is configured. The command is rejected and the connection is reset by the firewall immediately.

Recommended Action This message is for informational purposes only, but may indicate a security problem.

Error Message

```
%FW-6-DROP_ICMP_PKT: Dropping ICMP pkt [IP_address] = [IP_address] with ip ident
[int] due to [chars]
```

Explanation ICMP Packet dropped by firewall inspection.

Recommended Action This message is for informational purposes only. It may be used to verify that ICMP packets were dropped by the firewall.

Error Message

```
%FW-6-DROP_PKT: Dropping [chars] pkt [IP_address]:[int] = [IP_address]:[int]
```

Explanation Packet dropped by firewall inspection.

Recommended Action This message is for informational purposes only. It may be used to verify that packets were dropped by the firewall.

Error Message

```
%FW-6-DROP_TCP_PKT: Dropping [chars] pkt [IP_address]:[int] = [IP_address]:[int]
[chars] [chars] -- ip ident [int] tcpflags [hex] seq.no [int] ack [int]
```

Explanation TCP Packet dropped by firewall inspection.

Recommended Action This message is for informational purposes only. It may be used to verify that TCP packets were dropped by the firewall.

Error Message

```
%FW-6-DROP_UDP_PKT: Dropping [chars] pkt [IP_address]:[int] = [IP_address]:[int]
with ip ident [int] [chars] [chars]
```

Explanation UDP Packet dropped by firewall inspection.

Recommended Action This message is for informational purposes only. It may be used to verify that UDP packets were dropped by the firewall.

Error Message

```
%FW-6-INIT: Firewall inspection startup completed; beginning operation.
```

Explanation The firewall inspection is configured on at least one interface in the startup configuration.

Recommended Action This message is for informational purposes only. It may be used to verify whether firewall inspection is on at startup.

Error Message

```
%FW-6-PRE_ALLOCATED_MEDIA_CHANNEL: [chars]Pre-Allocated [chars] channel from
[IP_address][[dec]:[dec]] to [IP_address][[dec]:[dec]]
```

Explanation CBAC inspection has pre-allocated data-structures and created ACEs to allow the data/media traffic to flow through the Firewall.

Recommended Action This message is for informational purposes only. It may be used to verify whether data/media sessions are being created.

Error Message

```
%FW-6-SESS_AUDIT_TRAIL: [chars]Stop [chars] session: initiator
([IP_address]:[dec]) sent [int] bytes -- responder ([IP_address]:[dec]) sent [int]
bytes
```

Explanation This message documents the per-session transaction log of network activities. The message is issued at the end of each inspected session and it records the source/destination addresses and ports, as well as the number of bytes transmitted by the client and server.

Recommended Action This message is for informational purposed only, and can be used to collect the basic accounting for the inspected sessions.

Error Message

```
%FW-6-SESS_AUDIT_TRAIL_CHANGE: [chars]Change to [chars] session: initiator
([IP_address]:[dec]) sent [int] bytes -- responder ([IP_address]:[dec]) sent [int]
bytes
```

Explanation This message documents the change in protocol for an inspection session. The message is issued when a different protocol is detected in the session after the session has started. It displays the source and destination addresses and ports and bytes transferred.

Recommended Action Informational message only, indicates that a protocol is using a port for which it is not registered. It can be used to collect the basic accounting for the inspected sessions.

Error Message

```
%FW-6-SESS_AUDIT_TRAIL_START: [chars]Start [chars] session: initiator
([IP_address]:[dec]) -- responder ([IP_address]:[dec])
```

Explanation This message documents the opening of an inspection session. The message is issued at the start of each inspected session and it records the source/destination addresses and ports.

Recommended Action This message is for informational purposed only, and can be used to collect the basic accounting for inspected sessions.

Error Message

```
%FW-6-SKINNY_PHONE_REGISTERED: Skinny VoIP phone[[IP_address]:[dec]] has
registered with Call Manager/Call Manager Express[[IP_address]:[dec]]
```

Explanation Skinny phone has registred with the CM/CME

Recommended Action Informational message only.

Error Message

```
%FW_HA-3-CF_REG_FAILED: Firewall High availability registration to CF failed
```

Explanation Firewall High Availability could not register as a Checkpoint Facility client

Recommended Action Firewall HA subsys registration as Checkpoint Facility client failed, verify if this image is capable of doing Box-Box redundancy. Collect the image version information and report the probelm to Cisco Technical assistance centre

Error Message

```
%FW_HA-3-RF_REG_FAILED: Firewall High availability registration to RF failed
```

Explanation The firewall High Availability could not register as a Redundancy Facility client.

Recommended Action Firewall HA subsys registration as Redundancy Facility client failed, verify if this image is capable of doing Box-Box redundancy. Collect the image version information and report the probelm to Cisco Technical assistance centre.

Error Message

```
%FW_HA-3-SUBSYS_INIT_FAILED: Firewall High availability subsystem initialization
failed
```

Explanation Firewall High Availability subsystem initialization failed.

Recommended Action Firewall HA subsystem initialization failed under unsual circumstances Check the available memory and CPU utilization on the router and verify that it satisfies the requirements for the feature If the requirement are satisfied collect the output of show tac and report it to Cisco Technical assistance centre.

Error Message

```
%FW_HA-3-TW_INIT_FAILED: Firewall High availability update timer initialization
failed
```

Explanation The firewall High Availability update timer initialization failed.

Recommended Action The firewall HA update timer initialization failed under unsual circumstances Check the available memory and CPU utilization on the router and verify that it satisfies the requirements for the feature If the requirement are satisfied collect the output of show tac and report it to Cisco Technical assistance centre.

Error Message

```
%FW_HA-6-AUDIT_TRAIL_STDBY_START: [chars]Start [chars] standby session: initiator
([IP_address]:[dec]) -- responder ([IP_address]:[dec])
```

Explanation This message documents the opening of an inspection session on standby router. The message is issued at the start of each inspected session and it records the source/destination addresses and ports.

Recommended Action This message is for informational purposed only, and can be used to collect the basic accounting for inspected sessions.

Error Message

```
%FW_HA-6-AUDIT_TRAIL_STDBY_STOP: [chars]Stop [chars] standby session: initiator
([IP_address]:[dec]) -- responder ([IP_address]:[dec])
```

Explanation This message documents the deletion of an inspection session on standby router. The message is issued at the end of each inspected session and it records the source/destination addresses and ports.

Recommended Action This message is for informational purposed only, and can be used to collect the basic accounting for inspected sessions.

Error Message

```
%FW_HA-6-AUDIT_TRAIL_STDBY_TO_ACT: Sessions matching HSRP group [chars] are being
transitioned from Standby to Active state
```

Explanation This message documents sessions on standby router that match this hsrp group name are changed to active. The message is issued when the standby router becomes active

Recommended Action This message is for informational purposed only, and can be used to collect the basic accounting for inspected sessions.

Error Message

```
%FW_HA-6-CONFIG_MISMATCH: Firewall High availability - Inspect HA config mismatch
between active and standby. act:inspect rule [chars], hsrp_grp [chars];
stdby:inspect rule [chars] hsrp_grp [chars]
```

Explanation Firewall High Availability configuration of inspect rule or hsrp group name does not match between the Active and Standby devices

Recommended Action Firewall High Availability configuration between the Active and Standby devices are not automatically synched. Check to see if the configuration of the Active and Standby are in synch. Check the configuration guidelines for all areas that should match.

Error Message

```
%FW_HA-6-NO_CONFIG: Firewall High availability - No HA configuration on the
standby
```

Explanation Firewall High Availability on the standby box received messages from the active box when there is no Firewall HA configuration on the standby.

Recommended Action Configure Firewall High Availability on the standby.

Error Message

```
%FW_HA-6-NO_HSRP_GNAME_ON_STDBY: Firewall High availability - Inpsect redundancy
group is not configured on standby for interface [chars] dir in/out
```

Explanation NO hsrp group name on standby is configured on same interface and inspect dir configured on active

Recommended Action Please check firewall configuration on standby and make sure it is same with active's configuration

Error Message

```
%FW_HA-6-NO_INSPECT_RULE_ON_STDBY: Firewall High availability - inspect rule is
not configured on standby for interface [chars] dir in/out
```

Explanation No inspect rule on standby is configured on same interface and inspect dir configured on active

Recommended Action Check firewall configuration on standby and make sure it should be same with active's configuration.

Error Message

```
%FW_HA-6-PROT_MISMATCH: Firewall High availability - L4/L7 protocol mismatch
between active and standby
```

Explanation The firewall High availability configuration related with L4/L7 protocol mismatch between active and standby

Recommended Action Please check firewall configuration on standby and make sure it is same with active's configuration

Error Message

```
%FW_TRM-3-SUB_EXPIRED: Subscription for '[chars]' has Expired. Expiration Date
[chars]
```

Explanation The Subsciption for the package specified in the message has expired and the security functionality provided by that package is either stopped or severely inhibited. The subscription needs to be renewed for this functionality to be restored properly on the device.

Recommended Action The subscription for the specified package should be renewed as soon as possible to restore the functionality on the device.

Error Message

```
%FW_TRM-3-TRPS_ERROR: TRPS indicated [chars] Error. All Subscriptions will be
disabled
```

Explanation The Subsciption Server (TRPS) returned the specified error and all the subscriptions will be disabled.

Recommended Action Remedy the specified failure by updating the TRPS.

Error Message

```
%FW_TRM-4-SUB_GRACE_PERIOD: Subscription for '[chars]' is in Grace Period.
Expiration Date [chars]
```

Explanation The Subsciption for the package specified in the message has expired and is currently in grace period. If the subscription is not renewed immediately the specified package will get disabled on the device.

Recommended Action Informational message only. The subscription for the specified package should be renewed as soon as possible. Otherwise, the router may not be able to provide the necessary security functions.

Error Message

```
%FW_TRM-5-SUB_ACTIVE: Subscription for '[chars]' is currently Active
```

Explanation The Subsciption for the package specified in the message is currently active.

Recommended Action Informational message only and simply notifies that the subscription for the specified package is active. No action is required.

Error Message

```
%FW_TRM-5-SUB_PRE_EXPIRATION: Subscription for '[chars]' is to expire in [chars].
Expiration Date [chars]
```

Explanation The Subsciption for the package specified in the message will expire after the number of days specified. If the subscription is not renewed the functionality provided by the specified package will either stop or severely restricted after the expiration.

Recommended Action Informational message only. The subscription for the specified package should be renewed as soon as possible. Otherwise, the router may not be able to provide the necessary security functions after the expiration.

FX Messages

Error Message

```
%FX1000-1-BAD_STRUCT: Could not initialize structure
```

Explanation The driver failed to initialize a structure

Recommended Action Software bug - open a case with Development Engineering. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FX1000-1-DISCOVER: Only found %d interfaces on bay %d, shutting down bay
```

Recommended Action .

Error Message

```
%FX1000-1-INITFAIL: FX1000(%d/%d), initialization failed, bad base address(0x%x)
```

Recommended Action .

Error Message

```
%FX1000-1-INITFAIL_NOMEM: %s, initialization failed, no buffer memory
```

Explanation The GigabitEthernet port initialization failed due to insufficient memory

Recommended Action Upgrade the GigabitEthernet Interface Processor with larger memory model. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FX1000-2-NOISL: Interface %s does not support ISL
```

Error Message

```
%FX1000-3-ERRINT: %s, error interrupt, csr_STATUS=%#x
```

Explanation The GigabitEthernet controller has signalled an error condition.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%FX1000-3-NOTFX1000: PA bay %u, device number %u: unknown device (%#x)
```

Explanation Somehow the GE PA does not contain a Gigabit controller chip

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%FX1000-3-RXFIFO: FX1000(%d/%d), receive FIFO overflow %FX1000-3-TOOBIG: %s,
packet too big (%d), src %e, dst %e
```

Explanation The interface detects a packet larger than what is defined by mtu

Recommended Action Check the other station's MTU setting No action is required.

Error Message

```
%FX1000-3-SEQUENCE_ERR: [chars], error interrupt, csr_STATUS=%[hex]
```

Explanation The Gigabit Ethernet controller has signaled a sequence error condition. The proper sequence of symbols is as follows: idle, start-of-frame (SOF), data, pad (optional), end-of-frame (EOF), fill (optional), idle.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%FX1000-3-TOOBIG: FX1000(%d/%d), packet too big (%d), from %e
```

Explanation The interface detects a packet larger than what is defined by mtu

Recommended Action Check the other station's MTU setting

Error Message

```
%FX1000-3-UNDERFLO: FX1000(%d/%d), transmit FIFO underflow
```

Recommended Action .

Error Message

```
%FX1000-5-COLL: FX1000(%d/%d), excessive collisions
```

Recommended Action .

Error Message

```
%FX1000-5-LATECOLL: FX1000(%d/%d), late collision error
```

Recommended Action .

Error Message

```
%FX1000-5-LOSTCARR: %s cable/transceiver problem?
```

Explanation The GigabitEthernet port detects link failure, meaning that it is no longer receiving signals from the LAN. This can be caused by disconnected GigabitEthernet cabling, a transceiver (GBIC)failure, or the remote end has shutdown.

Recommended Action Check your GigabitEthernet wiring and port adapter. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. .

Error Message

```
%FX1000-5-NOCARR: FX1000(%d/%d), no carrier
```

Recommended Action .

Error Message

```
%FX1000-5-WATCHDOG: FX1000(%d/%d), enormous packet received
```

Recommended Action .

GBIC Messages

Error Message

```
%GBIC-4-CHECK_SUM_FAILED: GBIC EEPROM data check sum failed for GBIC interface
[chars]
```

Explanation The GBIC was identified as a Cisco GBIC, but the system was unable to read the vendor data information to verify its correctness.

Recommended Action Remove and reinsert the GBIC. If the GBIC fails again in the same way, it might be defective.

Error Message

```
%GBIC-4-NOREAD_VNAME: Unable to read vendor name for GBIC interface [chars]
```

Explanation The GBIC was identified as a Cisco GBIC, but the system was unable to read the name of the GBIC vendor.

Recommended Action Remove and reinsert the GBIC. If the GBIC fails again in the same way, it may be defective.

Error Message

```
%GBIC-4-NOREAD_VSDATA: Unable to read vendor-specific data for GBIC interface
[chars]
```

Explanation The GBIC was identified as a Cisco GBIC, but the system was unable to read identifying vendor-specific information to verify its authenticity.

Recommended Action Remove and reinsert the GBIC. If the GBIC fails again in the same way, it may be defective.

Error Message

```
%GBIC-4-NOREAD_VSERNUM: Unable to read serial number for GBIC interface [chars]
```

Explanation The GBIC was identified as a Cisco GBIC, but the system was unable to read the serial number of the GBIC.

Recommended Action Remove and reinsert the GBIC. If the GBIC fails again in the same way, it may be defective.

Error Message

```
%GBIC-4-UNRECOGNIZED_EXTTYPE: GBIC interface [chars] has unrecognized extended
type
```

Explanation The GBIC was identified as a Cisco GBIC, but the system does not recognize its reported extended type code.

Recommended Action Check the list of supported GBICs for this version of the system software. An upgrade may be required for newer GBICs. Even if it is unrecognized, the GBIC may still operate properly, perhaps with limited functionality.

Error Message

```
%GBIC-4-XCVR_INTERR: Internal error occurred in setup for GBIC interface [chars]
```

Explanation The system could not allocate resources or had some other problem in the setup for the specified GBIC interface.

Recommended Action Reload the system. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. .

Error Message

```
%GBIC-6-SERDES_MODULE_UNKNOWN: Unrecognizable GBIC found in [chars] (module mask
[hex])
```

Explanation The GBIC presented data to the system that did not correctly identify the type of the GBIC. The GBIC will be treated by the system as a generic GBIC.

Recommended Action If the GBIC fails to become operational, carefully reinsert it in the slot. If it continues to fail after reinsertion, the GBIC may be defective or incompatible with the switch.

Error Message

```
%GBIC-6-SERDES_SERIAL_INV_DATA: Unrecognizable GBIC found in [chars] (serial data
[hex])
```

Explanation The GBIC presented data to the system that did not correctly identify the type of the GBIC. The GBIC will be treated by the system as a generic GBIC.

Recommended Action If the GBIC fails to become operational, carefully reinsert it in the slot. If it continues to fail after reinsertion, the GBIC may be defective or incompatible with the switch.

Error Message

```
%GBIC_1000BASET-6-GBIC_1000BASET_DEFAULT_CONFIG: 1000-BaseT GBIC module is
detected in [chars]. Speed and duplex will be autonegotiated
```

Explanation 1000BASE-T GBIC modules only support autonegotiation on speed and duplex. Speed and duplex will be autonegotiated.

Recommended Action No action is required.

Error Message

```
%GBIC_1000BASET-6-GBIC_1000BASET_NO_CONFIG_DUPLEX: Configuration ignored.
1000-BaseT GBIC modules only support autonegotiation on duplex.
```

Explanation 1000BASE-T GBIC modules only support autonegotiation on duplex.

Recommended Action No action is required.

Error Message

```
%GBIC_1000BASET-6-GBIC_1000BASET_NO_CONFIG_NEGOTIATE: Configuration ignored.
1000-BaseT GBIC modules only support autonegotiation.
```

Explanation 1000BASE-T GBIC modules only support autonegotiation.

Recommended Action No action is required.

Error Message

```
%GBIC_1000BASET-6-GBIC_1000BASET_NO_CONFIG_SPEED: Configuration ignored.
1000-BaseT GBIC modules only support autonegotiation on speed.
```

Explanation 1000BASE-T GBIC modules only support autonegotiation on speed.

Recommended Action No action is required.

Error Message

```
%GBIC_SECURITY-4-EEPROM_CRC_ERR: EEPROM checksum error for GBIC in [chars]
```

Explanation The GBIC in the port specified in the error message contains invalid EEPROM data.

Recommended Action Remove the GBIC from the specified port.

Error Message

```
%GBIC_SECURITY-4-EEPROM_READ_ERR: Error in reading GBIC serial ID in [chars]
```

Explanation An error occurred while the GBIC type was being read from EEPROM.

Recommended Action Remove the GBIC from the specified port.

Error Message

```
%GBIC_SECURITY-4-EEPROM_SECURITY_ERR: GBIC in [chars] failed security check
```

Explanation The GBIC in the port specified in the error message has invalid EEPROM data.

Recommended Action Remove the GBIC from the specified port.

Error Message

```
%GBIC_SECURITY-4-GBIC_INTERR: Internal error occurred in setup for GBIC interface
[chars]
```

Explanation The system could not allocate resources or had some other problem in the setup for the specified GBIC interface.

Recommended Action Reload the system. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GBIC_SECURITY-6-SFP_INSERTED: Transceiver SFP %s module inserted in %s
```

Explanation The online insertion and removal (OIR) facility detected a newly inserted transceiver module for the interface specified in the message.

Recommended Action No action is required.

Error Message

```
%GBIC_SECURITY-6-SFP_REMOVED: Transceiver SFP %s module removed from %s
```

Explanation The online insertion and removal (OIR) facility detected removal of a transceiver module from the interface specified in the message.

Recommended Action No action is required.

Error Message

```
%GBIC_SECURITY_CRYPT-4-ID_MISMATCH: Identification check failed for GBIC in port
[dec]
```

Explanation The GBIC was identified as a Cisco GBIC, but the system was unable to verify its identity.

Recommended Action Check to see if the Cisco IOS software running on the system supports the GBIC. If the GBIC is newer, a system software upgrade might be required. Otherwise, verify that the GBIC was obtained from Cisco or from a supported vendor.

Error Message

```
%GBIC_SECURITY_CRYPT-4-UNRECOGNIZED_VENDOR: GBIC in port [dec] manufactured by an
unrecognized vendor
```

Explanation The GBIC was identified as a Cisco GBIC, but the system was unable to match its manufacturer with one on the known list of Cisco GBIC vendors.

Recommended Action Check to see if the Cisco IOS software running on the system supports the GBIC. If the GBIC is newer, a system software upgrade might be required.

Error Message

```
%GBIC_SECURITY_CRYPT-4-VN_DATA_CRC_ERROR: GBIC in port [dec] has bad crc
```

Explanation The GBIC was identified as a Cisco GBIC, but it does not have a valid CRC in the EEPROM data.

Recommended Action Check to see if the Cisco IOS software running on the system supports the GBIC. If the GBIC is newer, a system software upgrade might be required. Even if the GBIC is unrecognized by the system, the GBIC may still operate properly, but might have limited functionality.

Error Message

```
%GBIC_SECURITY_UNIQUE-3-DUPLICATE_GBIC: GBIC interface [dec]/[dec] is a duplicate
of GBIC interface [dec]/[dec]
```

Explanation The GBIC was identified as a Cisco GBIC, but its vendor ID and serial number match those of another interface on the system.

Recommended Action Cisco GBICs are assigned unique serial numbers. Verify that the GBIC was obtained from Cisco or a supported vendor .

Error Message

```
%GBIC_SECURITY_UNIQUE-4-DUPLICATE_SN: GBIC interface [dec]/[dec] has the same
serial number as another GBIC interface
```

Explanation The GBIC was identified as a Cisco GBIC, but its serial number matches that of another interface on the system.

Recommended Action Cisco GBICs are assigned unique serial numbers. Verify that the GBIC was obtained from Cisco or a supported vendor.

GDOI Messages

Error Message

```
%GDOI-1-GDOI_ACE_DENY: A Group Member ACL policy containing deny was attempted.
This is not supported.
```

Explanation A Group Member (GM) ACL policy containing deny was attempted. This is not supported.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GDOI-1-GDOI_ACL_NUM: The ACL has too many entries. GDOI will honor only the first
100 ACL entries specified.
```

Explanation The ACL has too many entries. GDOI will honor only the first 100 ACL entries specified.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GDOI-3-GDOI_ACL_RANGE: The ACL %s contains port range which is NOT supported.
WARNING: No TEK policy will be created.
```

Explanation GDOI does not support the port range in the ACL policy.

Recommended Action Either remove the offending ACL port range entry or move the entry to the GM.

Error Message

```
%GDOI-1-UNAUTHORIZED_IDENTITY: Group [chars] received registration from
unauthorized identity: [chars]
```

Explanation The registration request was dropped because the requesting device was not authorized to join the group.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GDOI-1-UNAUTHORIZED_IPADDR: Group [chars] received registration from
unauthorized ip address: [chars]
```

Explanation The registration request was dropped because the requesting device was not authorized to join the group.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GDOI-1-UNREGISTERED_INTERFACE: Group [chars] received registration from
unregistered interface.
```

Explanation Receiving registration from unregistered interface. Stop processing it.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GDOI-3-COOP_CONFIG_MISMATCH: WARNNING  : [chars] configuration between Primary
KS and Secondary KS are mismatched
```

Explanation The configuration between Primary KS and Secondary KS are mismatched.

Recommended Action Contact the Key Server's administrator.

Error Message

```
%GDOI-3-COOP_KS_UNREACH: Cooperative KS [chars] Unreachable in group [chars]
```

Explanation The reachability between the configured cooperative key servers is lost.

Recommended Action Contact the Administrator(s) of the configured key servers.

Error Message

```
%GDOI-3-COOP_PACKET_DROPPED: Announcement message dropped due to packet size [dec]
bytes.
```

Explanation Hard limit set on the driver buffer size prevents sending packets of this size or larger.

Recommended Action Informational message only. No action is required.

Error Message

```
%GDOI-3-GDOI_REKEY_FAILURE: Processing of REKEY payloads failed on GM [IP_address]
in the group [chars], with peer at [chars]
```

Explanation During GDOI rekey the payload parsing failed on this GM from the Key Server.

Recommended Action Contact the group member's administrator.

Error Message

```
%GDOI-3-GM_ACL_PERMIT: GM doesn't support permit configured under local
access-list. Traffic from [chars] to [chars] will be dropped.
```

Explanation GM can only support ACL for deny. Any traffic matching the permit entry will be dropped.

Recommended Action Remove the permit entry from the ACL used by GDOI crypto map.

Error Message

```
%GDOI-3-GM_INCOMPLETE_CFG: Registration: incomplete config for group [chars]
```

Explanation Registration can not be completed since the GDOI group configuration might be missing the group id, server id, or both.

Recommended Action Contact the Group member's administrator.

Error Message

```
%GDOI-3-GM_NO_CRYPTO_ENGINE: No crypto engine is found due to lack of resource or
unsupported feature requested
```

Explanation Failed to select a suitable crypto engine because requested packet path is not available, or requested feature is not supported

Recommended Action Check policy configured on KS.

Error Message

```
%GDOI-3-GM_NO_IPSEC_FLOWS: IPSec FLOW limit possibly reached
```

Explanation Hardware Limitation for IPSec Flow limit Reached. Cannot create any more IPSec SAs.

Recommended Action Contact the Group member's administrator.

Error Message

```
%GDOI-3-KS_BAD_ID: Registration: [chars] config mismatch between KS and the GM
[IP_address], in the group [chars].
```

Explanation During GDOI registration protocol, a configuration mismatch occurred between local key server and group member.

Recommended Action Contact the Group member's administrator.

Error Message

```
%GDOI-3-KS_BLACKHOLE_ACK: KS blackholing GM [IP_address] in group [chars].
```

Explanation Key server has reached a condition of blackholing messages from GM.

Recommended Action Informational message only. No action is required.

Error Message

```
%GDOI-3-KS_GM_REVOKED: Re-Key: GM [IP_address] revoked by KS in the group [chars].
```

Explanation During Re-key protocol, an unauthorized member tried to join a group.

Recommended Action Contact the Key Server's administrator.

Error Message

```
%GDOI-3-KS_UNAUTHORIZED: Registration: Unauthorized [IP_address] tried to join
the group [chars].
```

Explanation During GDOI registration protocol, an unauthorized member tried to join a group.

Recommended Action Contact the Key Server's administrator.

Error Message

```
%GDOI-3-PSEUDO_TIME_LARGE: Pseudotime difference between KS ([chars]) and GM
([chars]) is too large in group [chars].
```

Explanation A Group member has received pseudotime which has large difference as compared to own pseudotime.

Recommended Action Informational message only. No action is required.

Error Message

```
%GDOI-3-REPLAY_FAILED: An anti replay check has failed in group [chars].
my_pseudotime is [chars], peer_pseudotime is [chars], replay_window is [dec]
(second)
```

Explanation A Group member or Key server has failed an anti-replay check.

Recommended Action Informational message only. No action is required.

Error Message

```
%GDOI-3-UNEXPECTED_SIGKEY: Unexpected Signature Key detected: freeing it
```

Explanation Unexpected Signature Key found: freeing the signature key.

Recommended Action Informational message only. No action is required.

Error Message

```
%GDOI-3-UNSUPPORTED_TEK_PROTO: Unexpected TEK Protocol  : [dec]
```

Explanation Unexpected TEK PROTOCOL.

Recommended Action Informational message only. No action is required.

Error Message

```
%GDOI-4-COOP_KS_UNAUTH: Contact from unauthorized KS [chars] in group [chars] at
local address [chars] (Possible MISCONFIG of peer/local address)
```

Explanation An authorized remote server that tried to contact the local KS might be at a different key server address in a group.

Recommended Action Informational message only. No action is required.

Error Message

```
%GDOI-4-GM_HASH_FAIL: Registration: Bad(No) hash in message sent by the KS
[IP_address] to GM in the group [chars].
```

Explanation During GDOI registration protocol, a message sent by the Key server has bad or no hash.

Recommended Action Contact the Key Server's administrator.

Error Message

```
%GDOI-4-GM_RECV_DELETE: GM received delete from KS [IP_address] in the group
[chars].
```

Explanation A messages sent by the KS to delete the GM has been received.

Recommended Action Informational message only. No action is required.

Error Message

```
%GDOI-4-GM_REJECTING_SA_PAYLOAD: Registration: Policy in SA payload sent by KS
[IP_address] rejected by GM in the group [chars] reason [chars].
```

Explanation During GDOI registration protocol, a proposal sent by the key server was refused by the local group member.

Recommended Action Contact the Key server's administrator.

Error Message

```
%GDOI-4-GM_REKEY_NOT_RECD: GM did not receive rekey from KS [IP_address] in group
[chars].
```

Explanation GM has not received a rekey message from a key server in a group. Currently unimplemented.

Recommended Action Informational message only. No action is required.

Error Message

```
%GDOI-4-GM_RE_REGISTER: The IPSec SA created for group [chars] might have been
expired or cleared. Re-register to KS.
```

Explanation The IPSec SA created for one group might have been expired or cleared, need to re-register to KS.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided athttp://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GDOI-4-KS_GM_REJECTS_SA_PAYLOAD: Registration: GM [IP_address] rejected a policy
in the SA proposal sent by KS, in the group [chars].
```

Explanation During GDOI registration protocol, a proposal sent by the key server was refused by the group member.

Recommended Action Contact the Group member's administrator.

Error Message

```
%GDOI-4-KS_HASH_FAIL: Registration: Bad(No) Hash in Message sent by the GM
[IP_address] to KS in the group [chars].
```

Explanation During GDOI registration protocol, a message sent by the Group member has bad or no hash.

Recommended Action Contact the Group member's administrator.

Error Message

```
%GDOI-4-KS_UNSOL_ACK: KS received unsolicited ACK from GM [IP_address] in group
[chars].
```

Explanation Key server has received an unsolicited ACK from a past GM or is under a DOS attack.

Recommended Action Informational message only. No action is required.

Error Message

```
%GDOI-4-LKH_GM_DELETE: GM [IP_address] deleted from LKH in group [chars].
```

Explanation A Group member has been deleted in a group from LKH.

Recommended Action Informational message only. No action is required.

Error Message

```
%GDOI-4-TIMEBASED_REPLAY_FAILED: An anti replay check has failed in group [chars].
my_pseudotime is [chars], peer_pseudotime is [chars], replay_window is [dec]
(second)
```

Explanation A Group member or Key server has failed an anti-replay check.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GDOI-5-COOP_KS_ADD: [chars] added as COOP Key Server in group [chars].
```

Explanation A key server has been added to the list of cooperative key servers in a group.

Recommended Action Informational message only. No action is required.

Error Message

```
%GDOI-5-COOP_KS_ADMN_USRP_PRI: Primary role Usurped by KS [chars] in group
[chars].
```

Explanation A network adminstrator has made the local KS a primary, by means of a CLI command. This is currently unimplemented.

Recommended Action Informational message only. No action is required.

Error Message

```
%GDOI-5-COOP_KS_ELECTION: KS entering election mode in group [chars] (Previous
Primary = [chars])
```

Explanation The local Key server has entered the election process in a group.

Recommended Action Informational message only. No action is required.

Error Message

```
%GDOI-5-COOP_KS_REACH: Reachability restored with Cooperative KS [chars] in group
[chars].
```

Explanation The reachability between the configugred cooperative key servers is restored.

Recommended Action Informational message only. No action is required.

Error Message

```
%GDOI-5-COOP_KS_REMOVE: [chars] removed as COOP Key Server in group [chars].
```

Explanation A key server has been removed from the list of cooperative key servers in a group.

Recommended Action Informational message only. No action is required.

Error Message

```
%GDOI-5-COOP_KS_TRANS_TO_PRI: KS [chars] in group [chars] transitioned to Primary
(Previous Primary = [chars])
```

Explanation The local Key server transitioned to a primary role from being a secondary server in a group.

Recommended Action Informational message only. No action is required.

Error Message

```
%GDOI-5-COOP_KS_VER_MISMATCH: Recieved version mismatched ann msg from KS [chars]
with ver [dec] in group [chars] with curr peer ver = [dec].
```

Explanation Key servers are running different versions of the IOS code.

Recommended Action Informational message only. No action is required.

Error Message

```
%GDOI-5-GM_ACL_MERGE: ACL betweem KS and GM in group [chars] merged.
```

Explanation The ACL differences between GM and KS are resolved and a merge took place.

Recommended Action Informational message only. No action is required.

Error Message

```
%GDOI-5-GM_CLEAR_REGISTER: Config: GM cleared gdoi configuration for the group
[chars].
```

Explanation The clear crypto gdoi command has been executed by the local GM.

Recommended Action Informational message only. No action is required.

Error Message

```
%GDOI-5-GM_CM_ATTACH: Crypto map attached for GM in group [chars].
```

Explanation A crypto map has been attached for the local group member.

Recommended Action Informational message only. No action is required.

Error Message

```
%GDOI-5-GM_CM_DETACH: Crypto map detached for GM in group [chars].
```

Explanation A crypto map has been detached for the local group member.

Recommended Action Informational message only. No action is required.

Error Message

```
%GDOI-5-GM_CONV_SA_DUPLEX: IPSec SAs converted to Duplex in group [chars] on the
GM.
```

Explanation IPSec SAs have been converted to bidirectional mode in a group on a GM.

Recommended Action Informational message only. No action is required.

Error Message

```
%GDOI-5-GM_CONV_SA_DUPLEX_LOCAL: IPSec SAs converted to Duplex in group [chars]
on a GM by a local event.
```

Explanation IPSec SAs have been converted to bidirectional mode in a groupon a GM by a CLI command.

Recommended Action Informational message only. No action is required.

Error Message

```
%GDOI-5-GM_DELETE: GM [IP_address] deleted from group [chars].
```

Explanation A group member has been deleted in a group from Key Server.

Recommended Action Informational message only. No action is required.

Error Message

```
%GDOI-5-GM_ENABLE_GDOI_CM: GM has enabled ACL on GDOI crypto map in group [chars].
```

Explanation Group member has enabled ACL on a GDOI Crypto map in a groupwith a key server.

Recommended Action Informational message only. No action is required.

Error Message

```
%GDOI-5-GM_RECV_REKEY: Received Rekey for group [chars] from [chars] to [chars]
using spi [chars]
```

Explanation Received Rekey.

Recommended Action Informational message only. No action is required.

Error Message

```
%GDOI-5-GM_REGS_COMPL: Registration complete for group [chars] using address
[chars]
```

Explanation Registration is complete.

Recommended Action Notification message only. No action is required.

Error Message

```
%GDOI-5-GM_REKEY_TRANS_2_MULTI: Group [chars] transitioned to multicast rekey.
```

Explanation GM has transitioned from using unicast rekey mechanism to multicast mechanism.

Recommended Action Informational message only. No action is required.

Error Message

```
%GDOI-5-GM_REKEY_TRANS_2_UNI: Group [chars] transitioned to Unicast Rekey.
```

Explanation GM has transitioned from using multicast rekey mechanism to unicast mechanism.

Recommended Action Informational message only. No action is required.

Error Message

```
%GDOI-5-GM_SA_INGRESS: Receive only ACL received from KS [IP_address] in group
[chars].
```

Explanation Received only ACL has been received by GM from a KS in a group.

Recommended Action Informational message only. No action is required.

Error Message

```
%GDOI-5-GM_UNREGISTER: GM left the group [chars].
```

Explanation A Group member has left the group.

Recommended Action Informational message only. No action is required.

Error Message

```
%GDOI-5-KS_CLEAR_REGISTER: Config: KS cleared gdoi configuration for the group
[chars].
```

Explanation The clear crypto gdoi command has been executed by the local KS.

Recommended Action Informational message only. No action is required.

Error Message

```
%GDOI-5-KS_CONV_SAS_DUPLEX: IPSec SAs converted to Duplex in group [chars].
```

Explanation IPSec SAs have been converted to bidirectional mode in a group.

Recommended Action Informational message only. No action is required.

Error Message

```
%GDOI-5-KS_CONV_SAS_INGRESS: IPSec SAs converted to Ingress in group [chars].
```

Explanation IPSec SAs have been converted to receive only mode in a group.

Recommended Action Informational message only. No action is required.

Error Message

```
%GDOI-5-KS_GROUP_ADD: Config: KS [IP_address] added to the Group [chars].
```

Explanation A Config command has been executed to add a Key Server in a group.

Recommended Action Informational message only. No action is required.

Error Message

```
%GDOI-5-KS_GROUP_DELETE: Config: KS [IP_address] removed from the Group [chars].
```

Explanation A Config command has been executed to remove a Key Server from a group.

Recommended Action Informational message only. No action is required.

Error Message

```
%GDOI-5-KS_NACK_GM_EJECT: KS ejected GM [IP_address] in group [chars].
```

Explanation Key server has reached a condition of not receiving an ACK from GM and has been ejected.

Recommended Action Informational message only. No action is required.

Error Message

```
%GDOI-5-KS_REGS_COMPL: KS completed successful registration in group [chars] with
GM [IP_address].
```

Explanation Key server has successfully completed a registration in a group.

Recommended Action Informational message only. No action is required.

Error Message

```
%GDOI-5-KS_REKEY_TRANS_2_MULTI: Group [chars] transitioned to multicast rekey.
```

Explanation Group has transitioned from using unicast rekey mechanism to multicast mechanism.

Recommended Action Informational message only. No action is required.

Error Message

```
%GDOI-5-KS_REKEY_TRANS_2_UNI: Group [chars] transitioned to Unicast Rekey.
```

Explanation Group has transitioned from using multicast rekey mechanism to unicast mechanism.

Recommended Action Informational message only. No action is required.

Error Message

```
%GDOI-5-KS_SEND_MCAST_REKEY: Sending Multicast Rekey for group [chars] from
address [chars] to [chars] with seq # [dec] using spi [chars]
```

Explanation Sending Multicast Rekey.

Recommended Action Informational message only. No action is required.

Error Message

```
%GDOI-5-KS_SEND_UNICAST_REKEY: Sending Unicast Rekey for group [chars] from
address [chars] with seq # [dec] using spi [chars]
```

Explanation Sending Unicast Rekey.

Recommended Action Informational message only. No action is required.

Error Message

```
%GDOI-5-LKH_DISABLE: LKH disabled in group [chars].
```

Explanation LKH has been disabled in a group.

Recommended Action Informational message only. No action is required.

Error Message

```
%GDOI-5-LKH_ENABLE: LKH enabled in group [chars].
```

Explanation LKH has been enabled in a group.

Recommended Action Informational message only. No action is required.

Error Message

```
%GDOI-6-KS_FIRST_GM: Re-key: First GM [IP_address] seen by KS in the group
[chars].
```

Explanation Local key server has received the first group member joining the group.

Recommended Action Informational message only. No action is required.

Error Message

```
%GDOI-6-KS_LAST_GM: Re-key: Last GM [IP_address] left the group [chars].
```

Explanation Last group member has left the group on the local key server.

Recommended Action Informational message only. No action is required.

GE Messages

Error Message

```
%GE-3-GEMAXADDR: [chars], expected [hex], actual [hex]
```

Explanation Too many MAC address are in the filter table.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GE-3-GEMISMATCH: [chars], expected [hex], actual [hex]
```

Explanation The PCI initialization for the GE has failed.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GE-3-HW_FAULT: GE HW error, [chars], error_code=[hex]
```

Explanation A GE operation error has occurred.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GE-3-IMAGEDOWNLOADFAIL: GE fpga image download failed, [chars]
```

Explanation The FPGA image for GE failed to be downloaded.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GE-3-INITFAIL: GE initialization failed, [chars]
```

Explanation Initialization for the GE has failed.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GE-3-INTERNAL: GE internal error, [chars]
```

Explanation An internal GE error has occurred.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GE-3-MAJOR_FAULT: GE unrecoverable error, [chars], error_code=[hex]
```

Explanation A GE operation error has occurred.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GE-3-MIBINITFAIL: GE MIB initialization failed, [chars]
```

Explanation MIB initialization for the GE has failed.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GE-4-TOOBIG: GE - interface: [chars]: size [dec]: pak size
```

Explanation The packet size limit has been exceeded.

Recommended Action No action is required. The system will correct itself.

Error Message

```
%GE-6-UNKNOWN: Unknown message ([dec]) received ([chars]) from interface [chars]
```

Explanation An unknown message has been received from the back card.

Recommended Action If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GEFC-3-ACCESS_FAIL: LRC access Failed
```

Explanation An attempt to access the LRC has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GEFC-3-BDI_E_ALM: End-to-End Backward Defect Indication [chars]
```

Explanation An error involving the end-to-end backward defect component has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GEFC-3-FPGA_NOT_SUPPORT: Jamesport FPGA need upgrade. slot:[dec] port:[dec]
[chars] function
```

Explanation The FPGA on the Jamesport card requires an upgrade so that it can support JP2 functions.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GEFC-3-GEFC_INTRPEND: Pending unexpected interrupt [addr [hex] = [hex]]
```

Explanation One or more pending unexpected interrupts have occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GEFC-3-GEFC_MAGICFAIL: Magic number read failed [[chars]]
```

Explanation The FPGA has reset.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GEFC-3-GEFC_PTFAILASSERTED: Unexpected portfail asserted
```

Explanation One or more unexpected port failures have been asserted.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GEFC-3-GEFC_RDWRFAIL: Read/write failed [[chars]]
```

Explanation A read or write error occurred while the hardware was being accessed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GEFC-3-IDPROM_ACCESS_FAIL: Access to IDPROM Failed
```

Explanation An attempt to access to the IDPROM has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GEFC-3-INT_LPBK_FAIL: Internal CardLoopback Failed
```

Explanation An attempt to perform an internal card loopback operation has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GEFC-3-KPA_TIMEOUT_ALM: Keep-alive timeout [chars]
```

Explanation Either normal packets or CDL Idle packets were not received.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GEFC-3-LASER_TX_FAULT_ALM: Optic Laser Transmit Fault [chars]
```

Explanation A transceiver laser Tx fault has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GEFC-3-LOSS_OF_LIGHT_ALM: Loss of Light [chars]
```

Explanation The cable for the transceiver has been cut or removed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GEFC-3-LOSS_OF_LOCK_ALM: Transceiver CDR Loss of Lock [chars]
```

Explanation The CDR is experiencing problems while attempting to lock onto the signal.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GEFC-3-LOSS_OF_SYNC_ALM: Transceiver Loss of Sync [chars]
```

Explanation A loss of synchronization error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GEFC-3-MIB_HW_LASER_DOWN_ALM: Laser Disabled [chars] [chars] [chars]
```

Explanation The client laser has been disabled.

Recommended Action No action is required.

Error Message

```
%GEFC-3-MIB_KPA_TIMEOUT_ALM: Keep-alive timeout [chars] [chars] [chars]
```

Explanation Normal packets or CDL Idle packets were not received.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GEFC-3-MIB_LASER_TX_FLT_ALM: Laser Transmit Fault [chars] [chars] [chars]
```

Explanation A client laser transmittal fault has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GEFC-3-MIB_LOSS_OF_LIGHT_ALM: Transceiver Loss of Light [chars] [chars] [chars]
```

Explanation No light is being received from the client side.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at

http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GEFC-3-MIB_LOSS_OF_LOCK_ALM: Loss of Lock [chars] [chars] [chars]
```

Explanation The GEFC has lost its lock on the signal.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GEFC-3-MIB_LOSS_OF_SYNC_ALM: Loss of Sync [chars] [chars] [chars]
```

Explanation The GEFC has lost its synchronization.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GEFC-3-MIB_SFP_VENDOR_UNKNOWN: Unknown Vendor SFP inserted [chars] [chars]
[chars]
```

Explanation The SFP is not qualified to work with Cisco products.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GEFC-3-TX_CRC_ERR_THR_ALM: GEFC TX CRC Error Threshold [chars]
```

Explanation The maximum threshold for Tx CRC errors has been exceeded.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GEFC-3-UNKNOWN_SFP_INSERTED: Unknown SFP inserted [chars]
```

Explanation Unknown SFP inserted.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. GEN_DB Messages

Recommended Action The following are Generic Database messages.

Error Message

```
%GEFC-6-FLOW_CTRL_ACTIVE: Flow control become active at slot:[dec] port:[dec]
```

Explanation Flow control is now active.

Recommended Action No action is required.

Error Message

```
%GEFC-6-FLOW_CTRL_DEACTIVE: Flow control become inactive at slot:[dec] port:[dec]
```

Explanation Flow control has been deactivated.

Recommended Action No action is required.

GENERAL Messages

Error Message

`%GENERAL-2-CRITEVENT: [chars]`

Explanation Critical error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

`%GENERAL-3-EREVENT: [chars]`

Explanation General error to be used for sanity tests.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

`%GENERAL-3-EREVENTHEX: [chars] [hex]`

Explanation This message provides error information to be used for sanity testing.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%GENERAL-3-EREVENTINT: [chars] [dec]
```

Explanation This message is a general error to be used for sanity tests.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GENERAL-3-EREVENTPXF: [chars] [chars], [chars], [chars]=[dec],
[chars]=[dec],[dec], [chars]=[hex], [chars]=[hex], [chars]=[hex], [chars]=[int]
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%GENERAL-3-EREVENTSTR: [chars] [chars]
```

Explanation This message is a general error condition that is primarily displayed for sanity tests.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%GENERAL-3-EREVENT_NUM: [chars] [dec]
```

Explanation General error to be used for sanity tests

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying

information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GENERAL-3-HWCEF_CHUNK: Failed to alloc Mtrie HW mnode from chunk [chars] for
[IP_address]/[dec]
```

Explanation Attempt to allocate memory for a hardware mnode failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GENERAL-3-HWCEF_FIB_ROOT: Failed to alloc Mtrie HW root for [chars] fib
```

Explanation Attempt to allocate a hardware mnode root failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GENERAL-3-HWCEF_MNODE: Failed to alloc Mtrie HW mnode for [IP_address]/[dec] at
level [dec]
```

Explanation Attempt to allocate a hardware mnode structure failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

`%GENERAL-3-HW_IPV6CEF_CHUNK: Failed to alloc Mtrie HW mnode from chunk [chars] for`**Unrecognized format ' %P'/**[dec]

Explanation Attempt to allocate memory for a hardware mode failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

`%GENERAL-3-HW_IPV6CEF_FIB_ROOT: Failed to alloc Mtrie HW root for tableid [dec]`

Explanation Attempt to allocate a hardware mnode root failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

`%GENERAL-3-HW_IPV6CEF_MNODE: Failed to alloc Mtrie HW mnode for`**Unrecognized format ' %P'/**[dec] from block [dec]

Explanation Attempt to allocate a hardware mnode structure failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

`%GENERAL-3-HW_IPV6CEF_MTRIECORRUPT: Could not add prefi`**Unrecognized format 'x%P'/**[dec] flags=[dec] at level [dec]

Explanation Internal software error in PXF Mtrie table.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

`%GENERAL-3-NOMEM: [chars]`

Explanation Toaster Client could not allocate required memory needed to service the client feature.

Recommended Action This error might indicate that more memory must be installed on the affected card or platform in order to service all the features and related entities enabled via the configuration. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

`%GENERAL-3-WSEVENT: [chars]`

Explanation This message is used for general errors created during sanity tests.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GENERAL-3-WSHALEVENT: [chars]
```

Explanation This message provides general error information to be used for sanity testing.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GENERAL-4-ACE_LIMIT: Number of ACEs in [chars] exceeds the maximum of 64K-2
allowed
```

Explanation Warning: the maximum number of ACEs in an acl is 64K-2 when per-ACE accounting is enabled. This ACL has more than this limit. The per=ACe accounting for all ACEs beyond the limit will be aggregated into ACE numbered 64K-2. per ACE stats beyond this ACE will always show a match statistic of zero.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GENERAL-4-PXFMEM: PXF CEF type [dec] memory usage has exceeded the warning
threshold. Total  : [int] Allocated  : [int]
```

Explanation PXF memory usage has exceeded the threshold.

Recommended Action No action is required.

Error Message

```
%GENERAL-4-VLAN_WRNEVENT: [chars] [dec] [chars] on interface [chars]
```

Explanation Warning: the VLAN ID(s) in the transmit packet does not match any configured on the router. This can be as a result of an encapsulation being removed from the interface.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GENERAL-4-WRN2EVENT: [chars]
```

Explanation Warning. The VAI could not be added to the ATM sub-interface list. This can be as a result of pvc being removed from the interface via CLI.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GENERAL-4-WRN3EVENT: [chars]
```

Explanation If sb-next or sb-prev might become nullindicate that SB has been removed from the list.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GENERAL-4-WRNEVENT: [chars]
```

Explanation Warning. System resource running low.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GENERAL-5-IPHCEREVENT: [chars] [dec] [chars] [dec] [chars]
```

Explanation There was an RPM-XF specific IPHC error.

Recommended Action No action is required.

Error Message

```
%GENERAL-5-NOTEVENT: [chars]
```

Explanation Informational message only.

Recommended Action No action is required.

Error Message

```
%GENERAL-6-INFOEVENT: [chars]
```

Explanation Informational message only.

Recommended Action No action is required.

GENERIC_SUBBLOCK Messages

Error Message

```
%GENERIC_SUBBLOCK-2-BUILDXDR: Failed to build message for GSB:
```

Explanation An attempt to build a message so that a generic subblock could be distributed has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GENERIC_SUBBLOCK-2-GSBNOTISSUAWARE: GSB [chars] is not ISSU aware. Cannot
distribute it to ISSU-aware slots
```

Explanation This GSB is expected to be ISSU aware but it is not. It cannot be distributed safely to ISSU-aware slots as it might not be correctly interpreted.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GENERIC_SUBBLOCK-2-LATE_REGISTER: Late registration of GSB type [chars], with id
[dec]
```

Explanation An attempt to register a new generic subblock type was received after subblocks with previously registered types had already been allocated from the control structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GENERIC_SUBBLOCK-2-UNPACKXDR: Unpacked [dec] bytes and attempted to consume [dec]
bytes for GSB: [chars]
```

Explanation A discrepancy was detected between the expected length of a message and the actual length of the message that was received.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

GEN_DB Messages

Error Message

```
%GEN_DB-3-INVALID_CLIENT_TYPE: [chars]: Invalid client type, got [dec] (must be
between 0 and [dec])
```

Explanation This message indicates that client type is outside the expected range.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GEN_DB-3-INVALID_RECORD_KEY: [chars]: invalid record key *
```

Explanation This message indicates that the record key is invalid.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GEN_DB-3-KEY_FUNC_DOESNT_EXIST: [chars]: Key function does not exist
```

Explanation This message indicates that key function being considered does not exist in the database definition.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying

information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GEN_DB-3-LIST_FAIL: [chars]:[chars]
```

Explanation This message indicates that a list operations such as enqueue, dequeu failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GEN_DB-3-LIST_FAIL_FOR_RECORD: [chars]:[dec]:[chars]
```

Explanation This message indicates that a list operations such as enqueue, dequeu failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GEN_DB-3-NO_KEY_FUNC: [chars]: [chars][chars]
```

Explanation This message indicates that key functions are missingfrom the database handle, or key function is a NULL Pointer.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GEN_DB-3-NULL_DB_HNDL: NULL Database Handle [chars]
```

Explanation This message indicates the database handle was NULL.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GEN_DB-3-NULL_DB_HNDL_ELEMENT: [chars]: NULL Database Element [chars]
```

Explanation This message indicates the database handle element was NULL.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GEN_DB-3-NULL_TREE_NODE: Node is NULL [chars]
```

Explanation This message indicates that the tree node being examined is NULL.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GEN_DB-3-PARSER_INIT_FAIL: [chars]:[dec]: Parser Could not be initialized
```

Explanation This message indicates that the IOS Parser command could not be initialized.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying

information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GEN_DB-3-RECORD_DELETE_FAIL: [chars]:[chars]
```

Explanation This message indicates that a record could not be deleted.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GEN_DB-3-UNKNOWN_PARSER_CMD: [chars]:[dec]: Unknown Parser Command
```

Explanation This message indicates that the IOS Parser command was not recognized.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GEN_DB-3-WAVL_FAIL: [chars]: [chars]
```

Explanation This message indicates that a wavl tree operation failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GET_DATA-0-NOMEMORY: Can not allocate storage for xfer elements
```

Explanation An attempt was made to allocate a transfer element, and no storage was available. This is a fatal error.

Recommended Action The CIP has restarted. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

GIGASTACK Messages

Error Message

```
%GIGASTACK-1-NO_LOOP_DETECT: The link neighbor of link [dec] of Gigastack GBIC in
[chars] did not respond to the loop detection request. If loop topology is
deployed, make sure all switches in the stack are running the latest software.
```

Explanation No acknowledgment for GigaStack loop detection request has been received from one of the links on a GigaStack GBIC. Either the neighboring switch does not support the GigaStack loop-breaking algorithm or the link between the two GigaStack GBICs is broken. Under this condition, a GigaStack loop topology is not automatically detected, and the connectivity between switches in the stack could be lost.

Recommended Action If loop topology is used in the GigaStack, ensure that the latest software is running on all switches in the stack. Check the GigaStack GBICs involved to ensure that they are functioning.

Error Message

```
%GIGASTACK-3-INIT_FAILURE: Gigastack GBIC in [chars] initialization failed.
```

Explanation A GigaStack GBIC failed its POST operation.

Recommended Action Remove the GigaStack GBIC and reinsert it into the GBIC slot.

Error Message

```
%GIGASTACK-6-LOOP_BROKEN: Link loss is detected in the Gigastack loop Link 2 of
the Gigastack GBIC in [chars] is re-enabled.
```

Explanation The loop that is formed by GigaStack modules is broken because of link loss. Link 2 of the Master Loop Breaker has been reenabled to replace the broken link.

Recommended Action No action is required.

Error Message

```
%GIGASTACK-6-LOOP_DETECTED: Gigastack GBIC in [chars] is selected as Master Loop
Breaker.
Link 2 of the Gigastack GBIC is disabled to break the loop.
```

Explanation A loop has been detected in the GigaStack, and the GigaStack GBIC specified in the error message has been selected as the Master Loop Breaker. Link 2 of this GigaStack GBIC is disabled to break the loop.

Recommended Action No action is required.

GK Messages

Error Message

```
%GK-3-ALTGK_CONFIG_ERROR: An error in the alternate gatekeeper configuration was
detected. Remote gatekeeper [chars] claims to be part of zone [chars]
```

Explanation Unavailable.

Recommended Action Unavailable.

Error Message

```
%GK-3-ALTGK_CONFIG_ERROR_LOCAL: An alternate gatekeeper indicates an alt-gk
configuration error on a local zone.
```

Explanation Unavailable.

Recommended Action Unavailable.

Error Message

```
%GK-3-CANNOT_TURN_OFF_ATTRIB: Subnet attribute(s) are currently turned ON for all
subnets in zone %s and cannot be turned OFF by individual subnet. Refer to the
command [no] subnet-zone all for details.
```

Recommended Action .

Error Message

```
%GK-3-CONFLICTING_DATA: Static-alias command failed. Endpoint already exists with
different %s. Use the show gatekeeper endpoints command to check on existing
endpoints.
```

Recommended Action .

Error Message

```
%GK-3-EXCEED_MAX_LOCAL_ZONE_ALLOWED: Exceeded maximum number of local zones (%d)
allowed.
```

Recommended Action .

Error Message

```
%GK-3-GKTMPServerMarkedUnusable: GKTMP Server: [chars]([chars]) connected to GK:
[chars] is marked unusable
```

Explanation The gatekeeper has marked a GKTMP server as unusable when flow control is configured. Either the average response time of the GMTMP server is very high or the number of messages queued to be sent to the GKTMP server is very high. These conditions could be caused by an overloaded server or a problem with the TCP connection between the server and the gatekeeper.

Recommended Action Check the operational status of the GKTMP server and the network link between the server and the gatekeeper. If both are operational, enter the show running-config and show gatekeeper servers commands and check the status of the GKTMP server. Enter the debug gatekeeper server on the gatekeeper to enable debugging on the gatekeeper server. Collect this information, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GK-3-GKTMP_SERVER_MARKED_UNUSABLE: GKTMP Server: [chars]([chars]) connected to
GK: [chars] is marked unusable
```

Explanation The Gatekeeper has marked a GKTMP server as unusable when flow control is configured.The reason for this action could be that the average response time of the GMTMP server is very high, or the number of messages queued to be sent to the GKTMP server is very high. These conditions could be caused by an overloaded server or a problem with the TCP connection between the server and the Gatekeeper.

Recommended Action Check the operational status of of the GKTMP server and the network link between the server and the Gatekeeper. If both are operational, enter the show running-config and show gatekeeper servers commands and verify the status of the GKTMP server. Enter the debug gatekeeper server on the Gatekeeper to enable debugging on the gatekeeper server. Gather this information, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GK-3-GKTMP_SERVER_OFFLINE: GKTMP Server: [chars]([chars]) is disconnected with
Gatekeeper: [chars]
```

Explanation The connection between a GKTMP server and a Gatekeeper has been closed. The reason for the closed connection could be one of the following: - The Gatekeeper has initiated a connection closure because a socket read or write operation failed; A TCP connection may be broken; - The Gatekeeper has received an unrecognized GKTMP message; - The GKTMP server has been

unconfigured on the Gatekeeper by user-entered CLI commands; - The trigger has been administratively shut down on the Gatekeeper by user-entered CLI commands; - The GKTMP server has closed the connection with the Gatekeeper.

Recommended Action Check the operational status of the Gatekeeper and the GKTMP server. If both are operational, check the TCP connection between the server and the Gatekeeper. Check the output of the show running-config and show gatekeeper servers and verify the status of the GKTMP server. Enter the debug gatekeeper server command on the Gatekeeper to enable debugging on the gatekeeper server. Collect this information, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GK-3-GK_GUP_INIT_ERROR: An error occurred trying to initialize the Gatekeeper
Update Protocol (GUP).
```

Explanation Unavailable.

Recommended Action Unavailable.

Error Message

```
%GK-3-GK_LICENSE_EULA_NOT_ACCEPTED:
********************************************************* WARNING: Gatekeeper
License is not yet activated. Please configure 'no shutdown' under gatekeeper mode
and accept the EULA to activate the Gatekeeper License.
*********************************************************
```

Explanation Unavailable

Recommended Action Unavailable

Error Message

```
%GK-3-GK_SRV_LISTEN_FAIL: Failed to open Gatekeeper Server listening socket.
```

Error Message

```
%GK-3-GK_TMSG_NOMEM: No memory for gk-server transport message block.
```

Error Message

```
%GK-3-GW_PROXY_ADD_COST_FAIL: GW/Proxy add cost failed. Could be out of memory.
```

Error Message

```
%GK-3-GW_PROXY_ALIAS_NOT_FOUND: GW/Proxy not found for specified alias name %s.
```

Error Message

```
%GK-3-GW_PROXY_ENDPT_NOT_FOUND: GW/PROXY may not be registered. Add cost failed.
```

Recommended Action .

Error Message

```
%GK-3-GW_PROXY_IP_NOT_FOUND: GW/Proxy not found for specified IP adddress %i.
```

Recommended Action .

Error Message

%GK-3-INVALID_GK_CMD: To shutdown Gatekeeper, use the shutdown command in the Gatekeeper mode.

Error Message

%GK-3-MSGCB_TIMER_RUNNING: Message CB freed while timer still running: msgcb state=%d, status=%d, timer type=%d

Error Message

%GK-3-NO_DISC_PORT: Unable to open or bind to gatekeeper discovery port. Bringup failed.

Error Message

%GK-3-NO_RAS_PORT: Unable to open or bind to RAS well-known port. Bringup failed.

Error Message

%GK-3-PARTIAL_STATIC_ALIAS: Not all aliases were successfully created. Use the show gatekeeper endpt command to check on successful aliases.

Error Message

%GK-3-PROC_CB_NOMEM: No memory for process control block. Gatekeeper bringup failed.

Recommended Action .

Error Message

%GK-3-PROC_EV_NOMEM: No memory for free event queue. Gatekeeper bringup failed.

Recommended Action .

Error Message

%GK-3-PROC_LRQARRAY_NOMEM: No memory for lrq array. Gatekeeper bringup failed.

Error Message

%GK-3-PROC_MSGCB_NOMEM: No memory for IPC message control block. Gatekeeper bringup failed.

Error Message

%GK-3-PROC_MSGRING_NOMEM: No memory for msgring. Gatekeeper bringup failed.

Error Message

%GK-3-PROC_NOCREAT: Unable to create gatekeeper process. Gatekeeper bringup failed.

Error Message

%GK-3-PROC_NOTDOWN: Invalid state (%s): bringup is only permitted after shut down.

Error Message

%GK-3-PROC_NOTUP: Invalid state (%s): shutdown is only permitted after bringup.

Error Message

%GK-3-SHUTDOWN_WITH_CALLS: Cannot shutdown gatekeeper because there are calls in progress.

Error Message

%GK-3-STATIC_ALIAS_FAILED: static-alias command failed. Could not create endpoint in endpoint dbase.

Error Message

%GK-3-STATIC_ALIAS_GW_FAILED: A static endpoint was added into the database but failed to create a gateway.

Error Message

%GK-3-SUBNET_FAILED: Failed to add/modify subnet information for specified subnet %i/%i.

Error Message

%GK-3-SUBNET_NOT_FOUND: Subnet not found under specified IP address %i/%i.

Error Message

```
%GK-3-SUBNET_NO_ATTRIBUTES: Please specify attribute [default | explicit] for this
command.
```

Error Message

```
%GK-3-ZONE_ACTIVE: There are endpoints currently registered in zone %s. Zone
remove failed
```

Error Message

```
%GK-3-ZONE_NOT_FOUND: Zone not found for specified Gatekeeper name %s.
```

Error Message

```
%GK-4-PROC_NOTALL: Unable to create more than %d gk thread processes.
```

Error Message

```
%GK-5-GKTMPServerMarkedUsable: GKTMP Server: [chars]([chars]) connected to GK:
[chars] is marked usable
```

Explanation The gatekeeper has marked the GKTMP server as usable when flow control is configured.

Recommended Action No action is required.

Error Message

```
%GK-5-GKTMP_SERVER_MARKED_USABLE: GKTMP Server: [chars]([chars]) connected to GK:
[chars] is marked usable
```

Explanation The Gatekeeper has marked the GKTMP server as usable when flow control is configured.

Recommended Action No action is required.

Error Message

```
%GK-5-GKTMP_SERVER_ONLINE: GKTMP Server: [chars]([chars]) is connected with
Gatekeeper: [chars]
```

Explanation A connection between a GKTMP server and a gatekeeper has been established. The connection establishment could be initiated by either the Gatekeeper or a GKTMP server.

Recommended Action No action is required.

Error Message

```
%GK-5-RX_LRQ_PASSWORD_UPDATED: LRQ receive password for security password-group
'[chars]' has been updated.
```

Explanation The Gatekeeper was configured with a LRQ security password-goup that contained the 'effective' keyword. This keyword allows the user to specify a time at which the requested password is to take effect. The log is displayed to inform the user that the time period has expired and the updated password is now in effect.

Recommended Action This log is only for informational purposes. The user should verify that all remote zones associated with this password-group are now providing the password in its LRQ messages. Failure to do so will result in a LRJ containing a reason of invalid_permission.

Error Message

```
%GK-6-ARQ_ACL_BLOCKED_MSG: AnswerCall ARQ with source IP [chars] was blocked by
ARQ access list
```

Explanation Unavailable.

Recommended Action Unavailable.

Error Message

```
%GK-6-GK_CLI_RAS_IP_CHANGED: The IP address which has been changed was the
gatekeeper's configured RAS address. Existing RAS clients will no longer be able
to reach the gatekeeper.
```

Explanation The IP address being changed at the interface was statically assigned to the gatekeeper for its RAS signaling via the zone local command. This action will automatically replace the gatekeeper's static RAS address with the new IP address. Since the gatekeeper's old RAS address is no longer valid, existing clients which have registered to this gatekeeper via the old RAS address will no longer be able to communicate with this gatekeeper.

Recommended Action It is the user's responsibility to notify existing RAS clients to re-register their systems to the gatekeeper's new RAS address as shown in the show gatekeeper zone status display

Error Message

```
%GK-6-GK_CLI_RAS_IP_REMOVED: The IP address which has been removed was the
gatekeeper's configured RAS address. The system will automatically assign a new
IP address (if available) to be used as the gatekeeper's RAS address. Existing RAS
clients will no longer be able to reach the gatekeeper.
```

Explanation The IP address being removed at the interface was statically assigned to the gatekeeper for its RAS signaling via the zone local command. This action will automatically remove the gatekeeper's static RAS address. Since the gatekeeper no longer has a configured RAS address, the router will automatically assign an IP address (if there is any) to the gatekeeper. Existing clients which have registered to this gatekeeper via the old RAS address will no longer be able to communicate with this gatekeeper.

Recommended Action It is the user's responsibility to notify existing RAS clients to re-register their systems to the gatekeeper's new RAS address as shown in the show gatekeeper zone status display

Error Message

```
%GK-6-GK_CLOSE_SRV_CONNECTION: The connection to GKTMP server %s(%i) appears to
be hung and will be closed.
```

Explanation Messages are being backed up in the gatekeeper's write queue in the connection with the specified server name. The connection is assumed to have gone bad and the gatekeeper is closing the connection. This implies that messages will not be sent to that server for processing until either the gatekeeper or the server re-initiates the connection.

Recommended Action Check with the specified server for possible connection error.

Error Message

```
%GK-6-GK_FLOAT_RAS_IP_CHANGED: The gatekeeper's RAS address has been
automatically changed by the system. Existing RAS clients may no longer be able
to reach the gatekeeper.
```

Explanation The IP address being changed at the interface causes the system to look for a better IP address to be used for the gatekeeper's RAS address. existing clients which have registered to this gatekeeper via the old RAS address may no longer be able to communicate with this gatekeeper.

Recommended Action It is the user's responsibility to notify existing RAS clients to re-register their systems to the gatekeeper's new RAS address as shown in the show gatekeeper zone status display

Error Message

```
%GK-6-LRQ_ACL_BLOCKED_MSG: LRQ from IP [chars] was blocked by LRQ access list
```

Explanation Unavailable

Recommended Action Unavailable

Error Message

```
%GK_OSP-3-GK_OSP_INIT_NOMEM: Not enough emory to initialize GK_OSP subsystem:
[chars].
```

Explanation The system was unable to initialize the gatekeeper OSP subsystem because of low memory conditions.

Recommended Action Upgrade the router to a larger memory configuration.

Error Message

```
%GK_OSP-3-GK_OSP_PARSE_CHAIN_FAIL: Could not install gatekeeper osp CLI.
```

Explanation An internal error has occurred.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

GLBP Messages

The following are Gateway Load Balancing Protocol messages.

Error Message

```
%GLBP-3-MISCONFIG: Cannot add MAC address [enet] to interface [chars] - not
supported
```

Explanation A software or hardware error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

GLBP Messages

Error Message

```
%GLBP-3-NOSOCKET: Unable to open socket
```

Explanation The system was unable to initialize an IP connection for the Gateway Load Balancing Protocol.

Recommended Action Make sure that there is at least one interface configured to run the IP protocol.

Error Message

```
%GLBP-4-BADAUTH: Bad authentication received from [IP_address], group [dec]
```

Explanation Two routers participating in a Gateway Load Balancing Protocol group have a valid authentication string that does not match.

Recommended Action Use the **glbp authentication interface** command to repair the Gateway Load Balancing Protocol authentication discrepancy between the local system and the one whose IP address is reported.

Error Message

```
%GLBP-4-BADVIP: [chars] Grp [dec] address [IP_address] is in the wrong subnet for
this interface
```

Explanation The GLBP virtual IP address contained in the Hello message cannot be learned as it is not within a subnet configured on the interface.

Recommended Action Check the configuration on all GLBP routers and ensure that the virtual IP address is within a configured subnet.

Error Message

```
%GLBP-4-DIFFVIP1: [chars] Grp [dec] active routers virtual
 IP address [IP_address] is different to the locally configured
 address [IP_address]
```

Explanation The Gateway Load Balancing Protocol virtual IP address contained in the hello message from the active router is different from the locally-configured virtual IP address.

Recommended Action Check the configuration on all Gateway Load Balancing Protocol routers.

Error Message

```
%GLBP-4-DUPADDR: Duplicate address [IP_address] on [chars], sourced by [enet]
```

Explanation The IP address in a Gateway Load Balancing Protocol message received on the interface is the same as the IP address of its own router. This condition may be caused by a misconfiguration or because of a malfunctioning switch.

Recommended Action Check the configurations on all the Gateway Load Balancing Protocol routers, and ensure that any switches are functioning properly.

Error Message

```
%GLBP-4-DUPVIP1: [chars] Grp [dec] address [IP_address] is

 already assigned to [chars] group [dec]
```

Explanation The Gateway Load Balancing Protocol virtual IP address contained in the hello message cannot be learned. It is already assigned to a different Gateway Load Balancing Protocol group.

Recommended Action Check the configuration on all Gateway Load Balancing Protocol routers.

Error Message

```
%GLBP-4-DUPVIP2: [chars] Grp [dec] address [IP_address] is
 already assigned on this interface
```

Explanation The Gateway Load Balancing Protocol virtual IP address contained in the hello message cannot be learned. It is already assigned to this interface.

Recommended Action Check the configuration on all Gateway Load Balancing Protocol routers.

Error Message

```
%GLBP-4-DUPVIP3: [chars] Grp [dec] address [IP_address] is
 already assigned to, or overlaps with, an address on
 another interface or application
```

Explanation The Gateway Load Balancing Protocol virtual IP address contained in the hello message cannot be learned. It is already assigned to, or overlaps with, an address on another interface or application.

Recommended Action Check the configuration on all Gateway Load Balancing Protocol routers.

Error Message

```
%GLBP-6-FWDSTATECHANGE: [chars] Grp [int] Fwd [int] state [chars] - [chars]
```

Explanation The Gateway Load Balancing Protocol forwarder has changed state.

Recommended Action No action is required.

Error Message

```
%GLBP-6-STATECHANGE: [chars] Grp [int] state [chars] - [chars]
```

Explanation The Gateway Load Balancing Protocol gateway has changed state.

Recommended Action No action is required.

GPRSFLTMG Messages

The following are Global Packet Radio Service Fault Management messages.

Error Message

```
%GPRSFLTMG-0-GPRS_DHCP: [chars]
```

Explanation An error has occurred. The reason code indicates the probable cause. 1.The DHCP client failed to get started. Memory allocation failures could be the cause of this condition.

Explanation 2.The GPRS DHCP process has failed to start.

Recommended Action Cisco recommends that you not use this GGSN for PDP session establishment with SGSN with a dynamic IP request. Check the available memory in the system. If this message occurred because of a failure of the DHCP client to start, enter the **debug dhcp detail** command before the failure occurs. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GPRSFLTMG-0-GPRS_SERVICE: GSN: [IP_address], TID: [hex][hex], APN: [chars],
Reason: [dec], [chars]
```

Explanation An error has occurred. The reason code indicates the probable cause. 1. A path failure has occurred. No echo message has been received from the GSN peer and timeout.

Explanation 3. The GGSN service has started.

Explanation 4. The GGSN service has shut down.

Explanation 5. The primary charging gateway cannot be reached or is unconfigured.

Explanation 6. The primary charging gateway is up or is configured.

Explanation 7. The secondary charging gateway is up or is configured.

Explanation 8. The secondary charging gateway has become unreachable or is unconfigured.

Recommended Action Error messages with the reason codes 3, 6, and 7 are informational. If you receive an error message with any of the other reasons, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GPRSFLTMG-0-GTPv1NORESOURCE: GSN: [IP_address], TEID: [hex], APN: [chars],
Reason: [dec], [chars]
```

Explanation Available resources are exhausted and cannot continue GGSN service because of one the following reasons: a.The number of pending signaling messages has reached the limit. b.The GGSN has exhausted memory. c.A permanent system failure has occurred.

Recommended Action Check to see whether you can increase the number of PDPs that can be handled by GGSN. Enter the **show gprs gtp status** command and analyze the output. If the problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show gprs gtp status, show logging, and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GPRSFLTMG-0-NOPROCESS: [chars]
```

Explanation A process could not be started.

Recommended Action Enter the **show gprs gtp status** command and analyze the output. If the problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show gprs gtp status, show logging, and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GPRSFLTMG-0-NORESOURCE: GSN  : [IP_address], TID  : [hex][hex], APN  : [chars],
Reason: [dec], [chars]
```

Explanation GGSN service cannot continue because available resources have been exhausted. The reason code indicates the probable cause. a.The PDP number has reached its limit.

Explanation b.The number of pending signaling messages has reached its limit.

Explanation c.Memory is insufficient in the GGSN.

Recommended Action If the reason is 1, increase the PDP number that the GGSN can accommodate, if possible. If this message recurs, copy the error message exactly as it appears on the console or in the system log. Issue the show gprs gtp status command to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show gprs gtp status command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GPRSFLTMG-0-PACKETPARSINGERROR: GSN: [IP_address], TID: [hex][hex], APN:
[chars], Reason: [dec], [chars]
```

Explanation A PDP context activation failed at the packet parsing state. The reason code indicates the probable cause. 1.A mandatory IE is missing in the PDP.

Explanation 2.The mandatory IE has an invalid range of value.

Explanation 3.The mandatory IEs are not in sequence.

Explanation 4.There is an invalid message format.

Explanation 5.An optional IE in the packet has an invalid range of value.

Explanation 6.The GGSN node does not support the GTP version received.

Explanation 7.A noncharging message appears in the charging path.

Explanation 8.A charging message appears in the GTP path.

Explanation 9.There is an unknown GTP message.

Explanation 10.The GTP message that was received is too short to contain all expected information about the IE.

Explanation 11.An unexpected message appeared.

Explanation 12.The IP and GTP lengths do not match.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GPRSFLTMG-0-RESOURCE: GSN: [IP_address], TID: [hex][hex], APN: [chars], Reason:
[dec], [chars]
```

Explanation Available resources are exhausted and cannot continue GGSN service because of the following reasons: a.The number of PDPs has reached the limit.

Explanation b.The GGSN has reached a set percentage for the number of network-initiated PDP.

Explanation c.The number of IP PDP that have regenerated PPP has reached the limit.

Recommended Action Check whether you can increase the number of PDP that can be handled by GGSN. Enter the **show gprs gtp status** command and analyze the output. If the problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show gprs gtp status, show logging, and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GPRSFLTMG-4-AAAFAIL_PDPACTIVATIONFAIL: GSN  : %i, TID  : %08x%08x, APN  : %s,
Reason: %d, %s
```

Explanation A PDP Activation has been failed because of one of the following reasons: 1. No RADIUS server present for Authentication - No RADIUS server is configured or configured RADIUS server is not reachable. 2. Authentication fail - Authentication failed for invalid username or password. 3. Missing PAP/CHAP in non-transparent mode - PAP/CHAP IE is missing in the packet in non-transparent mode. 4. Missing username - User name field is not present in the PDP activation Request sent.

Recommended Action 1. Check whether RADIUS server is configured properly and able to ping it. 2. Check whether RADIUS server is configured properly. For the other reasons copy and save the error message with the output of 'show running' command. and contact your technical support representative.

Error Message

```
%GPRSFLTMG-4-ADDRESS_DUPLICATION_PDPACTIVATIONFAIL: TID  : [hex][hex],
access-point: [chars] vrf [dec], because address: [IP_address], vrf [dec]already
used by mobile in access-point: [chars], it was allocated from [chars]
```

Explanation PDP activation has failed due to a duplicated address.

Recommended Action Check the dynamic address configuration of both access points by entering the show gprs gtp pdp-context ms-address ip-address command. You may need to change the access-point dynamic address configuration or clear the mobile session by entering the clear gprs gtp pdp tid tunnel-id command.

Error Message

```
%GPRSFLTMG-4-APNRELATEDERROR_PDPACTIVATIONFAIL: GSN: [IP_address], TID:
[hex][hex], APN: [chars], Reason: [dec], [chars]
```

Explanation PDP activation has failed. The following APN-related problems probably caused the failure:

- The APN requested in the PDP request is not configured in the GGSN router.
- APN is in subscribe mode, but the selection mode field is not verified in the PDP request.
- A duplicate static IP address is being used to access the same APN.
- A session already exists for a different APN.

Recommended Action Ensure that the APN is configured correctly. Issue the **show running-config** and **show gprs access-point all** commands to gather data that might help identify the nature of the error. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show running-config, show gprs access-point all, show logging, and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GPRSFLTMG-4-CHARGING: GSN: [IP_address], TID: [hex][hex], APN: [chars], Reason:
[dec], [chars]
```

Explanation This syslog message occurs because of one of the following reasons: 1. The primary or secondary charging gateway is configured or unconfigured.

Explanation 2. There is a failure sending CDRs to the configured charging gateway.

Explanation 3. The echo timing messages that check the connectivity of the charging gateway being configured have either succeed or failed.

Explanation 4. The GSN CDR buffer has reached capacity. If the buffer is full, the subsequent packet might be dropped.

Explanation 5. The GSN is discarding or buffering CDRs.

Recommended Action Depending on the type of reason, choose the corresponding recommended action: 1. No action is necessary. This message is informational only.

Recommended Action 2. Verify that the charging gateways are configured correctly and are active with the charging functionality.

Recommended Action 3. If the configured charging gateway is up and reachable from the GSN, check whether the charging function is enabled in the gateway.

Recommended Action 4,5. If you have configured the **gprs char charging-send-buffer-size** command with the minimum byte size, reconfigure using the maximum byte size.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GPRSFLTMG-4-DCCA_INVALID_ANSWER: GSN  : [IP_address], IMSI  : [chars], NSAPI  :
[hex], APN  : [chars], Reason: [chars]
```

Explanation An invalid Credit Control Answer (CCA) was received. The CCA is considered to be invalid if it contains an Attribute Value Pair (AVP) with an invalid value.

Recommended Action Verify the quota configurations in the Diameter Credit Control Application Server (DCCA-S).

Error Message

```
%GPRSFLTMG-4-DCCA_INVALID_CATEGORY: GSN  : [IP_address], IMSI  : [chars], NSAPI
: [hex], APN  : [chars], Reason: [chars]
```

Explanation A Credit Control Answer (CCA) was received with the result code DIAMETER_RATING_FAILED at the category level. The category is not recognized by the Diameter Credit Control Application Server (DCCA-S).

Recommended Action Check the category definition at both the DCCA-S and GGSN/CSG.

Error Message

```
%GPRSFLTMG-4-GTP_V6PDP_FAIL: GSN  : [IP_address], TID  : [hex][hex], APN  :
[chars], Reason: [chars]
```

Explanation Unable to create the IPv6 PDP as the specific request is not supported.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GPRSFLTMG-4-GTPv1AAAFAIL_PDPACTIVATIONFAIL: GSN: [IP_address], TEID: [hex], APN:
[chars], Reason: [dec], [chars]
```

Explanation A PDP activation has failed because of one of the following reasons:

- A RADIUS server is not present for authentication either because a RADIUS server is not configured or because the configured RADIUS server is not reachable.
- Authentication failed because of an invalid username or password.
- The PAP or CHAP IE is missing from the packet in nontransparent mode.
- The username field is not present in the PDP activation request.

Recommended Action Check to see that the whether RADIUS server is configured properly and that you are able to ping it. If this is not the cause, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show running-config**, show logging, and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GPRSFLTMG-4-GTPv1APNRELATEDERROR_PDPACTIVATIONFAIL: GSN: [IP_address], TEID:
[hex], APN: [chars], Reason: [dec], [chars]
```

Explanation PDP activation has failed because of one of the following APN-related problems: a. The APN requested in the PDP request is not configured in the GGSN router.

Explanation b.The APN has subscribe mode on, but the selection mode field is not verified.

Explanation c.There is a duplicate static IP address to access the same APN.

Explanation d.A session already exists for a different APN.

Recommended Action Check the APN configuration. If the problem is not apparent from the configuration, enter the **show run** and **show gprs access-point all** commands. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show run, show gprs access-point all, show logging, and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GPRSFLTMG-4-GTPv1IPALLOCATIONFAIL_PDPACTIVATIONFAIL: GSN: [IP_address], TEID:
[hex], APN: [chars], Reason: [dec], [chars]
```

Explanation The system failed to allocate the IP address dynamically because of one of the following reasons: a.The DHCP or RADIUS server IP address is configured incorrectly in GGSN.

Explanation b.The DHCP or RADIUS server is reachable, but the configuration to allocate IP address might be wrong.

Explanation c.The DHCP or RADIUS server is configured correctly, but is not reachable.

Explanation d.The dynamic IP allocation is disabled in the APN configuration.

Explanation e.The PAP/CHAP information is missing from the RADIUS client that is in transparent mode. Most likely, the username and password are missing from the PDP activation request.

Recommended Action Check to see whether the GGSN is configured with the valid DHCP or RADIUS server IP address. Check to see whether DHCP or RADIUS server is configured properly to allocate the IP address. If the configurations are all right, check to see whether the server is reachable from GGSN. Configure the IP allocation pool as either a DHCP proxy client or a RADIUS client in the APN. If you still cannot resolve the problem, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at

http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GPRSFLTMG-4-GTPv1MOBILITY: GSN: [IP_address], TEID: [hex], APN: [chars], Reason:
[dec], [chars]
```

Explanation One of the following mobility-related problems has occurred: a.The MS GPRS has detached.

Explanation b.The MS GPRS is present.

Explanation c.The MS, not GPRS, is responding for network-initiated PDP. The MS does not respond for packets initiated by the external network.

Explanation d.The MS has been refused for the network-initiated PDP.

Explanation e.The IMSI is unknown for the network-initiated PDP.

Recommended Action If the problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GPRSFLTMG-4-GTPv1QOSFAIL_PDPACTIVATIONFAIL: GSN: [IP_address], TEID: [hex], APN:
[chars], Reason: [dec], [chars]
```

Explanation QoS negotiation or update has failed because resources are not available.

Recommended Action Enter the **show gprs gtp status** command and analyze the output. If the problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show gprs gtp status, show logging, and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GPRSFLTMG-4-GTPv1_PDP_UPDATE_FAIL: GSN  : [IP_address], TEID  : [hex], APN  :
[chars], Reason: [dec], [chars]
```

Explanation GGSN initiated PDP Updation failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. Include the output of the sh tech ggsn command.

Error Message

```
%GPRSFLTMG-4-HARDWAREFAIL: Reason: [chars]
```

Explanation An NVRAM write operation has failed.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%GPRSFLTMG-4-IPALLOCATIONFAIL_PDPACTIVATIONFAIL: GSN  : %i, TID  : %08x%08x, APN
: %s, Reason: %d, %s
```

Explanation Failed to allocate IP address dynamically because of one of the following reason: 1. a. DHCP/RADIUS server IP address has been wrongly configured in GGSN. b. DHCP/RADIUS server is reachable but the configuration to allocate IP address might be wrong. or c. Properly configured DHCP/RADIUS server is unreachable. 2. Dynamic IP allocation is disabled in the APN configuration . 3. Missing PAP/CHAP information from radius client in transparent mode - Username and Password is missing in the PDP Activation Request.

Recommended Action 1.a. Check whether the GGSN is conifugred with the valid DHCP/RADIUS server IP address. b. Check whether DHCP/RADIUS server is configured properly to allocate IP address . c. If the configurations are fine, then check whether the server is reachable from GGSN. 2. Configure IP allocation pool as either DHCP proxy client or RADIUS client in the APN . If you could not solve the problem still contact your technical support representative with the error message you got.

Error Message

```
%GPRSFLTMG-4-MOBILITY: GSN: [IP_address], TID: [hex][hex], APN: [chars],
Username: [chars] Reason: [dec], [chars]
```

Explanation One of the following mobility-related problem has occurred: a.The MS GPRS has detached.

Explanation b.The MS GPRS is present.

Explanation c.The MS, not GPRS, is responding for network-initiated PDP. The MS does not respond for packets initiated by the external network.

Explanation d.The MS has been refused for the network-initiated PDP.

Explanation e.The IMSI is unknown for the network-initiated PDP.

Recommended Action If the problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GPRSFLTMG-4-MOBILITYERROR: GSN : [IP_address], TID : [hex][hex], APN : [chars],
Reason: [dec], [chars]
```

Explanation A failure involving a mobility station has occurred. The reason code indicates the probable cause. a.The mobility station is detached.

Explanation b.The mobility station is not responding.

Explanation c.The mobility station refused to receive the signals.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GPRSFLTMG-4-QOSFAIL_PDPACTIVATIONFAIL: GSN  : %i, TID  : %08x%08x, APN  : %s,
Reason: %d, %s
```

Explanation QoS negotitaion/update has failed since resources not available.

Recommended Action Contact your technical support representative with the error messages and the output of command 'sh gprs gtp status' .

Error Message

```
%GPRSFLTMG-4-RECOVERYIEDIFF: GSN  : [IP_address], TID  : [hex][hex], APN  :
[chars], Reason: [dec], [chars]
```

Explanation The GGSN has received policy decision point (PDP) update requests with different recovery information elements in the same path.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GPRSFLTMG-6-PDP_PURGED: GSN  : [IP_address], TID  : [hex][hex], APN  : [chars],
Reason: [dec], [chars]
```

Explanation The PDP context has been purged because of a PDP context idle timeout.

Recommended Action No action is required.

Error Message

```
%GPRSISCSIFLTMG-4-GPRS_ISCSI_BUFFER_ALLOC_FAILURE: GPRS iSCSI failed to allocate
GCDR buffer of size [int] bytes
```

Explanation Failed to allocate a GCDR buffer to transfer records to the SAN.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.e

Error Message

```
%GPRSISCSIFLTMG-4-GPRS_ISCSI_CLOSE_FAILURE: Unable to close session to SAN for
profile [chars]
```

Explanation Failed to close session to the iSCSI disk.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GPRSISCSIFLTMG-4-GPRS_ISCSI_CLOSE_SUCCESS: Successfully closed connection to SAN
with profile [chars]
```

Explanation Successfully closed connection to the SAN.

Recommended Action No action is required.

Error Message

```
%GPRSISCSIFLTMG-4-GPRS_ISCSI_DISK_FULL: iSCSI disk full
```

Explanation The configured SAN disk is full. Cannot write additional DRPs to the SAN disk.

Recommended Action 1. Check whether the charging gateway was down for a while. 2. If so, try bringing up the charging gateway. This will move the stored DRPs from the SAN disk to the charging gateway. 3. If the charging gateway cannot be recovered, or if it is not configured, or if read operations are disabled, consider adding another disk to the SAN 4. Use another profile.

Error Message

```
%GPRSISCSIFLTMG-4-GPRS_ISCSI_FAILED_ENCODE_AND_STORE: GPRS iSCSI failed to encode
and store closed CDRs as the transfer capacity is full
```

Explanation Failed to encode and transfer closed CDRs to SAN.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GPRSISCSIFLTMG-4-GPRS_ISCSI_FATAL_DISK_ERROR: iSCSI fatal disk error
```

Explanation The iSCSI infrastructure reports a fatal disk error while reading from or writing to the SAN disk.

Recommended Action 1. Check the SAN disk 2. Fix the error and reconfigure the profile.

Error Message

```
%GPRSISCSIFLTMG-4-GPRS_ISCSI_OPEN_FAILURE: Unable to establish session to SAN
```

Explanation Failed to establish session to the iSCSI disk.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require

assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GPRSISCSIFLTMG-4-GPRS_ISCSI_OPEN_SUCCESS: Succeeded to establish connection with
SAN with session id [int]
```

Explanation Successfully established a session with the SAN.

Recommended Action No action is required. GPRSMIB Messages

Recommended Action The following are GPRSMIB messages.

Error Message

```
%GPRSMIB-4-FRAGMENT_ERROR: fragmentation error (s_uid = [hex]) received
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GPRSMIB-4-INVALIDMSG: Invalid GPRSMIB message (msg_type [hex]) received
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

GRP Messages

The following are Gigabit Route Processor (RP) card messages.

Error Message

```
%GRIP-2-BADROUTE: Error %s route - null table
```

Explanation A hardware or software error occurred.

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

Error Message

```
%GRIP-3-BADPATHS: Invalid number of paths (%d) for %q
```

Explanation An internal inconsistency was detected in the XNS routing table structure.

Recommended Action Note the parameters associated with this message and call your technical support representative for assistance.

Error Message

```
%GRP-3-ADDRERROR: Bad access to fabric-buffers  : invalid address
```

Explanation An illegal access has been made to the fabric buffers. This condition usually indicates a software error.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-3-BADSTATE: Reassembly state is bad for slot [int]. State = [int]
```

Explanation The software is in an incorrect state for receiving the current packet over the fabric. The message reports the slot in which the packet was received and describes the state of the reassembly.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-3-BAD_RESET:
```

Explanation The software attempted to reset itself over the MBUS.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-3-BAD_STATE: Slot:[int] State:[chars]
```

Explanation The software is in an incorrect state for receiving the current packet over the fabric. The message reports the slot in which the packet was received and describes the state of the reassembly.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-3-BMAUCODE_ALLOC: Failed buffer allocation for [chars]
```

Explanation A data structure could not be allocated to contain the contents of the given BMA microcode file. There might be insufficient DRAM.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-3-BMAUCODE_BAD: Slot [dec]: bad slot state ([dec]) or card type ([hex] -
[chars])
```

Explanation The software is not able to select or download the given BMA microcode on the given slot. Either the line card is not present, there is a card type other than a line card in the given slot, or the line card is not enabled.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-3-BMAUCODE_ENABL: No line cards enabled: selector [chars], feature [chars]
```

Explanation The selection or download of the BMA microcode failed for all slots, selector, and features. There are no enabled line cards.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-3-BMAUCODE_FAIL: Slot [dec], selector [chars], feature [chars]
```

Explanation The selection or download of the BMA microcode has failed for the given slot, selector, and feature. The line card could be disabled, or there could have been an error on the line card during the attempt to select or download the BMA microcode.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-3-BMAUCODE_FILE: Error reading [chars]
```

Explanation The given binary BMA microcode could not be read, probably because it was not found.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-3-BMAUCODE_SELECTOR: Command selector [chars] != file header selector [chars]
```

Explanation For the bma microcode download command, the selector specified on the command line does not match the selector in the binary BMA microcode file.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-3-CARVE_ADD: Failed to add buffer size [int] with delta [int]
```

Explanation The specified buffer size could not be added to the SDRAM buffer carve specification because of one of the following internal parameter errors: an exceeded number of available elements, an excessive delta size, or null parameters.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-3-CARVE_FAIL: [chars] BMA, slot [int]
```

Explanation One of the following problems has occurred: the SDRAM buffer carve on the given line card failed, the RP failed to send the carve information to the line card through IPCs, or the carve result from the line card failed to return to the RP. The line card probably is disabled.

Recommended Action Try rebooting the line card. If rebooting the line card does not resolve the problem, consider power-cycling the router. If the message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-3-CARVE_FREEQS: Free queues ([int]) allowed ([int])
```

Explanation The number of free queues allowed for the SDRAM buffer carving has been exceeded.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-3-CARVE_PCT: Sum percentage SDRAM buffers ([int]) 100
```

Explanation The specified sum of percentages for SDRAM buffer sizes has exceeded 100.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-3-CARVE_SIZE: SDRAM buffer size [int] its delta [int]
```

Explanation The rounded-up SDRAM buffer size should be larger than a given delta size.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-3-CARVE_SPEC: Empty SDRAM buffer carve specification
```

Explanation There is no SDRAM buffer carve specification to send to a line card.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-3-CARVE_ZERO: [chars] BMA, slot [int], entry index [int]: zero SDRAM buffer
size
```

Explanation The given SDRAM buffer size should not be zero.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-3-COREDUMP: Core dump incident on slot [dec], error: [chars]
```

Explanation The master GRP has detected a line card or a secondary Route Processor whose state is so close to failure that a diagnostic core dump is appropriate. If exception core dumps are configured for that slot, a dump will be taken. The error message provides further details of the error that has caused the dump request.

Recommended Action This error may be caused by a hardware or software failure. Run diagnostic tests on the line card by entering the diag slot-number verbose EXEC command, and replace the card if it fails the tests. Note that the line card will be disabled for the duration of the diagnostics. Use the hw-module slot reload EXEC command if the card remains disabled after the tests. If the card passes the tests, consider upgrading your system to the latest Cisco IOS software release in your release train to take advantage of recent fixes. If the problem still occurs after the upgrade, copy the error message text and the output of the diagnostic tests exactly as they appear on the console or in the system log, enter the show tech-support command, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-3-ERROR: NULL
```

Explanation This message can take many forms. It provides information about a software error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GRP-3-EXEC_ALLOC: No memory for command
```

Explanation No memory was available to allocate for the remote command string.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-3-EXEC_ENABL: No line cards enabled
```

Explanation There are no enabled line cards.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-3-EXEC_SLOT: Slot [dec] not enabled
```

Explanation There is no card in the given slot, or the card exists but is not enabled.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-3-FABCOPY: [chars] address = [hex].
```

Explanation The fabric driver software has passed an incorrectly aligned pointer.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-3-FABRIC: [chars] ([int])
```

Explanation The master GRP is unable to communicate over the fabric to the specified line card.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-3-FABRIC_MULTI: [chars] ([hex])
```

Explanation A problem has been detected between the master RP and a line card over the fabric.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-3-FABRIC_UNEXP: [chars] ([int])
```

Explanation An unexpected message has been received from the specified line card.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-3-FABRIC_UNI: [chars] ([int])
```

Explanation A hardware or software problem has been detected over the fabric between the master RP and the card in the slot specified in the error message. This condition could be created by, most likely, a software problem or, less likely, a hardware problem. The following is a list of possible reasons for this message; however, it is not all-inclusive:

Explanation A software failure has occurred in which a process has disabled interrupts long enough for 5 consecutive fabric pings to be missed. This condition indicates a problem with the software on the destination card.

Explanation The RP could not send a fabric ping to the specified line card. If a fabric ping cannot be sent for a number of consecutive times, the destination card will be reset.

Explanation The RP could not send data other than a fabric ping to the specified line card. If the data that has failed to be sent is not a fabric ping, the destination card will not be reset, but this condition may affect other functionality of the RP; for example, CEF might be disabled.

Explanation A hardware problem has occurred on the RP or GRP, in the fabric, or on the destination card. If the error was due to a hardware problem with the GRP, other IPC timeout messages would be logged before the fabric ping failure and entering the show contr fia command on the GRP would show errors, while entering the show contr fia command on the line card would not.

Recommended Action Consider upgrading the system to the latest Cisco IOS software version in your release train to eliminate all resolved software problems. If this message recurs, copy the error message exactly as it appears on the console or in the system log, enter the show controller fia command and, if the line card was reloaded, the show context slot slot-number command, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-3-IFCON: Too many Queued messages, No buffers available
```

Explanation Too many messages are coming from the Internet router line card. There are no more buffers on the RP to handle these messages.

Recommended Action Try shutting down debugging messages on the line card or reloading it. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-3-LC_CARD_TYPE_INVALID: Linecard has invalid card type [hex]
```

Explanation The line card type is invalid. The line card EEPROM is programmed with an invalid card type.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-3-LC_FLASH_PROG_FAIL: Slot [dec] failed program flash with [chars]
```

Explanation The line card could not be programmed and may be defective.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-3-LC_POST_ALLOC: Failed buffer allocation for [chars]
```

Explanation A data structure could not be allocated to contain contents of the given line card POST file. There might be insufficient DRAM.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-3-LC_POST_FAIL: Slot [dec] fail download
```

Explanation The download of the GLC POST has failed for the given slot. The line card could be disabled, or an error could have occurred on the line card during the attempt to download the GLC POST.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-3-LDFAIL: Unable to download ucode from [chars] in slot [hex] (bitmask),
trying [chars] ucode
```

Explanation For some reason, the line card image specified by the configuration is not suitable for downloading, or another error has occurred. The line card image that is bundled within the GRP system image will be loaded.

Recommended Action Try reloading the microcode. If the error message recurs, copy the message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-3-MEMSIZE: Non oct-byte access to fabric buffers.
```

Explanation An illegal access has been made to fabric buffers. This usually indicates a software error.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-3-MODULE: Missing [chars] for [chars]
```

Explanation A hardware or software error has occurred.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-3-MSGTOOBIG: Datagram size too large ([int])
```

Explanation An attempt to send a packet over the fabric has failed because the packet was too big. This problem usually indicates a software error.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-3-NOFILE: Ucode file [chars] not found, system ucode loaded in slot [hex]
(bitmask).
```

Explanation The file specified by the configuration was not found in Flash memory. The slot number represents a bit mask of the cards affected. The line card image that is bundled within the GRP system image will be loaded.

Recommended Action Use the show flash command to determine if the file is located in Flash memory. If the file is there, attempt to reload the microcode. If the error message recurs, copy the message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-3-NOMAC: Can't allocate MAC address for interface [int]/[int]
```

Explanation No MAC address was available for allocation to the specified interface.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-3-PARITYERR: Parity error detected in the fabric buffers. Data ([hex])
```

Explanation A parity error has been detected by the fabric interface hardware on the RP. The hex number indicates the error interrupt vector. This message usually indicates a hardware problem on the RP.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-3-POST_CODE_FILE: Error reading [chars], post.ucode is required in slot0 for
upgrade
```

Explanation The software could not read the given binary LC POST code, possibly because it has not found the post.ucode in the PCMCIA card.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-3-QFULLPAR: Parity error detected.
```

Explanation A parity error was detected between the CSAR and the FIA on the "queue full" signals. The parity error usually indicates a hardware error.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-3-RESET_CARD: Card [int] has reset too many times.
```

Explanation The line card specified in the error message has automatically reset itself too many times in attempts to overcome an error condition. It will attempt a reload again after ten minutes have elapsed. This probably indicates that the card is either incorrectly installed, incorrectly configured, or experiencing a hardware failure.

Recommended Action Check the configuration and cabling for errors. The line card can be reloaded manually using the microcode reload command. If the error message recurs, copy the message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-3-RESTART: NULL
```

Explanation The SDRAM buffer memory was reset and reallocated. If this message is the result of an operator-issued command, such as changing the MTU on an interface, then this message is not a cause for concern.

Recommended Action If the cause is unknown, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. GSRIPC Messages

Recommended Action The following are Internet Router IPC service routines messages.

Error Message

```
%GRP-3-TYPE: Unknown link type [int] int [int]/[int]
```

Explanation A packet was received on an interface that had an unknown link type. This message most likely indicates that there is a software problem.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-3-UCODEFAIL: [chars] [int]
```

Explanation The image that was downloaded to the line card has been rejected by the line card.

Recommended Action Try reloading the microcode. If the error message recurs, copy the message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-3-UCODETIMEOUT: [chars] ([int])
```

Explanation The line card did not acknowledge the download of the image.

Recommended Action Try reloading the line card image. If the error message recurs, copy the message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-3-UNDEF_HDR: Slot [int]:[hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex]
```

Explanation A packet has been received from the fabric, but there was a problem in the header. The data that appear are the first bytes from the buffer header and the payload.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-3-UNEXPINT: [chars] [hex]
```

Explanation An unexpected interrupt has occurred from the specified device on the GRP. The device that caused the interrupt is given in the error message output.

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 might help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show tech-support command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GRP-4-BADLENGTH: Internal fabric register mismatch. Expected length = [int].
Received length = [int].
```

Explanation A packet has been received from the fabric, but the packet length received and the packet length indicated in the buffer header do not match.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-4-BAD_PKT: CSAR  : Received slot [int] Chan [int]
```

Explanation An invalid packet was received at CSAR.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-4-CAMFULL: Too many entries in the Ethernet CAM
```

Explanation Too many MAC addresses were put into the CAM of the Ethernet. This problem usually indicates a software error.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-4-CARVE_MTU: Only [int] MTUs considered (max = [dec])
```

Explanation The list of different MTUs that can be considered in the SDRAM buffer carving is limited by the given maximum number.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-4-CELLNEG: Detected an internal signal error on the fabric interface.
```

Explanation An internal signal between the CSAR and the FIA was deasserted too early.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-4-COOKIE: Corrupt or missing MAC address cookie -- using random base [enet]
```

Explanation The part containing the MAC addresses allocated to this chassis could not be accessed or was found to be corrupt, either because of a hardware problem or because of a manufacturing problem.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-4-CORRUPT: Corrupted packet received. start_offset = [int] length = [int]
card = [int].
```

Explanation A buffer with a corrupted buffer header has been received from the fabric.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-4-CRC32: CRC32 error detected from slot [int].
```

Explanation A CRC32 error has been detected.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-4-ETHERPAL: Ethernet PAL on the GRP is missing.
```

Explanation The system software has detected that the Ethernet PAL on the GRP either is missing or is improperly installed.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-4-FIRSTLAST: First/Last cell error detected from slot [int].
```

Explanation A cell has been received with an invalid first or last bit set.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-4-FROMFABPAR: Parity error detected in from fabric buffer memory. Slot [int].
```

Explanation A parity error from the fabric buffers has been detected.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-4-NO_INTF: CSAR  : No interface available Slot [int] Chan [int]
```

Explanation The CSAR has received packet with an invalid interface.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-4-OLDVERSION: Running old version of GRP
```

Explanation The system software detected an old version of the GRP.

Recommended Action The GRP needs to be upgraded in order to run with this software.

Error Message

```
%GRP-4-Q_CORRUPT: CSAR  : HoldQ Count is corrupted
```

Explanation The CSAR Queue indicates a packet even though none is available.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-4-REASSEMBLY: Reassembly error detected. Slot = [int]. State = [int], Status
= [int].
```

Explanation There has been an error in reassembling a buffer over the fabric. The message indicates the slot in which the errored packet was received and describes the state of the reassembly. The status of the packet can be decoded as follows:

- 00 = middle buffer
- 01 = last buffer
- 10 = first buffer

- 11 = only buffer.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-4-RXFAB: From fabric buffers are out of order with software. Index = [int],
Expected = [int], Received = [int].
```

Explanation The fabric driver software is not synchronized with the fabric hardware.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-4-SEQUENCE: Sequence error detected from slot [int]. Expected [int]
```

Explanation A cell with an incorrect sequence number has been received.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP-4-UNEXPBUFFER: Unexpected buffer finished sending to fabric ([int]).
```

Explanation A send to fabric buffer completed sending, however, the software was not expecting this buffer to be completed.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

GRPGE Messages

The following are Gigabit Ethernet Route Processor (RP) driver messages.

Error Message

```
%GRPGE-3-CMDERR: Interface ([chars]): [chars] IPC command fails (cause: [hex])
```

Explanation The Gigabit Ethernet RP driver has experienced an IPC command error.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRPGE-3-EVENT: Interface ([chars]): unknown IPC event ([int]) from linecard
```

Explanation The Gigabit Ethernet RP driver has received an unknown event from the line card.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRPGE-3-INIT: Gigabit Ethernet driver ([int]/[int]) initialization [chars].
```

Explanation The Gigabit Ethernet RP driver has experienced software initialization error.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRPGE-3-OP: Interface ([chars]): [chars]
```

Explanation The Gigabit Ethernet RP driver has received an unexpected event.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the show gsr and show ipc status commands to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show gsr and show ipc status command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GRPGE-4-MSGVERSION: Incompatible message version with slot [dec]
```

Explanation The message version being sent by the line card does not match the message version used by the GR. This type of incompatibility can happen if the GRP and the line card are using different Cisco IOS versions, and a GRP OIR event. The only problem caused by this condition is that POS statistics are not being reported to the GRP.

Recommended Action Reload the microcode.

Error Message

```
%GRPGE-4-NULLCEFIDB: Interface ([chars])
```

Explanation This interface does not have CEF IDB by mistake.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRPGE-4-UNSUP: Interface ([chars]): unsupported feature: [chars]
```

Explanation This feature is not supported by the Internet router Gigabit Ethernet RP.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRPGE-6-SH_CAM_FULL: Failed to add address [enet] to full [dec] entry shadow CAM
```

Explanation An attempt to add an entry to the CAM MAC address filter has failed.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRPPOS-3-OP: Interface ([chars]): [chars]
```

Explanation The POS RP driver has received an unexpected event.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the show gsr and show ipc status commands to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show gsr and show ipc status command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GRPPOS-3-TIMEOUT: Interface ([chars]): [chars]
```

Explanation The POS RP driver queried the line card for SONET information, but the line card did not reply.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the show gsr, show ipc nodes, show ipc ports, and show ipc status commands to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show gsr, show ipc nodes, show ipc ports, and show ipc status command output, contact your Cisco technical support representative and provide the representative with the gathered information. GSHDSL Messages

Recommended Action The following are G.Symmetric High bit rate DSL (G.SHDSL) messages.

Error Message

```
%GRPPOS-4-MSGVERSION: Incompatible message version with slot [dec]
```

Explanation The message version being sent by the line card does not match the message version being used by the GRP. This type of incompatibility could happen if the GRP and line card are using different Cisco IOS versions as a result of a GRP OIR event.The only problem caused by this condition is that POS statistics are not being reported to the GRP.

Recommended Action Reload the microcode.

Error Message

```
%GRP_C10K_CH_DS3-1-ALLOCFAIL: C10K [dec]/[dec][chars] allocation failure
```

Explanation C10K-channelized-to-DS3 controller or channel memory allocation failure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GRP_C10K_CH_DS3-1-MIA: C10K [dec]/[dec] LC removed during initialization
```

Explanation C10K-channelized-to-DS3 LC was removed during initialization.

Recommended Action Replace the LC, if C10K-channelized-to-DS3 functionality is desired.

Error Message

```
%GRP_C10K_CH_DS3-3-CORRUPT: Corrupt configuration, unsupported [chars] ([int])
encountered
```

Explanation The C10K-CH-DS3 RP driver running configuration is corrupt.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GRP_C10K_CH_DS3-3-OP: Interface ([chars]): [chars]
```

Explanation The C10K-CH-DS3 RP driver receives an unexpect event.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GRP_C10K_CH_DS3-3-TIMEOUT: Interface ([chars]): [chars]
```

Explanation The C10K-CH-DS3 RP driver queries the LC for SONET information, the LC did not reply.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GRP_C10K_CH_DS3-3-UNKNOWN_FAREND: Interface [chars] received an unknown far end
request ([int])
```

Explanation The C10K-CH-DS3 RP driver received an unknown far end request.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GRP_C10K_CH_DS3-4-MSGVERSION: Incompatible message version with slot [dec]
```

Explanation There is incompatibility between the the message version being send by the line card and the message version used by the GRP. This type of incompatibility could happen is GRP and line card using different IOS versions due to a GRP oir event.

Recommended Action The only problem is that pos statistics are not reported to the GRP, a microcode reload will solve the problem.

Error Message

```
%GRP_C10K_CH_DS3-5-BERT: Interface [chars], BERT [chars]
```

Explanation The C10K-CH-DS3 driver received and processed BERT completion event.

Recommended Action None, this is just a notification upon receipt of a BERT completion event.

Error Message

```
%GRP_C10K_CH_DS3-5-FAREND: Interface [chars] [chars] far end request of type
([chars])
```

Explanation The C10K-CH-DS3 driver received and processed a known far end request.

Recommended Action No action is required. This is just a notification upon receipt of a known request from the far end of the link (e.g., loopback).

Error Message

```
%GRP_C10K_SRP-3-INTERNALEVT: SRP LC Event internal error, [chars] [dec] [dec]
```

Explanation Internal SRP LC event error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GRP_C10K_SRP-3-OP: Interface ([chars]): [chars]
```

Explanation The SSRP RP driver receives an unexpect event.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit

http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GRP_C10K_SRP-3-TIMEOUT: Interface ([chars]): [chars]
```

Explanation The SSRP RP driver queries the LC for SONET information, the LC did not reply.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. GRP_OC48SRPPOS Messages

Recommended Action The following are OC48SRPOS subsystem messages.

Error Message

```
%GRP_C10K_SRP-4-BADSRPSLOT: SRP slot [dec] allocation rejected: Illegal slot
specified
```

Explanation SRP card pair must be configured via the lower odd numbered slot.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GRP_C10K_SRP-4-CARDMISMATCH: SRP slot [dec] allocation rejected: Card type
mismatch
```

Explanation The card type of the card in this slot is not the one expected by command **hw-module slot srp**.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case

with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GRP_C10K_SRP-4-CARDOVERLAP: SRP slot [de]allocation rejected: Slot [dec]
overlaps.
```

Explanation Command **[no] hw-module slot srp** and command **hw-module slot srp overlap**.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GRP_C10K_SRP-4-MSGVERSION: Incompatible message version with slot [dec]
```

Explanation There is incompatibility between the the message version being sent by the line card and the message version used by the GRP. This type of incompatibility could happen is GRP and line card using different IOS versions due to a GRP oir event.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GRP_C10K_SRP-4-SRPMODEMISMATCH: SRP slot [dec] allocation rejected: POS mode
already configured on slot [dec]
```

Explanation The modes of the cards forming an SRP pair must both be unitialized before issuing this command.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GRP_OC12_CH_DS3-1-ALLOCFAIL: OC12 [dec]/[dec][chars] allocation failure
```

Explanation An OC12-channelized-to-DS3 controller or a channel memory allocation failure has occurred.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP_OC12_CH_DS3-1-MIA: OC12 [dec]/[dec] LC removed during initialization
```

Explanation An OC12-channelized-to-DS3 LC was removed during the initialization.

Recommended Action If OC12-channelized-to-DS3 functionality is desired, replace the LC.

Error Message

```
%GRP_OC12_CH_DS3-3-CORRUPT: Corrupt configuration, unsupported [chars] ([int])
encountered
```

Explanation The OC12-CH-DS3 RP driver running configuration is corrupt.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the show gsr and show ipc status commands to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show gsr and show ipc status command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GRP_OC12_CH_DS3-3-OP: Interface ([chars]): [chars]
```

Explanation The OC12-CH-DS3 RP driver has received an unexpected event.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the show gsr and show ipc status commands to gather data that may help identify nature of the error. If you cannot determine the nature of the error from the error message text or from the show gsr and show ipc status command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GRP_OC12_CH_DS3-3-TIMEOUT: Interface ([chars]): [chars]
```

Explanation The OC12-CH-DS3 RP driver queried the LC for SONET information, and the LC did not reply.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the show gsr, show ipc nodes, show ipc ports, and show ipc status commands to gather data that may help identify the nature of the error. If you cannot determine the nature of the error

from the error message text or from the show gsr, show ipc nodes, show ipc ports, or show ipc status command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GRP_OC12_CH_DS3-3-UNKNOWN_FAREND: Interface [chars] received an unknown far end
request ([int])
```

Explanation The OC12-CH-DS3 RP driver has received an unknown far-end request.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GRP_OC12_CH_DS3-4-MSGVERSION: Incompatible message version with slot [dec]
```

Explanation The message version being sent by the line card does not match the message version being used by the GRP. This type of incompatibility can happen if the GRP and the line card are using different Cisco IOS software versions as a result of a GRP OIR event.The only problem caused by this condition is that POS statistics are not being reported to the GRP.

Recommended Action Reload the microcode.

Error Message

```
%GRP_OC12_CH_DS3-5-BERT: Interface [chars], BERT [chars]
```

Explanation The OC12-CH-DS3 driver has received and processed a BERT completion event.

Recommended Action This message appears whenever the notification for a BERT completion event is received. No action is required.

Error Message

```
%GRP_OC12_CH_DS3-5-FAREND: Interface [chars] [chars] far end request of type
([chars])
```

Explanation The OC12-CH-DS3 driver received and processed a known far-end request.

Recommended Action No action is required.

Error Message

```
%GRP_OC48SRPPOS-3-INTERNAL: OC48 POS internal error, [chars] [dec] [dec]
```

Explanation Internal OC48 POS error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying

information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GRP_OC48SRPPOS-3-INTERNALCMD: OC48 SRP/POS LC command internal error, [chars]
[dec] [dec]
```

Explanation Internal POS LC command error .

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GRP_OC48SRPPOS-3-SYNCPARAMS: OC48 SRP/POS Redundancy state sync failure: Invalid
parameters ([dec])/([dec])
```

Explanation A failure occurred on standby when trying to synchronize information.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GRP_OC48SRPPOS-3-SYNCSLOT: OC48 SRP/POS Redundancy state sync failure: Invalid
slot ([dec])
```

Explanation A failure occurred on standby when trying to synchronize information.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet

http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.
GSMAMRNB_ENABLER Messages

Recommended Action The following is the GSMAMRNB_ENABLER message.

Error Message

```
%GRP_OC48SRPPOS-4-ATTACHNOTDONE: OC48 SRP/POS Redundancy : OIR attach not done for
slot ([dec])
```

Explanation Optics type is invalid on standby.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GRP_OC48SRPPOS-4-ATTACHPENDING: OC48 SRP/POS Redundancy : Attach previously
pending slot ([dec])
```

Explanation An OIR attach was already pending on standby when another attach was received.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GRP_OC48SRPPOS-4-CMD_NOT_SUPPORTED: hw-module slot [dec] [chars] command not
supported on card type [chars]
```

Explanation This command is only supported on the dual mode OC48 SRP/POS card.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GRP_OC48SRPPOS-4-MODECONFIGURED: Slot [dec] Mode Change rejected: not ready for
mode change
```

Explanation The card must be fully uninitialized before issuing this command.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GRP_OC48SRPPOS-4-OPTICSINVALID: OC48 SRP/POS Redundancy : Optics type invalid
slot ([dec])
```

Explanation Optics type is invalid on standby.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GRP_OC48SRPPOS-4-POSMODECONFIGURED: POS slot [dec] allocation rejected: mode
already configured
```

Explanation The card is part of an SRP pair and must be uninitialized before issuing this command.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GRP_OC48SRPPOS-4-REDCONFIGURED: POS slot [dec] mode change rejected: redundancy
mode configured
```

Explanation The card is part of a redundant pair. The redundancy association must be removed before changing the card's mode of operation from POS.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GRWIC_PLATFORM-3-INTERNAL_ERROR: [chars]
```

Explanation The router encountered an internal software error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GRWIC_PLATFORM-1-RESUME_SUSPEND_ERROR: GRWIC_HOST: Improper Suspend/Resume
setting in GRWIC slot [dec] Receive Ring [dec]
```

Explanation This message indicates a software error. The host termination logic encountered an invalid suspend/resume setting in the Buffer Descriptor (BD) for the Receive Ring and the Grid Router WAN Interface Card (GRWIC) slot described in the message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GRWIC_PLATFORM-1-RX_DONE_ERROR: GRWIC_HOST: Improper DONE bit setting in GRWIC
slot [dec] Receive Ring [dec]
```

Explanation This message indicates a software error. The host termination logic encountered an invalid setting for a Done bit in the buffer descriptor for the the Receive Ring and the Grid Router WAN Interface Card (GRWIC) slot described in the message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GRWIC_PLATFORM-3-STARTUP:GRWIC slot [dec] [chars]
```

Explanation The hardware initialization of the specified Grid Router WAN Interface Card (GRWIC) slot failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GRWIC_PLATFORM-1-TX_DONE_ERROR:GRWIC_HOST: Improper DONE bit setting in GRWIC
slot [dec] Transmit Ring [dec]
```

Explanation The host termination logic encountered a invalid setting for a Done bit in the buffer descriptor for the transmit ring and the specified Grid Router WAN Interface Card (GRWIC). This condition indicates a software error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GRWIC_PLATFORM-1-TX_FIRST_LAST_ERROR:GRWIC_HOST: Improper First/Last sequence in
GRWIC slot [dec] Transmit Ring [dec]
```

Explanation The host termination logic encountered an invalid First/Last Sequence in the Buffer Descriptor for the Transmit Ring and the Grid Router WAN Interface Card (GRWIC) slot described in the message. This condition indicates a software error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GRWIC_PLATFORM-3-VANTAGE_CONSOLE:Failed to setup console tty of [chars]
```

Explanation A software error ocurred when setting up the console TTY. The console to the switch module does not function correctly.

Recommended Action Reload the router. If the error persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GSHDSL-1-GETPROCPARAM: Unable to retrieve parameter for process
```

Explanation The system could not retrieve a parameter for the process just created.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GSHDSL-3-APIFAIL: Interface [chars], globespan API function call failed.
```

Explanation An API function call has failed. The GlobeSpan PHY chip might be malfunctioning.

Recommended Action If the WIC does not come up successfully, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GSHDSL-3-NOMEM: Interface [chars], out of memory
```

Explanation The router is unable to run this image because of insufficient installed memory.

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

Error Message

```
%GSHDSL-3-RESETFAIL: Interface [chars], restart failed.
```

Explanation The WIC hardware might have failed.

Recommended Action Reseat the WIC. If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. GSI Messages

Recommended Action The following are G.Symmetric High bit rate DSL (G.SHDSL) messages.

Error Message

```
%GSHDSL-6-ACTIVATION: Interface [chars], the line is still not activated.
```

Explanation The line has not become activated. A cable might have been disconnected.

Recommended Action Verify that the cable is connected.

Error Message

```
%GSHDSL-6-EOCBADPACK: Interface [chars], bad EOC packet is received.
```

Explanation The FCS that was calculated by the system does not match the FCS in the packet. The EOC packet will be ignored.

Recommended Action The packet is dropped and will be resent. This error occurs in normal operation. If most of the EOC packets are reported as bad and this message occurs frequently, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GSHDSL-6-INVALIDADDR: Interface [chars], invalid EOC address .
```

Explanation The destination is not correct.

Recommended Action This is an informational message only. No action is required.

Error Message

```
%GSI-1-INITFAIL: Interface [chars], init failed.
```

Explanation The DSL network module hardware might have failed.

Recommended Action Reseat the network module hardware. If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GSI-1-PROCFAIL: Interface [chars], failed to create process
```

Explanation The monitor-process creation has failed. There might not be enough memory to create the monitor process.

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

Error Message

```
%GSI-1-SETPROCPARAM: Interface [chars], unable to pass parameter to process
```

Explanation The system could not pass a parameter for the process just created.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. GSR_ENV Messages

Recommended Action The following are Internet router environmental monitor messages.

Error Message

```
%GSI-3-NOMEM: Interface [chars], system is out of memory
```

Explanation The router is unable to run this image because of insufficient installed memory.

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

Error Message

```
%GSI-3-NORESET: Interface [chars], failed when tried resetting from CLI.
```

Explanation The WIC hardware might have failed.

Recommended Action Reseat the WIC. If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GSI-3-SAMEMODE: Interface [chars], the operating mode you are requesting is
already in effect
```

Explanation The operating mode specified in the error message is already in effect on the specified interface.

Recommended Action Verify the current mode. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GSI-6-RESET: Interface [chars], bringing up the line. It may take several seconds
for the line to be active.
```

Explanation The WIC hardware is completing its activation process. This process might take as much as a minute to complete.

Recommended Action No action is required.

Error Message

```
%GSMAMRNB_ENABLER-3-GSMAMRNB_LICENSE_EULA_NOT_ACCEPTED:
********************************************************* WARNING: GSM AMR-NB
License is not yet activated. Please configure 'license feature
gsmamrnb-codec-pack' and accept the EULA to activate the license.
*********************************************************
```

Explanation EULA is not accepted for the license.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. GT96100 Messages

Recommended Action The following are GT96100 DMA controller driver messages.

Error Message

```
%GSRIPC-3-PORT: port ([chars]) already exists
```

Explanation The port to be created already exists.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GSRIPC-3-REXEC: [chars]
```

Explanation The remote execution open port has failed.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GSRIPC-3-SYSCALL: For port ([chars]): [chars] fails (cause: [chars])
```

Explanation This debug message reports that an IPC kernel system call has returned a failed status. The cause of the failure is specified in the error message.

Recommended Action This debug message could have been caused by a number of failure conditions as indicated by the failure cause specified in the error message. In most cases, a reset of the system will fix the problem. If it does not, reduce the load on the system and reset the system. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. GT64120 Messages

Recommended Action The following are GT64120 DMA controller driver messages.

Error Message

```
%GSRIPC-7-PORT: port ([chars]) already exists
```

Explanation This debug message reports that the IPC port to be created unexpectedly has an assigned IPC Port ID.

Recommended Action If this debug message occurs after a fresh reboot, it may indicate that memory was not initialized correctly. Attempt to reboot the system again. If the message recurs, revert to a previous release of Cisco IOS software. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Recommended Action If this debug message occurs after the system has been running, it may indicate that the system is having trouble reinitializing itself. The error may not affect system performance, but a system reset may be necessary to ensure proper performance. If the message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GSRIPC-7-REXEC: [chars]
```

Explanation This debug messages reports that the remote execution of the CLI command has failed. The system has failed to execute a CLI command on a remote system.

Recommended Action Reenter the command that failed. If it fails again, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

GSR_ENV Messages

Error Message

```
%GSR_ENV-0-POWERDOWN: [chars] in slot [dec]
```

Explanation The slot has been powered down for safety reasons.

Recommended Action This problem must be resolved before the card is used again. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GSR_ENV-0-SHUTDOWN: Slot [dec] [chars] [dec] [chars] [chars] [dec] [chars]
```

Explanation The slot may have been powered down for safety reasons. The card will be powered down after three warnings.

Recommended Action This problem must be resolved before the card is used again. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GSR_ENV-0-SHUTDOWN_PS: Slot [dec] [chars] [int] [chars]
```

Explanation The power supply input voltage has failed.

Recommended Action Ensure that the power supply is plugged in and turned on.

Error Message

```
%GSR_ENV-1-CRITICAL: Slot [dec] [chars] [dec] [chars] [chars] [dec] [chars]
```

Explanation The slot environmental parameters for the specified slot are in the critical range. The card in the slot may be powered down for safety reasons.

Recommended Action The problem must be resolved immediately. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GSR_ENV-1-CRITICAL_FAN: Slot [dec] [chars] [int] [chars]
```

Explanation One or more fans are broken or missing. This may cause the chassis to overheat.

Recommended Action Replace bad fan tray.

Error Message

```
%GT64010-1-DMASTALL: DMA interrupt stalled, restarted engine %d
```

Explanation The driver timed out waiting for completion of DMA task. The DMA engine has been restarted.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GT64010-3-DMA: Interrupt error, c=%#x, m=%#x, rc=%#x
```

Explanation An unexpected interrupt was registered from a DMA engine that was not initialized by software.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GT64010-3-NOCHANNEL: Referencing unused DMA channel %d
```

Explanation An access to an uninitialized DMA engine was attempted.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GT64010-3-TIMER: Interrupt error, c=%#x, m=%#x, rc=%#x
```

Explanation An unexpected timer interrupt was received from a timer element that was not initialized by software.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GT64010-3-TIMERINSTALL: Attempt to install already installed timer %d
```

Explanation An attempt was made to initialize a timer element that is already in use.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GT64011-2-ERROR_INT: GT64011 Error (cause=[hex])
```

Explanation An unexpected GT64011 error interrupt has occurred.

Recommended Action Ensure all port adapters are properly seated. If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GT64011-2-ERROR_REGS: GT64011  : Bus Error = [hex], Address Decode Error = [hex]
```

Explanation An unexpected GT64011 error interrupt has occurred.

Recommended Action Ensure all port adapters are properly seated. If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GT64011-2-UNKNOWN_ID: GT64011 Unknown Device or Vendor ID ([hex])
```

Explanation The GT64011 was found to have an incompatible device or vendor ID.

Recommended Action If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

GT96K_FE Messages

The following are messages related to Cisco 3700 series and Cisco 3631 system controller.

Error Message

```
%GT64120-3-ECC: [dec] single bit memory errors corrected by the system
```

Explanation The system has corrected the number of single-bit memory errors shown in the message text.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. GT96100 Messages

Recommended Action The following are GT96100 DMA controller driver messages.

Error Message

```
%GT64120-3-ID_ERROR: System controller has unexpected vendor id [hex] (expected
[hex]) or unexpected device id [hex] (expected [hex])
```

Explanation The system controller has detected an unexpected vendor or device identification number. The system controller could be faulty or it could have a wrong hardware version. The system might not operate as expected.

Recommended Action During the next convenient maintenance window, reload the RSC that is reporting the error. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs. GT96K_FE Messages

Recommended Action The following are messages related to Cisco 3700 series and Cisco 3631 system controller.

Error Message

```
%GT96100-1-DMASTALL: DMA interrupt stalled, restarted engine [dec]
```

Explanation The driver timed out waiting for the completion of a DMA task. The DMA engine has restarted.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GT96100-3-DMA: Interrupt error, c=[hex], m=[hex], rc=[hex]
```

Explanation An unexpected interrupt has registered from a DMA engine that was not initialized by software.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GT96100-3-ECC: CPU corrected [dec] single bit memory errors
```

Explanation The system has detected and corrected single bit errors. The number of errors is displayed in the message text.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GT96100-3-NOCHANNEL: Referencing unused DMA channel [dec]
```

Explanation Access to an uninitialized DMA engine was attempted.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GT96100-3-TIMER: Interrupt error, c=[hex], m=[hex], rc=[hex]
```

Explanation An unexpected timer interrupt was received from a timer element that was not initialized by software.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GT96100-3-TIMERINSTALL: Attempt to install already installed timer [dec]
```

Explanation An attempt was made to initialize a timer element that is already in use.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. GTP Messages

Recommended Action The following are GPRS Tunnel Protocol messages.

Error Message

```
%GT96K_FE-1-SUBIF_IPE: Configure IPE subinterface
```

Explanation An attempt to configure a subinterface on the IPE was made.

Recommended Action Be aware of the IPE port status. Subinterfaces are not allowed. No action is required.

Error Message

```
%GT96K_FE-1-SUBIF_NME: Configure NME subinterface
```

Explanation An attempt to configure a subinterface on the NME was made.

Recommended Action Be aware of the NME port status. Subinterfaces are not allowed. No action is required.

Error Message

```
%GT96K_FE-2-CIU_BE: FE - interface: [chars] CIU arbiter configured incorrectly
```

Explanation The CIU arbiter is configured for big-endian mode, and this image expects it to be configured for little-endian.

Recommended Action Update your Cisco IOS image to the latest version. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GT96K_FE-2-CIU_LE: FE - interface: [chars] CIU arbiter configured incorrectly
```

Explanation The CIU arbiter is configured for little endian mode, and this image expects it to be configured for big endian.

Recommended Action Update the Cisco IOS software image to the latest version in your release train.

Error Message

```
%GT96K_FE-2-LATECOLL: FE - interface: [chars] late collision
```

Explanation An illegal collision has occurred. This is a fatal network error.

Recommended Action If not usable the interface should be reset. A reboot might be necessary. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GT96K_FE-2-NOIDB: FE - interface: unable to allocate IDB control block
```

Explanation The system did not allocate the memory IDB control block during system initialization.

Recommended Action A system reboot might be necessary to correct the problem. If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GT96K_FE-2-NOMEM: FE - interface: [chars] unable to allocate [dec] bytes of
memory
```

Explanation The system did not allocate memory during initialization.

Recommended Action A system reboot might be necessary. If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GT96K_FE-2-NOPOOL: FE - interface: [chars] unable to allocate memory pool
```

Explanation The system did not allocate the memory pool during initialization.

Recommended Action A system reboot might be necessary. If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GT96K_FE-2-NULL_PTR: [chars]: pointer is null
```

Explanation Unexpected NULL pointer to a data structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GT96K_FE-3-EXCESSCOLL: FE - interface: [chars] excessive collisions
```

Explanation An excessive collision count was recorded on this interface.

Recommended Action Monitor the condition for improvement. Degradation could indicate a faulty transmission line or interfaces. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GT96K_FE-3-GENERAL: [chars]
```

Explanation General C10K failure message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GT96K_FE-3-INIT_ERR: FE - initialization error, [chars]
```

Explanation An error occurred during system initialization.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GT96K_FE-3-INV_ETH_CAUSE: FE - interface [chars] invalid interrupt cause (0)
```

Explanation An invalid value of 0 was read from the ethernet cause register.

Recommended Action Monitor the interface for improvement. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case

with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GT96K_FE-3-SPURIDON: FE - interface: [chars] spurious IDON interrupt
```

Explanation A spurious SMI done interrupt has occurred.

Recommended Action Monitor the interface for improvement. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GT96K_FE-3-SPURINT: FE - interface [chars] spurious interrupt
```

Explanation A spurious interrupt has occured.

Recommended Action Monitor the interface for improvement. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GT96K_FE-3-TXH_RSRCERR: FE - interface [chars] Tx high resoruce error interrupt
```

Explanation A transmit resource error interrupt has occurred on the high priority ring.

Recommended Action Monitor the interface for improvement. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GT96K_FE-3-TXL_RSRCERR: FE - interface [chars] Tx low resoruce error interrupt
```

Explanation A transmit resource error interrupt has occurred on the low priority ring.

Recommended Action Monitor the interface for improvement. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages,

these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GT96K_FE-3-TXUNDERRUN: FE - interface [chars] Tx underrun interrupt
```

Explanation A transmit underrun interrupt has occurred.

Recommended Action Monitor the interface for improvement. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.
%GT96K_FE-3-UNDERFLO

```
: FE - interface: [chars] underflow
```

Explanation An tx underflow condition occurred. Part of the packets data was not available while transmission in progress. Possible memory access delays.

Recommended Action Allow system to correct itself. No action is required. HA Messages

Recommended Action The following are High availability system messages.

Error Message

```
%GT96K_FE-3-TX_ERR: Tx Freeze on [chars]
```

Explanation Tx is stuck for the FE port. It will be cleared by itself

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%GT96K_FE-3-TX_UNDERRUN: FE - interface [chars] Tx underrun interrupt
```

Explanation A transmit underrun interrupt has occurred.

Recommended Action Monitor the interface for improvement. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GT96K_FE-3-UNDERFLO: FE - interface: [chars] underflow
```

Explanation A Tx underflow condition has occurred. Part of the packet data was not available while transmission in progress. This condition can cause possible memory access delays.

Recommended Action No action is required. The system should correct itself. GT96K_FEWAN Messages

Recommended Action The following are messages related to Cisco 3700 series and Cisco 3631 system controller.

Error Message

```
%GT96K_FE-4-OWNERR: FE - interface: [chars]: protocol [dec]: OWN_ERR
```

Explanation A packet descriptor ownership error has occurred.

Recommended Action Allow system to correct itself. No action is required.

Error Message

```
%GT96K_FE-4-SHADOWERR: FE - interface: [chars]: SHADOW_ERR; tx ring count: [dec],
tx pak count: [dec], tx tail: [dec], pak: [hex], shad-pak: [hex], shad-mp: [hex]
```

Explanation A transmit descriptor shadow ring error has occurred.

Recommended Action No action is required. The system should correct itself.

Error Message

```
%GT96K_FE-4-TOOBIG: FE - interface: [chars]: size [dec]: pak size
```

Explanation Packet size limit exceeded.

Recommended Action Allow system to correct itself. No action is required.

Error Message

```
%GT96K_FE-4-TOOMANYPART: FE - count: [dec]: protocol [dec]: descriptor count
```

Explanation Too many particles of a scattered packet for tx ring.

Recommended Action Allow system to correct itself. No action is required.

Error Message

```
%GT96K_FE-5-CONFIGNOT: The Inter-PRE Ethernet Interface is not configurable
```

Explanation The internal ethernet is for system use only.

Recommended Action No action is required.

Error Message

```
%GT96K_FE-5-NOISL: Configure ISL
```

Explanation An attempt was made to configure ISL on an interface which does not use it.

Recommended Action Allow system to correct itself. No action is required.

Error Message

```
%GT96K_FEWAN-1-DISCOVER: NM slot [dec]: only [dec] PCI dev found
```

Explanation Some of the interface controller devices on the GT96K_FEWAN network module did not properly initialize.

Recommended Action Power down, reinsert the port module, and reboot.

Error Message

```
%GT96K_FEWAN-1-INITFAIL: NM slot [dec]: PCI dev [dec] init failed
```

Explanation A PCI device on the GT96K_FEWAN network module did not successfully complete its hardware initialization.

Recommended Action Power down the system, reinsert the port module, and reboot. If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GT96K_FEWAN-1-UNKNOWN_WIC: NM slot [dec], wic card has an unknown id [hex]
```

Explanation The software does not recognize the type of WIC that is plugged into the port module.

Recommended Action Check the part number on the WIC to verify that it is supported in the CiscoIOS release that is operating on the router. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. GT96K_TDM Messages

Recommended Action The following are Cisco 37XX / Cisco 2691 / Cisco 3631 TDM subsystem messages.

Error Message

```
%GT96K_FEWAN-2-SCCFAIL: Init of SCC[dec] for int [dec]/[dec] failed to do [chars]
```

Explanation The software failed to initialize or restart an SCC of a serial interface on the GT96K_FEWAN.

Recommended Action Clear the serial interface. If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GT96K_FEWAN-3-BSCHUNT: BSC HUNT cmd for int [dec]/[dec] failed
```

Explanation An internal error occurred.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GT96K_FEWAN-3-GT96K: GT96K chip init slot [dec] failed
```

Explanation An internal error has occurred.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GT96K_FEWAN-3-INVALID_CLOCKRATE: Unsupported clock rate req on int [dec]/[dec] -
index [dec]
```

Explanation An internal software error has occurred.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GT96K_FEWAN-3-INVALID_SCC: Config req for invalid SCC via int [dec]/[dec]
```

Explanation An internal software error has occurred.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GT96K_FEWAN-3-INVALID_TXRX: NM slot [dec], WIC card [dec] doesn't support
different tx speed ([dec]) and rx speed ([dec])
```

Explanation The software does not support different Tx and Rx speed.

Recommended Action Configure the Tx speed and Rx speed to be equivalent.

Error Message

```
%GT96K_FEWAN-3-LINEFLAP: Excessive modem signal transitions detected on line [dec]
```

Explanation This message is generated when an external device drives an async/tty line at an unexpectedly high bitrate. This high-rate signal flapping can cause excessive CPU loading and power consumption.

Recommended Action Replace the cable or remote device.

Error Message

```
%GT96K_FEWAN-3-NOMEMORY: No memory for [chars] of unit [dec]
```

Explanation The router does not have enough memory to perform the specified function.

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

Error Message

```
%GT96K_FEWAN-3-OWNERR: Buffer owner ship error on int [chars], pak=[hex]
```

Explanation An internal software error has occurred.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GT96K_FEWAN-3-SCCRESET: SCC reset for int [dec]/[dec] at [chars] failed
```

Explanation An internal error has occurred.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GT96K_FEWAN-3-SMIBUSY: GT96K FE SMI is busy; cannot do PHY register access
[chars]
```

Explanation An internal software error has occurred.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GT96K_FEWAN-3-SPI_OP_FAILED: NM base addr - [hex], WIC slot - [dec], SPI op failed
```

Explanation An internal software error has occurred.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GT96K_FEWAN-3-TXCOMPNOTIFY: On int [dec]/[dec], tx_comp_notify vector is not set
```

Explanation An internal software error has occurred.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GT96K_FEWAN-3-UFHANDLE: UnderFlow handling on int [dec]/[dec] failed.
```

Explanation An internal error has occurred.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GT96K_FEWAN-4-DCD_CHANGE: Unexpected DCD transition interrupt on wic [dec] port
[dec] occured
```

Explanation An unexpected event has been detected by the software. This should be a transient condition.

Recommended Action The system should recover. No action is required.

Error Message

```
%GT96K_FEWAN-5-TOOBIG: On int [chars], tx pak is [dec] bytes
```

Explanation A packet greater than the assigned MTU of this serial interface was queued for transmission.

Recommended Action The system should recover. If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GT96K_FEWAN-5-TOOSMALL: On int [dec]/[dec], tx pak size is [dec] bytes
```

Explanation A small packet (less than 2 bytes) was queued for transmission. The interface cannot process a packet of less than two bytes for transmission.

Recommended Action The system should recover. If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%GT96K_FEWAN-5-UNDERFLOW: Transmit underflow on int [chars]
```

Explanation While a frame was being transmitted, the local buffer of the GT96K controller chip received insufficient data because data could not be transferred to the chip fast enough to keep pace with its output rate. Normally, such a problem is temporary, depending on transient peak loads within the system.

Recommended Action The system should recover. No action is required.

Error Message

```
%GT96K_TDM-1-ETM_FAIL: ETM Failed BIST
```

Explanation The ETM has failed a built-in self-test.

Recommended Action Remove the ETM module. If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. GTP Messages

Recommended Action The following are GPRS Tunnel Protocol messages.

Error Message

```
%GT96K_TDM-1-INITFAIL: C3700 TDM Initialization Failed
```

Explanation C3700 platform TDM hardware initialization failed.

Recommended Action Power down and try rebooting the system. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. GTP Messages

Recommended Action The following are GPRS Tunnel Protocol messages.

Error Message

```
%GTP-0-GTPv1PACKETPARSINGERROR: GSN: [IP_address], TEID: [hex], APN: [chars],
Reason: [chars]
```

Explanation A PDP context activation has failed at the packet parsing state because of one of the following reasons:

- A mandatory IE is missing in the PDP.
- A mandatory IE is incorrect or has an invalid value range.
- A mandatory IE is out of sequence.
- A message format is invalid.
- The optional IE present in the packet has an invalid value range.
- The GGSN node does not support the GTP version it received.
- There is a noncharging message in the charging path.
- There is a charging message in the GTP path.
- There is an unknown GTP message.
- The GTP message received is too short to contain all the expected information in IE.

- An unexpected message has been received.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GTP-0-NORESOURCE: GSN: [IP_address], TID: [hex][hex], APN: [chars], Reason:
[chars]
```

Explanation Available resources are exhausted and GGSN service cannot continue because of one of the following reasons: a.The number of pending signaling messages has reached the limit.

Explanation b.The GGSN has exhausted memory.

Explanation c.A permanent system failure has occurred.

Recommended Action Check to see whether you can increase number of PDPs that can be handled by GGSN. Enter the **show gprs gtp status** command and analyze the output. If the problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show gprs gtp status, show logging, and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GTP-0-PACKETPARSINGERROR: GSN: [IP_address], TID: [hex][hex], APN: [chars],
Reason: [chars]
```

Explanation A PDP context activation has failed at the packet parsing state because of one of the following reasons:

- A mandatory IE is missing in the PDP.
- A mandatory IE is incorrect or has an invalid value range.
- A mandatory IE is out of sequence.
- A message format is invalid.
- The optional IE present in the packet has an invalid value range .
- The GGSN node does not support the GTP version it received.

- There is a noncharging message in the charging path.
- There is a charging message in the GTP path.
- There is an unknown GTP message.
- The GTP message received is too short to contain all the expected information in IE.
- An unexpected message has been received.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GTP-2-GSNSERVICEUPDOWN: GSN service %s changed state to %s
```

Explanation SGSN service starts or shutdown

Recommended Action If this message recurs, contact your technical support representative.

Error Message

```
%GTP-2-GTPv1PDPACTIVATIONFAIL: GTP PDP activation/update failed, GSN:
[IP_address], TEID: [hex], Reason: [chars]
```

Explanation A PDP context activation has failed.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GTP-2-PDPACTIVATIONFAIL: GTP PDP activation/update failed, GSN  : %i, TID  : %x%x,
Reason: %s
```

Explanation A PDP context activation failed

Recommended Action If this message recurs, contact your technical support representative.

Error Message

```
%GTP-3-INCOMPLETECONFIG: APN: [chars], Reason: [chars]
```

Explanation A required configuration is missing.

Recommended Action Configure the missing commands.

Error Message

```
%GTP-4-GPRS_INCONSISTENT_LIST: Inconsistent list: [chars]. List walk aborted.
```

Explanation Unable to traverse and process all elements of a list as some fields are invalid.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GTP-4-GTPV1_V6PDP_FAIL: GSN  : [IP_address], TEID  : [hex], APN  : [chars],
Reason: [chars]
```

Explanation Unable to create the IPv6 PDP as the specific request is not supported.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%GTP-4-RECOVERYIEDIFF: GSN: [IP_address], TID: [hex][hex], APN: [chars], Reason:
[chars]
```

Explanation GGSN has received the PDP update request with a different recovery information element in the same path.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the

following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. GULF2488 Messages

Recommended Action The following are gulf2488 driver messages.

Error Message

```
%GTP-4-RESTART_COUNTER_PDP_CLEANUP: Pdp context cleanup, GSN  : [IP_address],
Reason: [chars]
```

Explanation The restart counter associated with the particular SGSN has changed and thus all the existing PDP contexts on the associated path have been locally deleted.

Recommended Action The restart counter associated with the remote SGSN changed and the GGSN cleaned up all the PDPs in the path. Check to determine if the SGSN rebooted. GTPSR Messages

Recommended Action The following are GPRS Tunnel Protocol Session Redundancy messages.

Error Message

```
%GTP-6-PDP_PURGED: GSN: [IP_address], TID: [hex][hex], APN: [chars], Reason:
[chars]
```

Explanation PDP context has been purged because of a PDP context-idle timeout.

Recommended Action This message is informational only. No action is required.

Error Message

```
%GTPSR-0-BADPACKEDLENGTH: GTP-SR  : [chars] - Bytes packed ([int]) Bytes allowed
([int])
```

Explanation The specified number of bytes that were packed for checkpointing exceeds the number allowed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%GTPSR-4-QOSBANDWIDTHALLOCERROR: GTP-SR  : QoS [chars] bandwidth resv failure in
pool [chars], [int]l wanted [int]l available
```

Explanation The standby GGSN failed to reserve the bandwidth granted on the active.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%GTPSR-4-STANDBYCREATEPDPFAIL: GTP-SR  : Standby failed to create PDP  : version
[dec], APN [chars], addr [IP_address], reason [chars]
```

Explanation The standby GGSN failed to create a backup PDP.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%GTPSR-4-SYNCTOSTBYFAILED: GTP-SR  : Data to Standby could not be Synced for IMSI
[chars]
```

Explanation Active unable/failed to Sync Data to Standby GGSN.

Recommended Action Refer to the GGSN documentation on the Ciscoweb-site for troubleshooting information.If the system is adversely affected as a result of this message, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. GUIDO Messages

Recommended Action The following are NM-HD NM messages.

Error Message

```
%GUIDO-1-DAUGHTER_CARD_DETECTED: NM-HD in slot [dec]: VIC card is inserted in
subslot [dec], id [hex].
```

Explanation The software has detected that a VIC was inserted in the NM-HD port module.

Recommended Action No action is required.

Error Message

```
%GUIDO-1-DAUGHTER_CARD_FAILED: NM-HD in slot [dec]: VIC card in subslot [dec]
initialization failed.
```

Explanation The VIC that is plugged into the NM-HD port module could not be initialized.

Recommended Action Check the part number on the VIC to see if it is supported in the version of Cisco IOS operational on the router. Ensure that the VIC is not damaged. If you require further assistance, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%GUIDO-1-DAUGHTER_CARD_UNKNOWN: NM-HD in slot [dec]: VIC card in subslot [dec] has
an unkown id of [hex].
```

Explanation The software did not recognize the type of VIC that is plugged into the NM-HD port module.

Recommended Action Check the part number on the VIC to see if it is supported in the version of Cisco IOS that is operational on the router. If you require further assistance, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%GUIDO-1-NOPCIMEMORY: NM-HD in slot [dec]: No PCI memory available
```

Explanation The system is experiencing memory exhaustion in the PCI or packet memory. This condition is probably due to heavy traffic congestion, but could also be due to a software error.

Recommended Action Review the configuration for performance bottlenecks. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs. HA Messages

Recommended Action The following are high availability system messages.

Error Message

```
%GUIDO-1-NO_DAUGHTER_CARD: NM-HD in slot [dec]: no VIC card is inserted in the
NM-HD.
```

Explanation The software did not detect the presence of a VIC in the NM-HD port module.

Recommended Action Ensure that a VIC has been inserted properly into the NM-HD. If the VIC is inserted properly in the NM-HD port module, check the part number on the VIC to see if it is supported in the version of Cisco IOS software that is operational on the router. If you require further assistance, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%GULF2488-3-INITERR: gulf2488 chip initialization failed (errcode=[dec]): [chars]
```

Explanation The system failed to allocate the resources required to initialize the gulf2488 chip.

Explanation Reinsert the line card. If the line card still fails, enter the **test cwtlc show seeprom red** command and replace the hardware.

Error Message

```
%GULF2488-3-PROVERR: gulf2488 channel provisioning failed (slice:[dec] ch:[dec]):
[chars]
```

Explanation Resources that the system requires are unavailable.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%GULF2488-3-UNPROVERR: gulf2488 channel unprovisioning failed (slice:[dec]
ch:[dec]): [chars]
```

Explanation Resources that the system requires are unavailable.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. HA Messages

Recommended Action The following are High Availability System messages.

Error Message

```
%GVRP-3-ADD_REGISTRY_FAILED: GVRP subsystem fails to add callback function [chars]
```

Explanation Other subsystem must have mistakenly added its own callback functions. This syslog is for debugging purpose.

Recommended Action No action is required.

Error Message

```
%GVRP-3-ENABLE_FAILED: GVRP can't be enabled because [chars]
```

Explanation GVRP cannot be enabled for some reason.

Recommended Action Action might be taken according to the given reason. If, for instance, the problem is due to lack of memory, add more memory to the system.

Error Message

```
%GVRP-3-HA_INIT_FAILED: GVRP High Availability subsystem fails to be initialized
and hence GVRP won't support HA stateful switchover.
```

Explanation Either GVRP CF client or GVRP RF client fails to be initialized.

Recommended Action Enter the show redundancy clients and show checkpoint clients commands to find out which client is not initialized.

Error Message

```
%GVRP-3-SUBSYS_INIT_FAILED: GVRP subsystem failed in initialization([chars]) and
GVRP won't function properly.
```

Explanation This is extremely unlikely to occur on a customer device. If it does occur the cause is most likely due to the lack of memory (so the software failed to create data structures). You should see many other accompanying syslogs to get a real sense of what has happened.

Recommended Action Most likely the system has crashed by then if the problem is due to lack of memory. If the system came up, then enter show memory summary to check the memory usage. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information, along with the output of the show memory summary, show version and show run commands and the associated syslog messages from the time of the problem. GVRP_CONST Messages

Recommended Action The following are GVRP on Constellation platforms messages.

Error Message

```
%GVRP-6-MODECHANGE: The operating mode is changed to [chars] mode on interface
[chars].
```

Explanation As a result of protocol negotiation, the operating mode changed to the specified mode on the specified interface.

Recommended Action No action is required.

Error Message

```
%GVRP_CONST-3-MAC_MATCH_REG_FAILED: Unable to reserve needed MAC match register -
cannot run GVRP on interfaces of slot [dec]
```

Explanation cGVRP attempted to reserve a MAC match register for the slot indicated and there is no dedicated register or programmable register available. cGVRP cannot be activated or interfaced on this card.

Recommended Action Either conflicting protocols that use the MAC match register must be disabled or a different card type that supports cGVRP must be used. GVRP_SWITCH Messages

Error Message

```
%GVRP_CONST-6-FEATURE_CONFLICT: Failed to enable GVRP on [chars] because
conflicting feature [chars] is enabled on the interface
```

Explanation GVRP failed to be enabled on the given interface because of conflicting features. For instance, unknown unicast flooding blocking (UUFB) and GVRP cannot be enabled on the same interface.

Recommended Action Informational message. No action is required.

Error Message

```
%GVRP_CONST-6-MAC_LEARNING: MAC learning on VLAN [chars] is [chars]
```

Explanation GVRP detects network topology change dynamically. If only two GVRP ports are forwarding in a VLAN, GVRP will disable MAC learning on that VLAN so as to save room in the MAC table, which is a limited and system-wide resource.

Recommended Action Informational message. No action is required.

Error Message

```
%GVRP_CONST-6-MAC_LRN_SETTING_FAILED: Failed to [chars] MAC learning on VLAN
[chars]
```

Explanation GVRP failed to enable or disable MAC learning on the given VLANs. This is probably due to the fact that MAC learning had already been configured by administrator. Enter the show mac-address-table learning command to check.

Recommended Action Informational message. No action is required.

Error Message

```
%GVRP_SWITCH-6-IGNORE_USER_CONFIG: The user configured list of pruned VLANs on
interface [chars] is ignored as GVRP will prune VLANs dynamically.
```

Explanation switchport trunk pruning vlan is used by VTP pruning and prunes 1-1001 VLANs only. This configuration does not apply to GVRP, which prunes all the 4K vlans.

Recommended Action Informational message. No action is required.

Error Message

```
%GVRP_SWITCH-6-VLAN_CREATED: GVRP created VLANs [chars] on this device
```

Explanation GVRP can create VLANs onthe fly if this feature is enabled by users via gvrp vlan create.

Recommended Action Informational message. No action is required. HA Messages

Recommended Action The following are Cisco 7300 High Availability messages.

Error Message

```
%G_QOS_CLASSIFY-3-NOMEM: Memory Allocation Failure - [chars]
```

Explanation Memory required to service one or more Network Processors could not be allocated.

Recommended Action This error may indicate that more memory must be installed on the affected card or platform in order to service all the features and related entities enabled via the configuration. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%G_QOS_CLASSIFY-3-QOS_CONFIG: error detected: [chars]
```

Explanation QoS policmap classification configuration error detected.

Recommended Action This configuration error is not considered fatal to the operation of the Network Processors. The software is designed to detect and report the error condition. Change the QOS Policymap Filter configuration to correct the problem. GRP_C10K_CH_DS3 Messages

Recommended Action The following are Cisco 10000 CH-DS3 RP driver messages.

Error Message

```
%G_QOS_CLASSIFY-4-MACACL_CONFIG: [chars]
```

Explanation Only source mac address in extended named MAC ACL is supported on X40G line card interfaces.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

HA Messages

Error Message

```
%HA-2-CCB_PLAYBACK_ERROR: CCB playback failed.
```

Explanation The CCB playback has failed. This is a critical error message about a high availability system status or condition.

Recommended Action Check both the active system and the standby system for messages. Copy the messages exactly as they appear on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA-2-CCB_RECORD_ERROR: CCB record failed.
```

Explanation A CCB record has failed. This is a critical error message about a high availability system status or condition.

Recommended Action Check both the active system and the standby system for messages. Copy the messages exactly as they appear on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA-2-CUTOVER_ERROR: [chars]
```

Explanation This is a critical error message about a high availability system cutover status or condition. A message of this type indicates that a critical failure occurred during cutover of the standby system to the active system. Messages of this type indicate that the active system relinquished system control and that the standby system failed to properly take over as the active system.

Recommended Action Check both the active system and the standby system for messages. Copy the messages exactly as they appear on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA-2-CUTOVER_NOTICE: [chars]
```

Explanation This is an important high availability system notice logging the state of a system cutover of the standby system to the active system. Messages of this type indicate that the active system reliquished system control and that the standby system is taking over as active.

Recommended Action If the message is not due to a failure condition, no action is required. If the message is due to a failure condition, check both the active system and the standby system for messages. Copy the messages exactly as they appear on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA-2-INIT_ERROR: [chars]
```

Explanation This is a critical error message about a high availability system initilization status or condition. A failure occurred during high availability system initialization.

Recommended Action Check both the active system and the standby system for messages. Copy the messages exactly as they appear on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA-2-IPC_ERROR: [chars] [chars]
```

Explanation This is a critical error message indicating that an interprocess communication failure occurred between the active system and the standby system.

Recommended Action Check both the active system and the standby system for messages. Copy the messages exactly as they appear on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA-2-MAX_NO_QUIESCE: [dec] linecard(s) not quiesced exceeds limit of [dec], all
slots will be reloaded.
```

Explanation This message is a cutover notice about a line card error on a high availability system. The line card did not quiesce properly. Within the current configuration, the number of errors detected requires the system to do a full reload of all the line cards.

Recommended Action This message is normal if you perform an OIR, remove the active RSP, or have legacy IPs installed in the system. Otherwise, check both the active system and the standby system for messages. Copy the messages exactly as they appear on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA-2-NO_QUIESCE: Slot [dec] did not quiesce, it will be disabled and then
reloaded.
```

Explanation This message is a cutover notice about a line card error on the high availability system. The line card did not quiesce properly.

Recommended Action This message is normal if the slot contains a legacy IP. Otherwise, check both the active system and the standby system for messages. Copy the messages exactly as they appear on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA-3-ERROR: [chars]
```

Explanation This message pertains to a high availability system status or condition.

Recommended Action Check both the active system and the standby system for messages. Copy the messages exactly as they appear on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA-3-RF_EVENT_FAILED: RF event not processed till [dec] milliseconds. Code =
[dec]
```

Explanation An event that was sent to the redundancy facility was delayed and not processed for the amount of time specified in the message.

Recommended Action Check both the active system and the standby system for messages. Copy the messages exactly as they appear on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using

the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA-3-SYNC_ERROR: [chars]
```

Explanation This message pertains to a state synchronization error status or condition for a high availability system.

Recommended Action Check both the active system and the standby system for messages. Copy the messages exactly as they appear on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA-3-TIFKEY: Tifkey [hex] (Card Type [hex], (S)PA Type [hex]) not present in the
Standby Tif table (Hash Slot [dec]) - Standby Reloading
```

Explanation The standby route processor encountered an error while the TIF number (channel ID) for the indicated interface was being received from the active route processor. In most situations, this error is self-correcting and affects the standby route processor only. Upon encountering this error, the standby route processor reloads itself automatically and reestablishes synchronization with the active route processor.

Recommended Action If the standby route processor does not reload itself automatically, reload it from the active route processor console by entering the hw-module standby reload command. If this command fails, reload the standby route processor by entering the hw-module standby reset command. If the standby route processor still does not reload or this message is seen again, collect the output from show c7300, show c7300 ha tif entries, show c7300 ha statistics, show c7300 ha registers, show redundancy, show redundancy state, show redundancy switchover history, show redundancy history, and show checkpoint clients commands. Also, copy the running configuration and all system messages exactly as they appear on the console or in the system log. Open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message

```
%HA-3-TIFTAKEN: Tif number [dec] (Card Type [hex], (S)PA Type [hex]) already
allocated in the Standby (Hash Index [hex]) - Standby Reloading
```

Explanation An error was encountered in reserving the TIF (Channel ID) number that was meant for a specific physical or logical interface in the standby route processor. This condition occurs if there is a race condition in the synchronization of TIF numbers and the running configuration from the active route processor to the standby route processor. In most situations, this error is self-correcting and affects the standby route processor only. Upon encountering this error, the standby route processor reloads itself automatically and reestablishes synchronization with the active route processor.

Recommended Action If the standby route processor does not reload itself automatically, reload it from the active route processor console by entering the hw-module standby reload command. If this command fails, reload the standby route processor by entering the hw-module standby reset command. If the standby route processor still does not reload or this message is seen again, collect the output from show c7300, show c7300 ha tif entries, show c7300 ha statistics, show c7300 ha registers, show redundancy, show redundancy state, show redundancy switchover history, show redundancy history, and show checkpoint clients commands. Also, copy the running configuration and all system messages exactly as they appear on the console or in the system log. Open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message

```
%HA-4-CHKPT: Platform CF - [chars]
```

Explanation A failure has occurred during a Cisco 7300 checkpointing activity.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA-4-CHKPTSEND: [chars] (rc [dec], event [chars])
```

Explanation Cisco 7300 checkpointing data could not be sent.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at

http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA-4-CONFIG_NOT_LOCKED: Unable to lock the configuration session.
```

Explanation This warning message indicates that the configuration session could not be locked. Simultaneous configuration sessions can corrupt the configuration.

Recommended Action Check both the active system and the standby system for messages. Copy the messages exactly as they appear on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA-4-DECODE: Data decode - [chars] ([dec])
```

Explanation A Cisco 7300 checkpointing data descriptors could not be decoded.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA-4-ENCODE: Data Encode - [chars] ([chars])
```

Explanation A Cisco 7300 checkpointing data descriptors could not be encoded.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA-4-INCOMPATIBLE: Incompatible RP ([chars]) in slot [dec] - Peer RP being held
in reset state
```

Explanation The peer Route Processor is not compatible with the active RP. The peer RP is being held in reset state.

Recommended Action Remove the peer RP and replace it with an RP that is the same type as the active RP so that the peer RP will successfully boot as the standby RP.

Error Message

```
%HA-4-NOBUF: Failed to allocate buffer for inter-RP IPC message receive
```

Explanation While IPC messages were being received from the peer Route Processor, a packet buffer could not be allocated to receive the packet.

Recommended Action Enter the **show buffers** command to confirm that the IPC buffer pool is experiencing missed IPC messages. The IPC retry process will manage intermittent errors. However, if this error message is seen with regularity, the system may require more memory as the IPC buffer pool is automatically sized in direct proportion to the total amount of memory in the system. There is no configuration command available that will resize the IPC buffer pool.

Error Message

```
%HA-4-NOPROCESS: Creation of [chars] process failed
```

Explanation The creation of a platform high availability process has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA-4-RESET: Reset of [chars] RP triggered [chars]
```

Explanation The active RP was reset by the standby RP in response to an event that caused the standby RP to determine that the active RP was no longer functional.

Recommended Action The RP that was reset will produce a crash information (crashinfo) file and, if configured, a core dump. These files provide information about the events that triggered the RP to reset. Open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/ or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message

```
%HA-4-RRPDOWN: Standby RP CEF state is down - resetting standby (slot [dec]) to
recover
```

Explanation The platform HA consistency check has determined that the standby RP is not in the correct state for Stateful Switchover (SSO) operation. This condition can be triggered due to errors in other parts of the system that left the standby RP in a state where it could not be functional in SSO mode. The standby RP will be reset in an effort to recover from the problem.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%HA-4-STBYINITFAIL: Initialization of standby Route Processor in slot [dec] failed
```

Explanation Initialization of the standby route processor has failed. This condition will result in the high availability features not being operational.

Recommended Action If additional error messages indicate that the type of the standby RP is incompatible with the current active RP, insert a compatible standby RP. If the standby RP is of a type that is compatible with the active RP, attempt to remove and firmly reinsert the standby RP. If the problem persists, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/ or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message

```
%HA-4-SYNC: [chars]
```

Explanation An error was encountered during a data synchronization operation.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA-4-UNKNOWN_RP: Failed to extract RP information for the RP in slot [dec] - Peer
RP being held in reset state
```

Explanation The system was unable to extract information about the peer Route Processor (RP) and therefore cannot determine compatibility status. For this reason it will be held in reset state.

Recommended Action The peer RP must be removed and replaced with a RP that is the same type as the active RP to have it successfully boot as the standby. HA_CLIENT Messages

Recommended Action The following are high availability client messages.

Error Message

```
%HA-4-WARNING: [chars]
```

Explanation This warning message pertains to a high availability system status, condition, or event.

Recommended Action Check both the active system and the standby system for messages. Copy the messages exactly as they appear on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA-5-HA_IOS_VERSION: Active IOS version differs from standby IOS version
```

Explanation There is a high availability system version mismatch between the active system and the standby system.

Recommended Action No action is required.

Error Message

```
%HA-5-HA_VERSION: Active HA version ([int].[int]) differs from standby HA version
([int].[int])
```

Explanation There is a high availability system version mismatch between the active system and the standby system.

Recommended Action No action is required.

Error Message

```
%HA-5-HWMOD_IMG_NOTICE: [chars] hw-module slot [dec] image [chars] : [chars]
```

Explanation This message pertains to a status, condition, or event for a high availability system hardware module configuration.

Recommended Action Check both the active system and the standby system for messages. Copy the messages exactly as they appear on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA-5-MODE: Operating mode is [chars], [chars]mode is [chars].
```

Explanation This message pertains to the mode of the high availability system.

Recommended Action Make sure that both the active system and the standby system are correctly configured and operational.

Error Message

```
%HA-5-NOTICE: [chars]
```

Explanation This message pertains to a status, condition, or event on a high availability system.

Recommended Action No action is required.

Error Message

```
%HA-5-RF_RELOAD_NOTICE: Unable to reload the standby. [chars]
```

Explanation The active RSP was unable to reload the standby system because of the reason given in the message. This problem might be that the slave is in an unplugged state, that there is a redundancy forced switchover process in progress, or that the reload function is being called incorrectly from the standby system to the active system.

Recommended Action If the message says, "Standby (Slave) is unplugged", verify that the standby processor is properly seated in the chassis. If the message says, "Switchover is in progress", it means that a switchover is in progress and no action is necessary. If the message says, "Standby cannot reload the active", enter the **show logging** and **show tech-support** commands. Copy the messages exactly as they appear on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA-5-SYNC_NOTICE: [chars]
```

Explanation This message pertains to a synchronization status, condition, or event on a high availability system.

Recommended Action No action is required.

Error Message

```
%HA-5-SYNC_RETRY: Reloading standby and retrying sync operation (retry [dec]).
```

Explanation This message pertains to a synchronization status, condition, or event on a high availability system. The synchronization operation will be retried.

Recommended Action No action is required.

Error Message

```
%HA-5-SYNC_RETRY_FAIL: Maximum sync retries exceeded. Reloading standby and
cancelling sync.
```

Explanation This message pertains to a synchronization status, condition, or event on a high availability system. The synchronization operation has failed.

Recommended Action Check both the active system and the standby system for messages. Copy the messages exactly as they appear on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using

the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA-6-FALLBACK: [chars] - configured mode([chars]), fallback mode([chars])
```

Explanation The specified RP redundancy mode has fallen back to the mode specified in the message.

Recommended Action No action is required.

Error Message

```
%HA-6-INT_SSO_UNAWARE: [chars] in slot [dec] on [chars] is not SSO capable
```

Explanation Native GigabitEthernet interfaces on NPE-G100, NSE-150 and NSE-100 are not SSO capable.

Recommended Action No action is required.

Error Message

```
%HA-6-MODE: Operating RP redundancy mode is %s
```

Explanation Operational redundancy mode information

Recommended Action No action is required.

Error Message

```
%HA-6-NOCOEXIST: Line card in slot [dec] ([chars]) cannot co-exist in [chars]
redundancy mode
```

Explanation The specified line card cannot coexist with the rest of the system in the current redundancy mode configuration of the system.

Recommended Action No action is required.

Error Message

```
%HA-6-STANDBY_READY: Standby RP in slot [dec] is operational in [chars]mode
```

Explanation The standby route processor is operational.

Recommended Action No action is required.

Error Message

```
%HA-6-SWITCHOVER: Route Processor switched from being standby to being active
```

Explanation This RP has switched over to become the active RP.

Recommended Action No action is required.

Error Message

```
%HA-6-TOOBIG: Running config too big, config sync failed
```

Explanation The running configuration was too large to be synchronized.

Recommended Action No action is required.

Error Message

```
%HAL-1-CONFIGURE: Failed to configure [dec] interfaces in bay [dec], shutting down
bay
```

Explanation The HAL hardware has failed. Some components on the board failed to initialize.

Recommended Action Replace the HAL port adapter.

Error Message

```
%HAL-1-DISCOVER: Found [dec] interfaces in bay [dec], shutting down bay
```

Explanation The HAL hardware has failed. Some components on the board failed to initialize.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HAL-1-DWNLDFAIL: Microcode to slot [dec]
```

Explanation An attempt to download firmware into the HAL port adapter has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at

http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HAL-1-INITFAIL: Slot [dec] firmware init ([chars])
```

Explanation A HAL firmware initialization failure has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HAL-1-INITFAILP: [chars] init failed at [chars]
```

Explanation A HAL firmware initialization failure has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HAL-1-NOTREADY: Slot [dec] for microcode download
```

Explanation An error was detected on the communication path between the VIP and the HAL.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HAL-1-RESTARTFAIL: [chars] could not be reset by [chars]
```

Explanation The restart failed to reset the interface.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HAL-1-STARTFAIL: [chars] could not be enabled by [chars]
```

Explanation The restart failed to enable the interface.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HAL-1-STOPFAIL: [chars] could not be disabled by [chars]
```

Explanation The shutdown failed to disable the interface.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HAL-1-UNSUPPORTED:
[chars]
```

Explanation A HAL port adapter with a revision number earlier than Revision 3 has been detected. This port adapter predates the router platform in which it has been installed and is not a supported combination.

Recommended Action Upgrade to a HAL port adapter that has a revision number of Revision 3 or later. HAMPTONS Messages

Recommended Action The following are Cisco Optical Networking Systems (ONS) 15530 Extended Services Platform (ESP) messages.

Error Message

```
%HAL-2-HALFWCRASHED: HAL F/W crashed in bay [dec]: [hex] - reset
```

Explanation The HAL firmware did not update the software watchdog.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HAL-2-HALFWCRASHEDINFO: [hex] [hex] [hex] [hex]
```

Explanation This message provides information about a HAL firmware crash.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HAL-2-NOVC: [chars]: packet received for unknown VC [dec]
```

Explanation The virtual channel encapsulation is corrupted.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HAL-3-BADMSG: Received unexpected mailbox message (id = [dec])
```

Explanation An unexpected message has been received from the HAL firmware.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HAL-3-ERROR: [chars]
```

Explanation This message is a general error information message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HAL-3-HALNOACC: [chars] - Accumulator is not available
```

Explanation An invalid Tx accumulator has been detected.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HAL-3-LOVEFAIL: [chars]: failed to send [chars] love letter
```

Explanation A "love letter" (operating status or configuration message) was not sent to the RSP.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HAL-3-MBOXRECV: Failed to receive reply [dec] from bay [dec] firmware
```

Explanation A message was not received from the HAL firmware.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HAL-3-MBOXSEND: Failed to send msg [dec] to bay [dec] firmware
```

Explanation A message was not sent to the HAL firmware.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HAL-3-MBOXSENDM: Failed to send msg [chars] to bay [dec] firmware
```

Explanation The specified message was not sent to the HAL firmware.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HAL-3-MBOXSENDP: Failed to send msg [dec] to [chars] driver firmware
```

Explanation A port-related message was not sent to the HAL firmware.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HAL-3-NOTMXT: Slot [dec] device ID seen as [hex], expected [hex] (Mueslix)
```

Explanation The system failed to detect the HDLC controller on the HAL.

Recommended Action Replace the HAL port adapter.

Error Message

```
%HAL-3-NOTPLX: Slot [dec] device ID seen as [hex], expected [hex] (PLX9060)
```

Explanation The PLX 9060 was not detected on the HAL.

Recommended Action Replace the HAL port adapter.

Error Message

```
%HAL-3-OWNERR: [chars] packet buffer, pak=[hex]
```

Explanation A software or hardware error has occurred. The HAL driver detected that the transmit ring is in an inconsistent and unrecoverable state.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HAMPTONS-1-DISCOVER_ENET: Failed to init Ethernet device [dec]
```

Explanation The Ethernet device specified in the error message could not be initialized because of a software error.

Recommended Action Power down, reseat the interface card, and reboot the system. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HAMPTONS-2-NOMEMORY: No memory available for [chars]
```

Explanation An attempt at memory allocation has failed.

Recommended Action Try these actions to remedy the problem: –Add memory.

Recommended Action –Disable some features.

Recommended Action –Apply filtering to decrease the size of system data structures (the routing table, for example).

Recommended Action –In general, reduce other system activities to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

Error Message

```
%HAMPTONS-3-CHASSIS: Unknown chassis model.
```

Explanation The data stored in the midplane is invalid or incomplete.

Recommended Action Contact your Cisco technical support representative to update your system.

Error Message

```
%HAMPTONS-3-IONOT0: IO card discover in non-zero slot [dec]/[dec]
```

Explanation Unavailable.

Recommended Action Unavailable.

Error Message

```
%HAMPTONS-3-IPCOPENFAILED: Couldn't open IPC portfor port id [hex] slot
[int]/[int]: [chars]
```

Explanation Unavailable.

Recommended Action Unavailable.

Error Message

```
%HAMPTONS-3-NOMAC: Can't allocate MAC address for interface [int]/[int]
```

Explanation Unavailable.

Recommended Action Unavailable.

Error Message

```
%HAMPTONS-3-NOMEM: OUT of Memory: [chars]
```

Explanation Unavailable.

Recommended Action Unavailable.

Error Message

```
%HAMPTONS-3-NOPORTINFO: Port info invalid for port [dec] slot [int]/[int]: [chars]
```

Explanation Unavailable.

Recommended Action Unavailable.

Error Message

```
%HAMPTONS-3-NOPORTINFO_ID: Port info invalid for port id [hex] slot [int]/[int]:
[chars]
```

Explanation Unavailable.

Recommended Action Unavailable. HARDWARE Messages

Recommended Action The following are hardware resources messages.

Error Message

```
%HAMPTONS-4-COOKIE: Corrupt or missing MAC address cookie using random base [enet]
```

Explanation Unavailable.

Recommended Action Unavailable.

Error Message

```
%HAMPTONS-4-MACBLKSIZE: Unknown MAC address block size.
```

Explanation The data stored in midplane is invalid or is incomplete.

Recommended Action Contact your Cisco technical support representative to update your system.

Error Message

```
%HARDWARE-1-THERMAL_CRITICAL: Temperature has reached critical threshold
```

Explanation The temperature sensor value inside the switch has reached the critical threshold. Switch cannot function normally

Recommended Action The external temperature is very high. Reduce the temperature in the room immediately

Error Message

```
%HARDWARE-2-FAN_ERROR: Fan %s Failure
```

Explanation Fan is not working

Recommended Action This is a hardware failure. The fan might recover automatically. If the fan failure persists, Contact the Cisco technical technical support representative

Error Message

```
%HARDWARE-2-THERMAL_WARNING: Temperature has reached warning threshold
```

Explanation The temperature sensor value inside the switch has reached the warning threshold. The switch can function normally untill the temperature reaches the critical threshold

Recommended Action The external temperature is high. Reduce the temperature in the room

Error Message

```
%HARDWARE-3-ASICNUM_ERROR: Port-ASIC number [dec] is invalid
```

Explanation Each port ASIC is identified by an ID. The port ASIC number that is specified in the message text is invalid. This condition indicates an internal error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HARDWARE-3-INDEX_ERROR: Index value [dec] is invalid
```

Explanation An index was attempted to be placed into the hardware table, but that index is out of the configured range.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HARDWARE-3-INTRNUM_ERROR: Port-ASIC Interrupt number [dec] is invalid
```

Explanation An interrupt ID that was used for a port ASIC is invalid.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HARDWARE-3-MCU_I2C_READ_ERROR: I2C read failed in MCU and attached devices (e.g.
Temperature Sensor) can't be read.
```

Explanation MCU I2C rea dfailed. The temperature sensor etc.read failed in MCU. There is no way to determine the switch temperature behavior

Recommended Action Ensure that the ambient temperature is not too highin the area. If the fault persists, please replace the component.

Error Message

```
%HARDWARE-3-PORTNUM_ERROR: port number [dec] is invalid
```

Explanation Each interface in a given port ASIC is identified by an index value. The port number used is not within the specified range.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HARDWARE-3-PORT_LOOPBACK_ERROR: Port loopback error, Asic=%d Port=%d
```

Explanation Port loopback test failed

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%HARDWARE-3-RXQ_ERROR: RxID %d is invalid
```

Explanation The Receive Buffer Q ID used in a Port-ASIC is invalid

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%HARDWARE-3-RXQ_MARK_DRAIN_ERROR: Mark Drain timeout A=%d B=%d. RxBuffer problem
```

Explanation Mark and Drain busy bit was not cleared

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%HARDWARE-3-STATS_ERROR: Statistics ID [dec] is invalid
```

Explanation Each statistics supported by the Port-ASIC are identified using an ID. The ID provided by the caller is out of range.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. HCCP Messages

Recommended Action The following are Hot Connection to Connection Protocol messages.

Error Message

```
%HARDWARE-3-THERMAL_NOT_FUNCTIONING: Temperature Sensor is not functioning
```

Explanation The temperature sensor is not functioningThere is no way to determine the switch temperature behavior

Recommended Action Ensure that the ambient temperature is not too highin the area. If the fault persists, please replace the component.

Error Message

```
%HARDWARE-3-TXQ_ERROR: TxID %d is invalid
```

Explanation The transmit Q ID used in a Port-ASIC is invalid

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%HARDWARE-3-TXQ_LOCKUP_ERROR: TxQ locked up, Asic=%d Port=%d
```

Explanation TxQ has locked up

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

`%HARDWARE-3-TXQ_PORT_OK: TxQ not locked up, Asic=%d Port=%d`

Explanation TxQ is not locked up as suspected

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

`%HARDWARE-5-FAN_NOT_PRESENT: Fan %s is not present`

Explanation Fan is not present

Recommended Action If it is a removable fan, insert it back into the switch. If fault persists after insertion, replace the fan

Error Message

`%HARDWARE-5-FAN_OK: Fan %s works fine`

Explanation Fan is now working properly

Recommended Action No action is required.

Error Message

`%HARDWARE-5-THERMAL_NORMAL: Temperature is within the acceptable limit`

Explanation The temperature sensor value inside the switch is within the normal limit

Recommended Action No action is required.

Error Message

```
%HAWKEYE-1-DISCOVER: Only found %d interfaces on bay %d, shutting down bay
```

Explanation This message may be emitted during IOS initialization or after a token ring port adapter/module is OIR inserted. The message indicates that the token ring device driver was unable to communicate with all of the interfaces expected to be on the port adapter/module. This could mean that one or more of the interfaces is not functioning.

Recommended Action Re-seat the port adapter/module in the slot. Also try installing it in another slot if available. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%HAWKEYE-1-NOPCIMEMORY: PCI memory unavailable for %s
```

Explanation The device driver for this interface was unable to allocate the necessary amount of shared memory between the driver and the interface hardware. This condition can occur if the system contains less than the recommended minimum amount of SRAM for the current interface combination. Shared memory blocks are required for the interface to function. So, this interface will be inoperable until the memory shortage is corrected.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%HAWKEYE-1-OLDREV: HAWKEYE(bay %d), Port adapter requires Rev 2 CPU, shutting down
bay
```

Explanation This message is specific to Cisco 7200 series router platforms. It indicates that the device driver has detected an NPE150 CPU version earlier than revision 2. The token ring device driver requires capabilities of a NPE150 revision 2 and later CPU.

Recommended Action Upgrade the 7200 router processor to an NPE150 Revision 2 or later.

Error Message

```
%HAWKEYE-3-ADPCHK: Interface %s, adapter check error
```

Explanation The token ring interface encountered an unrecoverable error condition while it was operating and connected to the ring. The interface will automatically shut itself down.

Recommended Action Issue the 'clear interface token' command to restart the interface. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%HAWKEYE-3-INITFAIL: [chars] failed to initialize - [chars]
```

Explanation The Token Ring interface has encountered an error while attempting to open a connection to the ring. The specific error that occurred is described in the last half of the error message as one of the following: 1.microcode checksum failed — The MAC microcode is corrupted inside the local memory of the interface.

Explanation 2.failed to build receive descriptor ring — There was not enough system memory available to allocate receive buffers for packets.

Explanation 3.init failed — The interface hardware has rejected the request from the device driver request to configure and open the interface.

Recommended Action Reset the interface using the **clear interface token** command in EXEC mode. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

HA_CLIENT Messages

Error Message

```
%HA_CLIENT-3-BS_TO_STBY_FAILED: The [chars] HA client's Bulk Sync phase was
unsuccessful
```

Explanation The nominated HA client encountered an unspecified failure during its bulk-sync phase on the active unit. Because of this condition, the standby unit is now out of synchronization. This condition should not normally happen and should be reported.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%HA_CLIENT-3-CF_REG_FAILED: CF registration for the [chars] HA client failed with
return code [int]
```

Explanation The specified HA client has failed to register properly with the CF. This failure should not occur and indicates a software problem.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%HA_CLIENT-3-CLIENT_INIT_FAILED: Initialisation of the [chars] HA client failed
(required field(s) missing)
```

Explanation The HA client utilities code could not initialize the specified client, because some fields required by the utilities code were not provided by the client. This message indicates a software problem.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case

with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%HA_CLIENT-3-CP_TO_STBY_FAILED: Delivery of a checkpointing (CP) message from the
[chars] HA client failed
```

Explanation The CF passed information to the nominated HA client on the active unit that indicated a problem with a checkpoint message. One of the checkpointing messages either could not be sent to or did not reach the standby unit. As a result, the standby unit is now out of synchronization. This failure should not normally occur and should be reported.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%HA_CLIENT-3-IF_INDEX_ADD_FAILURE: Unable to add an interface index to a table:
[chars] (rc=[dec])
```

Explanation The interface index could not be added to a table. This condition should be reported.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%HA_CLIENT-3-NO_BS_PROCESS: The [chars] HA client failed to create a Bulk Sync
process (rc [int])
```

Explanation The nominated HA client could not create a Cisco IOS process needed to perform a bulk synchronization. As a result, the client's bulk synchronization did not occur and the standby unit is now out of synchronization. This failure should not occur and should be reported.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case

with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%HA_CLIENT-3-NO_CF_BUFFER: The [chars] HA client failed to get a buffer
(len=[int]) from CF (rc=[dec]); checkpointing failed
```

Explanation The nominated HA client failed to get a buffer from the CF to store checkpointing data. This condition means that the client was unable to send the data to the standby unit and that the standby unit is now out-of-sync. This condition should not normally occur and should be reported.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%HA_CLIENT-3-NO_RF_BUFFER: The [chars] HA client failed to get a buffer
(len=[int]) from RF
```

Explanation The nominated HA client failed to get a buffer from the RF to send an RF message to the peer unit. This condition means that the client was unable to send the message to its peer. This error condition should not normally occur and should be reported.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%HA_CLIENT-3-PROTO_VER_INCOMPAT: The HA client '[chars]' is incompatible with the
peer
```

Explanation The named HA client cannot communicate with the client on the peer unit. These units cannot be used in a warm or hot standby environment.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case

with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%HA_CLIENT-3-RF_MSG_NOT_SENT: Delivery of an RF message from the [chars] HA client
failed (rc=[int])
```

Explanation The RF told the nominated HA client that the RF could not send a message to the peer unit. This error should not normally occur and should be reported.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%HA_CLIENT-3-RF_REG_FAILED: RF registration for the [chars] HA client failed with
return code [int]
```

Explanation The specified HA client failed to register properly with the RF. This error should not occur and indicates a software problem.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%HA_CLIENT-3-VALIDITY_CHECK_FAILURE: The HA client detected a validity check
failure: [chars]
```

Explanation The HA client performed a validity check. This check failed and may indicate a serious problem. A reload might be required to recover from this situation

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case

with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. HFE_HAL Messages

Recommended Action The following are the HFE_HAL messages.

Error Message

```
%HA_CLIENT-4-CF_NOT_BUNDLED: CF failed to go into bundled mode for the [chars] HA
client (rc [int])
```

Explanation The CF did not allow the specified HA client to use the CF bundled mode. The client continues to operate using the CF unbundled mode.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_CLIENT-4-IF_INDEX_LOOKUP_FAILURE: Unable to find an interface index:
(rc=[dec]) [chars]
```

Explanation The interface index could not be found. This is a rare, but possible situation, which should be able to correct itself.

Recommended Action No action is required.

Error Message

```
%HA_CLIENT-4-RESOURCE_RECOVERY_LIST_FAILURE: Failed to create [chars] resource
recovery list
```

Explanation The specified resource recovery list could not be created. This message means that resource recovery cannot be performed at switchover; some of the relevant resources are left unusable. This error should not normally occur and should be reported.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%HA_CONFIG_SYNC-3-BOOTVAR: Cannot communicate boot variable to standby (%s)
```

Explanation Active failed to send the boot variable specified to standby. A reload or a switchover operation will likely result in the standby booting a wrong image.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%HA_CONFIG_SYNC-3-BULK_CFGSYNC: [chars] [chars]
```

Explanation A bulk configuration synchronization has failed. Details of the attempt and what went wrong will be printed.

Recommended Action Copy down the system's configuration along with any other relevant information. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_CONFIG_SYNC-3-CONFREG: Cannot communicate config register to standby
```

Explanation Active failed to send the config register to standby. The active and standby supervisors won't have the same config registers.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%HA_CONFIG_SYNC-3-FS_BULK_CFGSYNC: %s [%s]
```

Explanation Bulk config sync filesys failure, the reason for the failure will be provided in the string

Recommended Action Copy the error message exactly as it appears. Copy down the system's configuration along with any other relevant information. Contact your technical support representative for assistance.

Error Message

```
%HA_CONFIG_SYNC-3-GENERAL: [chars]
```

Explanation This message indicates a general problem with configuration synchronization.

Recommended Action Copy down the system's configuration along with any other relevant information. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_CONFIG_SYNC-3-IPC: [chars] [chars]
```

Explanation A configuration synchronization error has occurred. The details of the attempt and what went wrong will be printed.

Recommended Action Copy down the system's configuration along with any other relevant information. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_CONFIG_SYNC-3-ISSU_MTU: CONFIG SYNC Failed to get MTU Size for session[[dec]]
msg_type[[dec]], MTU[[dec]], rc[[dec]]
```

Explanation An ISSU configuration Synchronization failed to get Messge MTU. The details about what was attempted and what went wrong will be printed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%HA_CONFIG_SYNC-3-ISSU_REG: CONFIG SYNC [chars] rc([dec])
```

Explanation An ISSU configuration Synchronization Registration Error occurred. The details about what was attempted and what went wrong will be printed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%HA_CONFIG_SYNC-3-ISSU_XFORM: CONFIG SYNC [chars] msg_type[[dec]], rc[[dec]]
```

Explanation An ISSU configuration Synchronization failed to transform messge. The details about what was attempted and what went wrong will be printed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. HARDWARE Messages

Recommended Action The following are hardware resources messages.

Error Message

```
%HA_CONFIG_SYNC-3-LBL_CFGSYNC: [chars]
```

Explanation A line-by-line synchronization failure has occurred. The details of the attempt and what went wrong will be printed.

Recommended Action Copy down the system's configuration along with any other relevant information. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_CONFIG_SYNC-3-LBL_POLICY: [chars]
```

Explanation An active and a standby configuration out-of-sync line-by-line has occurred. The details of the attempt and what went wrong will be printed.

Recommended Action Copy down the system's configuration along with any other relevant information. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. HA_EM Messages

Recommended Action The following are Embedded Event Manager (EEM) messages.

Error Message

```
%HA_CONFIG_SYNC-6-BULK_CFGSYNC_SUCCEED: Bulk Sync succeeded
```

Explanation Bulk Sync has succeeded

Recommended Action No action necessary

Error Message

```
%HA_CONFIG_SYNC-6-LBL_PRC_SUBCODE: CONFIG SYNC  : Subcode not matching for command
%s Active subcode[0x%x], Standby subcode[0x%x]
```

Explanation The line by line synchronization of a command has succeeded. A command entered on the active system was successfully synchronized with the standby system. However, the sub code of Parser Return Code, that were returned by the Active and Standby systems were different. However, the sub code of Parser Return Code, that were returned by the Active and Standby systems where different.

Recommended Action Normally, no action is required. If, however, any problems with line by line synchronization are found, copy this message exactly as it appears on the console or in the system log and contact your Cisco technical support representative.

Error Message

```
%HA_EM-3-ACTION_CNS_OPEN_FAIL: [chars]: Unable to open connection to CNS Event
Agent: [dec]
```

Explanation The CNS action process failed to open a CNS handle to the event agent.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-3-FMAD_ACTION: [chars]: Error occurred while performing action: [chars].
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-3-FMAD_ACTION_INFO: [chars]: Error occurred while fetching action
information: [dec].
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-3-FMAD_EXECUTE_CALLBACK: [chars]: failed to execute callback
```

Explanation The callback routine could not be executed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-3-FMAD_FH_INIT: [chars]: could not initialize Embedded Event Manager
service: [chars]
```

Explanation An internal error was detected while the embedded event manager service was being initialized.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-3-FMAD_NOESID: [chars]: No such event spec id found.
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-3-FMAD_QUEUE_INIT: [chars]: could not initialize queue
```

Explanation An internal error was detected while the embedded event manager queue was being initialized.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-3-FMAD_REQINFO: [chars]: Error attempting to fetch event information:
[dec].
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-3-FMAD_UNKNOWNTYPE: [chars]: Unknown event type found in applet.
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-3-FMAD_UNKNOWN_ENV: [chars]: could not find environment variable: [chars]
```

Explanation The embedded event manager applet director could not find the environment variable specified in the message text.

Recommended Action Only use well-known embedded event manager environment variables. If the message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-3-FMAD_WRONGTYPE: [chars]: Published event type does not match event spec.
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-3-FMC_CBH_PROCESS_CREATE: [chars]: callback handler process create failed
for eid: [dec]
```

Explanation The "process_create" function reported an error while it was attempting to create the callback handler process.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-3-FMC_FH_INIT: [chars]: fh_init failed : [dec]
```

Explanation The "fh_init" function reported an error while it was attempting to initialize EEM for a callback process.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-3-FMFD_EMPTY_QUEUE: [chars]: The [chars] event detector I/O queue empty.
```

Explanation The I/O queue is empty when it should not be empty.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-3-FMFD_OID_UNAVAIL: [chars]: The following oid has become unavailable:
[chars]
```

Explanation The registered OID is no longer available in the system.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-3-FMFD_QUEUE_INIT: [chars]: Unable to initialize queue;
```

Explanation The queue initialization function has reported an error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-3-FMFD_SNMP_MIB_OBJ_REP_FAIL: %s: SNMP MIB object info replace failed %d
```

Explanation The SNMP MIB object info replace function has failed.

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

Error Message

```
%HA_EM-3-FMFD_SNMP_OBJECT_UNKNOWN_RESPONSE_CODE: %s: Unknown SNMP object response
code %d
```

Explanation The SNMP MIB object response code is unknown.

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

Error Message

```
%HA_EM-3-FMFD_TTY_NUM: %s: Error occurred while fetching TTY number.
```

Explanation The Embedded Event Manager failed to fetch a TTY number.

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

Error Message

```
%HA_EM-3-FMPD_ACTION: [chars]: Error occurred while performing action: [chars].
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-3-FMPD_ACTION_INFO: [chars]: Error occurred while fetching action
information: [dec].
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-3-FMPD_ACTION_NOTRACK: %s: unable to set state for tracking object number
%u; object does not exist or is not a stub-object.
```

Explanation The Embedded Event Manager applet attempted to set the state of a tracking object that does not exist.

Recommended Action Only set the state of tracking objects that have already been configured in the system. If the message continues to occur, copy the message exactly as it appears, and report it your technical support representative.

Error Message

```
%HA_EM-3-FMPD_CHECKSUM_MISMATCH: %s: file checksum mismatch
```

Explanation The checksum value of an installed policy does not match the value provided by the installation manager.

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

Error Message

`%HA_EM-3-FMPD_CLI_CONNECT: Unable to establish CLI session: %s`

Explanation Unable to establish CLI session.

Error Message

`%HA_EM-3-FMPD_CLI_DISCONNECT: Error disconnecting from CLI session: %s`

Explanation An error occurred while disconnecting from the CLI session.

Error Message

`%HA_EM-3-FMPD_CLI_NOTTY: Error attempting to access an unopened CLI session: %s`

Explanation An error occurred attempting to access an unopened CLI session: %s

Error Message

`%HA_EM-3-FMPD_CLI_READ: Unable to read CLI response: %s`

Explanation Unable to read CLI response.

Error Message

`%HA_EM-3-FMPD_CLI_WRITE: Unable to send CLI command: %s`

Explanation Unable to send CLI command.

Error Message

`%HA_EM-3-FMPD_ERROR: Error executing applet %s statement %s`

Explanation The Embedded Event Manager policy director found an error when processing an applet.

Recommended Action Check syntax of applet statement. If the message continues to occur, copy the message exactly as it appears, and report it your technical support representative.

Error Message

`%HA_EM-3-FMPD_EXECUTE_CALLBACK: [chars]: failed to execute callback`

Explanation A callback routine could not be executed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-3-FMPD_FH_INIT: [chars]: could not initialize Embedded Event Manager
service: [chars]
```

Explanation An internal error was detected while the embedded event manager service was being initialized.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-3-FMPD_IPC_PORT_CREATE: %s: failed to create an IPC port: %s
```

Explanation Embedded Event Manager failed to create an IPC port.

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

Error Message

```
%HA_EM-3-FMPD_IPC_PORT_OPEN: %s: failed to open an IPC port: %s
```

Explanation Embedded Event Manager failed to open an IPC port.

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

Error Message

```
%HA_EM-3-FMPD_IPC_PORT_REGISTER: %s: failed to register an IPC port: %s
```

Explanation Embedded Event Manager failed to register an IPC port.

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

Error Message

```
%HA_EM-3-FMPD_NOEID: %s: No such event id found.
```

Explanation An internal software error occurred.

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

Error Message

```
%HA_EM-3-FMPD_NOESID: [chars]: No such event spec id found.
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-3-FMPD_NO_PROC: %s: Failed to create process
```

Explanation The process create function reports an error

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

Error Message

```
%HA_EM-3-FMPD_PROCESS_XML: %s: error processing xml buffer
```

Explanation An error occurred processing the event publish information xml buffer.

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

Error Message

```
%HA_EM-3-FMPD_QUEUE_INIT: [chars]: could not initialize queue
```

Explanation An internal error was detected when the embedded event manager queue was being initialized.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-3-FMPD_REQINFO: [chars]: Error attempting to fetch event information:
[dec].
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-3-FMPD_SET_INFO: %s: Error occurred while fetching variable information:
%d.
```

Explanation The Embedded Event Manager Policy Director was unable to set the variable with the requested information.

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

Error Message

```
%HA_EM-3-FMPD_SMTP: Error occurred when sending mail to SMTP server: %s  : %s
```

Explanation An unexpected error occurred when sending mail to SMTP server.

Error Message

```
%HA_EM-3-FMPD_SMTP_CHK_REPLY: Reply code unexpected from SMTP server: [chars]
```

Explanation An unexpected reply code was received from the connected SMTP server.

Recommended Action Not available.

Error Message

```
%HA_EM-3-FMPD_SMTP_CONNECT: Unable to connect to SMTP server: [chars]
```

Explanation Unable to connect to the SMTP server.

Recommended Action Not available.

Error Message

```
%HA_EM-3-FMPD_SMTP_DISCONNECT: Unable to disconnect from SMTP server: [chars]
```

Explanation Unable to disconnect from the connected SMTP server.

Recommended Action Not available.

Error Message

```
%HA_EM-3-FMPD_SMTP_READ: Unable to read from SMTP server: [chars]
```

Explanation Unable to read from the connected SMTP server.

Recommended Action Not available.

Error Message

```
%HA_EM-3-FMPD_SMTP_SEND: Unable to send notification using all SMTP servers
```

Explanation An unexpected error occurred when sending mail to all SMTP servers.

Error Message

```
%HA_EM-3-FMPD_SMTP_WRITE: Unable to write to SMTP server: [chars]
```

Explanation Unable to write to the connected SMTP server.

Recommended Action Not available.

Error Message

```
%HA_EM-3-FMPD_UNKNOWNTYPE: [chars]: Unknown event type found in applet.
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-3-FMPD_UNKNOWN_ENV: [chars]: could not find environment variable: [chars]
```

Explanation The embedded event manager applet director could not find the environment variable that was specified in the action message.

Recommended Action Use only well-known embedded event manager environment variables. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-3-FMPD_WRONGTYPE: [chars]: Published event type does not match event spec.
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-3-FMS_CNS_FAIL: [chars]: Failed to perform CNS action: [chars]
```

Explanation The embedded event manager could not send a CNS message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-3-FMS_EMPTY_QUEUE: [chars]: The I/O queue empty.
```

Explanation The I/O queue is empty when it should not be empty.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-3-FMS_ENQUEUE_FAIL: [chars]: The Unable to enqueue packet onto queue.
```

Explanation The queue is not in a state of readiness to handle enqueue operations.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-3-FMS_NO_TRACK: Use of the rack keyword in the correlate statement is not
supported in this image.
```

Explanation The Embedded Event Manager Track ED is not supported in this image.

Recommended Action Track ED is not available in this image

Error Message

```
%HA_EM-3-FMS_OPEN: %s: Unable to open %s; %s
```

Explanation The open function reported an error.

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

Error Message

```
%HA_EM-3-FMS_POLICY_CHECKSUM: %s: Checksum error for policy %s - this policy will
not be run
```

Explanation The checksum computed for the specified policy does not match the original checksum computed when the policy was registered.

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

Error Message

```
%HA_EM-3-FMS_POLICY_HASH: %s: The hash computation routine reported an error; %s
```

Explanation The fh_hash_md5_fd() function reported the specified error.

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

Error Message

```
%HA_EM-3-FMS_POLICY_LOOKUP_FAIL: [chars]: Failed to look up in the table the
registration specification for policy [chars].
```

Explanation A table lookup operation has failed for the registration specification for the policy.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-3-FMS_QUEUE_INIT: [chars]: The Unable to initialize queue.
```

Explanation The queue cannot be initialized.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-3-FMS_SWITCH_NOT_RF_ACTIVE: [chars]: This processor is not in ACTIVE state
(state = [dec]). Switchover must be performed on ACTIVE processor.
```

Explanation Switchovers must occur on the active unit, not the standby unit. The specified processor is not in the active state.

Recommended Action Perform the switchover on the active unit.

Error Message

```
%HA_EM-4-FMAD_EVENT_CREATE: [chars]: failed to create an event: [chars]
```

Explanation An embedded event manager event could not be created.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-4-FMAD_EVENT_REG: [chars]: failed to register an event: [chars]
```

Explanation An embedded event manager event could not be registered.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-4-FMAD_NO_ACTION: No action configured for applet [chars]
```

Explanation No action has been configured for the applet specified in the message.

Recommended Action Configure at least one action for this applet.

Error Message

```
%HA_EM-4-FMAD_NO_EVENT: No event configured for applet [chars]
```

Explanation No event has been configured for the applet specified in the message.

Recommended Action Configure an event for this applet.

Error Message

```
%HA_EM-4-FMFD_SNMP_NO_OBJECT_VALUE: %s: SNMP MIB object value not provided
```

Explanation The SNMP MIB object value is not provided for substitution.

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

Error Message

```
%HA_EM-4-FMPD_DSIG_TYPE_CHANGE: Cisco Signature not found or invalid. %s has been
registered as a user policy.
```

Explanation Cisco Signature not found or invalid.

Recommended Action Sign with Cisco signature.

Error Message

```
%HA_EM-4-FMPD_EVENT_CREATE: [chars]: failed to create an event: [chars]
```

Explanation An embedded event manager event could not be created.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-4-FMPD_EVENT_REG: [chars]: failed to register an event: [chars]
```

Explanation An embedded event manager event could not be registered.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-4-FMPD_IPC_GET_PAK: %s: failed to allocate an IPC buffer
```

Explanation Embedded Event Manager failed to allocate a buffer from IPC.

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

Error Message

```
%HA_EM-4-FMPD_IPC_SEND_MSG: %s: failed to send an IPC message: %s
```

Explanation Embedded Event Manager failed to send a message through IPC.

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

Error Message

```
%HA_EM-4-FMPD_NOTAGNAME: %s: No tag %s found corresponding to this event publish.
```

Explanation The Embedded Event Manager policy director could not associate the tagname with a published event.

Recommended Action Only use tagnames in the action info type event reqinfo command which correspond to the published event.

Error Message

```
%HA_EM-4-FMPD_NO_ACTION: No action configured for applet [chars]
```

Explanation No action has been configured for this applet.

Recommended Action Configure at least one action for this applet.

Error Message

```
%HA_EM-4-FMPD_NO_EVENT: No event configured for applet [chars]
```

Explanation No event has been configured for this applet.

Recommended Action Configure an event for this applet.

Error Message

```
%HA_EM-4-FMS_NO_SCHED_THREAD: No threads are configured to service event class %s
```

Explanation The Embedded Event Manager has no scheduler threads to service this event class.

Recommended Action Configure threads for the event class using the 'event manager scheduler' command.

Error Message

```
%HA_EM-6-ACTION_SYSLOG: [chars]
```

Explanation An logging action has occurred for the embedded event manager system.

Recommended Action No action is required.

Error Message

```
%HA_EM-6-FMPD_CONTEXT_RETRIEVE: Failed to retrieve context for key %s: %s
```

Explanation Failed to context retrieve variable information for event.

Recommended Action Ensure context information with the given key is saved. If the message continues to occur, copy the message exactly as it appears, and report it your technical support representative.

Error Message

```
%HA_EM-6-FMPD_CONTEXT_SAVE: Failed to save variable context for key %s: %s
```

Explanation Failed to context save variable information for event.

Recommended Action Ensure context information with the same key is not already saved. If the message continues to occur, copy the message exactly as it appears, and report it your technical support representative.

Error Message

```
%HA_EM-6-FMPD_DIVIDE_ZERO: Invalid operand in arithmetic division, cannot divide
by zero
```

Explanation Arithmetic division does not allow divide by zero.

Recommended Action Ensure denominator provided to division action is non-zero.

Error Message

```
%HA_EM-6-FMPD_EEM_CONFIG: %s: %s
```

Explanation The Embedded Event Manager reports an error on Event Manager configuration

Recommended Action Check the EEM applet or policy configuration

Error Message

```
%HA_EM-6-FMPD_OPERAND_INVALID: Invalid operand in action, expected value within
range %ld to %ld, received: %s
```

Explanation Arithmetic actions only accept valid long integer values.

Recommended Action Ensure value provided to action is long integer.

Error Message

```
%HA_EM-6-FMPD_REGCOMP: Error compiling regular expression: %s
```

Explanation An error was encountered when compiling the given regular expression.

Recommended Action Check syntax of regular expression pattern. If the message continues to occur, copy the message exactly as it appears, and report it your technical support representative.

Error Message

```
%HA_EM-6-FMPD_SNMP_DUP_OID: %s: duplicate oid
```

Explanation The oid is a duplicate

Recommended Action Check the EEM applet or policy configuration

Error Message

```
%HA_EM-6-FMPD_SNMP_NO_VAR: %s: No variable %s
```

Explanation The variable is not defined.

Recommended Action Check the EEM applet or policy configuration

Error Message

```
%HA_EM-6-FMPD_SNMP_TRAPVAR_ADD: %s: Error adding trapvar to queue %s
```

Explanation The trap variable was not added to the queue.

Recommended Action Check the EEM applet or policy configuration

Error Message

```
%HA_EM-6-FMPD_SNMP_VARS_EXCEEDED: %s: number of values exceeded %d
```

Explanation The number of values per variable exceeded the maximum

Recommended Action Check the EEM applet or policy configuration

Error Message

```
%HA_EM-6-FMPD_SWITCH_HARDWARE: %s: Policy has requested a hardware switchover
```

Explanation An Embedded Event Manager policy requested that a hardware switchover occur.

Recommended Action None

Error Message

```
%HA_EM-6-FMPD_UPDATE_POLICY_COPY: Policy update has copied %d bytes from %s to %s
```

Explanation An EEM policy has been copied as a result of an event manager update command

Error Message

```
%HA_EM-6-FMPD_UPDATE_POLICY_REGISTER: Policy update has successfully
re-registered policy %s
```

Explanation An EEM policy has been successfully re-registered as a result of an event manager update command

Error Message

```
%HA_EM-6-FMPD_UPDATE_POLICY_REGISTER_FAIL: Policy update has failed to register
policy %s %s
```

Explanation An EEM policy has failed to be registered as a result of an event manager update command

Error Message

```
%HA_EM-6-FMPD_UPDATE_POLICY_UNREGISTER_FAIL: Policy update has failed to
unregister policy %s %s
```

Explanation An EEM policy has failed to be unregistered as a result of an event manager update command

Error Message

```
%HA_EM-6-FMS_LAST_POLICY: %s: Cannot change a class %s %s to priority LAST. LAST
is for default policies only
```

Explanation Embedded Event Manager Scheduler Command can only change a default policy to priority LAST.

Recommended Action The command is applicable to default policies only.

Error Message

```
%HA_EM-6-FMS_MODIFY_LAST_POLICY: %s: Cannot modify a LAST policy to class %s. LAST
policies are for class default only.
```

Explanation Embedded Event Manager LAST policy is for default class only.

Recommended Action The command is applicable to default policies only.

Error Message

```
%HA_EM-6-FMS_MODIFY_POLICY: %s: unable to modify the policy to class %s:
scheduling rule unavailable.
```

Explanation There is no scheduler rule configured to service this event class.

Recommended Action Please configure a scheduler rule before modifying the event.

Error Message

```
%HA_EM-6-FMS_RELOAD_SYSTEM: [chars]: Policy has requested a system reload;
```

Explanation An embedded event manager policy has requested that the system be reloaded.

Recommended Action Unavailable.

Error Message

```
%HA_EM-6-FMS_RUNNING_POLICY: %s: cannot %s a running policy with jobid %d.
```

Explanation Embedded Event Manager Scheduler Command cannot change a running policy.

Recommended Action The command is not applicable to a running policy.

Error Message

```
%HA_EM-6-FMS_SWITCH_HARDWARE: [chars]: Policy has requested a hardware switchover
```

Explanation An embedded event manager policy has requested that a hardware switchover occur.

Recommended Action Unavailable.

Error Message

```
%HA_EM-7-ACTION_ADD_PARSER: [chars]: Unable to add action [chars] command;
```

Explanation An action command could not be added.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at

http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-7-ACTION_CNS_AGENT_UNAVAIL: [chars]: CNS Event Agent not available: [dec]
```

Explanation The CNS event agent is currently not available.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-7-ACTION_CNS_CLEAR_RESTART: [chars]: Unable to clear restart callback;
```

Explanation The CNS action process failed to clear a restart callback operation.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-7-ACTION_CNS_SET_RESTART: [chars]: Unable to set restart callback;
```

Explanation The CNS action process failed to set a restart callback operation.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-7-ACTION_ENQUEUE_FAIL: [chars]: Unable to enqueue [chars];
```

Explanation The enqueue function reported an error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-7-ACTION_WB_CREATE: [chars]: create_watched_boolean failed: [chars]
```

Explanation The "create_watched_boolean" function reported an error while it was attempting to create a watched Boolean operator.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-7-ACTION_WB_DELETE: [chars]: delete_watched_boolean failed: [chars]
```

Explanation The "delete_watched_boolean" function reported an error while it was attempting to delete the watched Boolean operator.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-7-FMAD_EVENT_TYPE: [chars]: unknown event type [dec]
```

Explanation An unknown embedded event manager event type was detected.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-7-FMAD_LAST_POLICY: [chars]: invalid last policy name replied [chars]
```

Explanation An internal error has occurred. The last policy name to which the script director replied was invalid.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-7-FMAD_NO_MEM: [chars]: not enough memory
```

Explanation Memory could not be allocated because of a low-memory condition.

Recommended Action Reduce other activity to reduce memory demands. If conditions warrant, upgrade to a larger memory configuration. If you require further assistance, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-7-FMC_ENQUEUE_FAIL: [chars]: Unable to enqueue [chars];
```

Explanation The enqueue function reported an error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-7-FMC_INV_REPLY: [chars]: Application client library unable to handle
message receive.
```

Explanation The API received a message reply when it was not in a state to accept such messages.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-7-FMC_MALLOC: [chars]: Unable to allocate [chars];
```

Explanation The memory allocation function reported an error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-7-FMC_REG_CBH_PULSE: [chars]: Unable to locate reg callback entry for pulse
code [dec]
```

Explanation The registration callback handler was unable to validate the pulse code that was received. The "pthread_create" function reported an error.

Recommended Action Unavailable.

Error Message

```
%HA_EM-7-FMC_REG_CBH_SEND: [chars]: Unable to send response for
FH_MSG_CALLBACK_DONE [chars]
```

Explanation The registration callback handler was unable to send the "FH_MSG_CALLBACK_DONE" message to the embedded event manager Server. The "pthread_create" function reported an error.

Recommended Action Unavailable.

Error Message

```
%HA_EM-7-FMFD_ADD_PARSER: [chars]: Unable to add [chars] event detector command;
```

Explanation The event detector failed to add a command.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-7-FMFD_DE_FETCH: [chars]: [chars][[dec]]
```

Explanation The event detector has failed to fetch a data element from the statistics data engine.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-7-FMFD_ENQUEUE_FAIL: [chars]: Unable to enqueue [chars];
```

Explanation The enqueue function has reported an error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-7-FMFD_HIST_QERR: [chars]
```

Explanation The event detector has failed to obtain a free history list entry.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-7-FMFD_INV_COMPARE_OP: [chars]: invalid comparison operator: [dec]
```

Explanation The value comparison operator is invalid or is not supported.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-7-FMFD_INV_STATS_TYPE: [chars]: invalid statistics value type: [dec]
```

Explanation The statistics data type is invalid or is not supported.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-7-FMFD_INV_TM: [chars]: invalid timer: type=[dec], timer[p]
```

Explanation The timer value is invalid or not as expected.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-7-FMFD_INV_TM_TYPE: [chars]: invalid timer type: [dec]
```

Explanation The timer type is invalid or is not supported.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-7-FMFD_MALLOC: [chars]: Unable to allocate [chars]; [chars]
```

Explanation The memory allocation function has reported an error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-7-FMFD_MET_RBLD: [chars]: [chars]
```

Explanation The event detector has failed to rebuild the metric list from the checkpointed records.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-7-FMFD_MSGSEND_RETRY_ERR: [chars]: [dec]
```

Explanation The event detector has exceeded its maximum number of retries to send a pulse to the embedded event manager to notify of an event publish operation.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-7-FMFD_OE_CREATE: [chars]: could not create an occurrence entry
```

Explanation The event detector has failed to create an entry for the matched occurrence list.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-7-FMFD_OE_REMOVE: [chars]: could not remove an occurrence entry
```

Explanation The event detector has failed to remove an entry for the matched occurrence list.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-7-FMFD_PLTF_NODENAME: [chars]: could not get local node name
```

Explanation The event detector has failed to obtain the local node name.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-7-FMFD_PROC_ENT: [chars]: [chars]: no more table entries for this process
```

Explanation The event detector has run out of memory while collecting statistics for a new process.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-7-FMFD_PUB_TM_ALLOC: %s: Unable to allocate memory for event publish timer
block
```

Explanation Internal error. The event detector has failed to allocate memory for the event publish timer block.

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

Error Message

```
%HA_EM-7-FMFD_RESOURCE_MONITOR_REGISTER_FAIL: %s: resource_monitor_register
failed; return code = %d
```

Explanation The resource_monitor_register function reported an error trying to register for RMI notifications.

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

Error Message

```
%HA_EM-7-FMFD_SNMP_ADDR_ILLEGAL: %s: Illegal SNMP address type
```

Explanation The SNMP address is illegal.

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

Error Message

```
%HA_EM-7-FMFD_SNMP_ADDR_IPV6: %s: SNMP IPV6 address is not supported
```

Explanation The IPV6 address is not supported.

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

Error Message

```
%HA_EM-7-FMFD_SNMP_BUILD_PDU_FAILED: %s: SNMP build pdu failed
```

Explanation The SNMP pdu build has failed.

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

Error Message

```
%HA_EM-7-FMFD_SNMP_COMM_FAIL: %s: Unable to create SNMP octet community string;
string = %s
```

Explanation The community string was not able to build into a SNMP octet string

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

Error Message

```
%HA_EM-7-FMFD_SNMP_ERRCODE: %s: %s
```

Explanation The SNMP error code.

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

Error Message

```
%HA_EM-7-FMFD_SNMP_MAKE_PDU_FAILED: %s: SNMP make pdu failed
```

Explanation The SNMP pdu make has failed.

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

Error Message

```
%HA_EM-7-FMFD_SNMP_MSG_FAIL: %s: Unable to create a SNMP message; community = %s
```

Explanation The SNMP message failed to be created

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

Error Message

```
%HA_EM-7-FMFD_SNMP_OID_INVALID: %s: Invalid SNMP oid length %d
```

Explanation The SNMP oid has invalid length

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

Error Message

```
%HA_EM-7-FMFD_SNMP_OID_MAKE_FAIL: %s: Unable to build an oid string into a SNMP
oid; oid = %s
```

Explanation The oid string was not able to build into a SNMP oid

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

Error Message

```
%HA_EM-7-FMFD_SNMP_REQ_FAILED: %s: SNMP request failed
```

Explanation The SNMP request has failed.

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

Error Message

```
%HA_EM-7-FMFD_SNMP_RESP_CANCEL: %s: SNMP response cancelled
```

Explanation The SNMP response has been cancelled.

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

Error Message

```
%HA_EM-7-FMFD_SNMP_RESP_ERROR: %s: SNMP response error; error_status = %d
```

Explanation The SNMP response has error.

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

Error Message

```
%HA_EM-7-FMFD_SNMP_RESP_Q_EMPTY: %s: SNMP proxy exec got event, but queue is empty
```

Explanation The SNMP proxy got event but the queue is empty.

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

Error Message

```
%HA_EM-7-FMFD_SNMP_RESP_TIMEOUT: %s: SNMP response has timed out
```

Explanation The SNMP response has timed out.

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

Error Message

```
%HA_EM-7-FMFD_SNMP_UNKNOWN_TYPE: %s: Unknown SNMP operation or response type %d
```

Explanation The operation or response type is unknown.

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

Error Message

```
%HA_EM-7-FMFD_SNMP_VARBIND_FAIL: %s: Unable to create a SNMP varbind
```

Explanation The oid failed to make into a SNMP varbind

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

Error Message

```
%HA_EM-7-FMFD_TM_LEAF_NEW: %s: could not create a leaf timer
```

Explanation Internal error. The event detector has failed to create a managed leaf timer.

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

Error Message

```
%HA_EM-7-FMPD_EVENT_TYPE: [chars]: unknown event type [dec]
```

Explanation An unknown embedded event manager event type was detected.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-7-FMPD_FORMAT_TIME: [chars]: error attemting to format time string
```

Explanation An error occurred while a time string was being formatted.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-7-FMPD_LAST_POLICY: [chars]: invalid last policy name replied [chars]
```

Explanation The last policy name to which the script director replied was invalid.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-7-FMPD_NO_MEM: [chars]: not enough memory: [chars]
```

Explanation Memory could not be allocated because of a low memory condition.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-7-FMPD_SWITCH_FAIL: %s: The system is unable to switch to standby
processor. Switchover cancelled.
```

Explanation Switchovers must occur when STANDBY is available and ready.

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

Error Message

```
%HA_EM-7-FMS_APPLET_EXEC: [chars]: Applet execution has been [chars]
```

Explanation The embedded event manager applet execution state has been changed to the state specified in the message.

Recommended Action No action is required.

Error Message

```
%HA_EM-7-FMS_CALLBACK_MAX_ENTRIES: Maximum number of callback publish entries
exceeded for [chars]; some events
 have been discarded
```

Explanation An attempt to publish an event requiring a callback has failed. There is no more room in the callback publish queue for the specified process.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-7-FMS_FDC_ALLOCATE: [chars]: Failed to allocate Event Detector context
control block; [chars]
```

Explanation The "get_fd" function reported an error while it was attempting to allocate an event detector context control block.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-7-FMS_FDC_OPEN: [chars]: Failed to open Event Detector context control
block
```

Explanation The "open_fd" function reported an error while attempting to open an event detector context control block.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-7-FMS_GUARD_WORD_VER: [chars]: [chars] guard word corrupted;[p]
```

Explanation The guard word for the specified control block contained an unexpected value.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-7-FMS_INV_ARG_STRING: [chars]: Invalid argument string: [chars]
```

Explanation An invalid argument string was passed to the specified function.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-7-FMS_MALLOC: [chars]: Unable to allocate [chars]; [chars]
```

Explanation The memory allocation function has reported an error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-7-FMS_NULL_SCRIPT_NAME: %s: The script name is NULL
```

Explanation An invalid script name was passed as an argument into the specified function.

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

Error Message

```
%HA_EM-7-FMS_POLICY_EXEC: %s: Policy execution %s
```

Explanation The Embedded Event Manager policy excution state has been changed to the state named in the message.

Error Message

```
%HA_EM-7-FMS_POLICY_MAX_ENTRIES: [chars]: Maximum number of script publish
entries exceeded; some events have been discarded
```

Explanation An attempt to publish an event that required a script has failed because there is no more room in the script publish queue.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-7-FMS_REALLOC_FAIL: [chars]: Unable to reallocate [chars]; [chars]
```

Explanation The reallocation function has reported an error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-7-FMS_STRDUP: %s: Failed to duplicate string %s; %s
```

Explanation The strdup function reported an error.

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

Error Message

```
%HA_EM-7-FMS_SWITCH_FAIL: %s: The system is unable to switch to standby processor.
Switchover cancelled.
```

Explanation Switchovers must occur when STANDBY is available and ready.

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

Error Message

```
%HA_EM-7-FMS_SWITCH_STANDBY_UNAVAIL: [chars]: The STANDBY processor is not
available. Switchover cancelled.
```

Explanation Switchovers must occur when the standby processor is available and ready.

Recommended Action Retry the operation when the standby processor is available.

Error Message

```
%HA_EM-7-FMS_WB_CREATE: [chars]: create_watched_boolean failed; [chars]
```

Explanation The "create_watched_boolean" function reported an error while the system was attempting to create the watched Boolean function.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%HA_EM-7-FMS_WQ_CREATE: [chars]: create_watched_queue failed; [chars]
```

Explanation The 'create_watched_queue' function reported an error while the system was attempting to create the watched queue.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. HAL Messages

Recommended Action The following are Halcyon messages.

Error Message

```
%HA_EM-7-FM_ACTION_ADD_PARSER: [chars]: Unable to add action [chars] command;
```

Explanation An action command could not be added.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

`%HA_EM-7-FM_ACTION_ENQUEUE_FAIL: [chars]: Unable to enqueue [chars];`

Explanation The enqueue function reported an error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

`%HA_EM-7-FM_ACTION_WB_CREATE: [chars]: create_watched_boolean failed: [chars]`

Explanation The "create_watched_boolean" function reported an error while a watched Boolean operator was being created.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

`%HA_IFINDEX-2-INIT_ERROR: %s`

Explanation This is a critical error message about a High Availability System initilization status or condition. A message of this type indicates that a failure occured during high availability system initialization.

Recommended Action Copy the notice exactly as it appears. Check both the active system and standby system for messages. Call your technical support representative for assistance.

HCCP Messages

Error Message

```
%HCCP-3-BADAUTH: Grp [dec] Mbr [dec] [chars]: bad authentication detected.
```

Explanation HCCP software has detected unauthorized message.

Recommended Action Ensure the shared secret on the Workingmatches the shared secret on the Protect.

Error Message

```
%HCCP-3-BADCHAN: Grp [dec] Mbr [dec] [chars]: channel switch '[chars]' failed,
retries exhausted.
```

Explanation HCCP group member notifies failure in its channel switch.

Recommended Action Ensure channel switch is functioning.

Error Message

```
%HCCP-3-BADINTERPKT: Received an unexpected pkt in [chars] SYNC_Q
```

Explanation HCCP UBR10k platform ctrl plane received a packet meant for linecard or UBR7200(interbox) distributed ctrl plane

Recommended Action Unavailable

Error Message

```
%HCCP-3-BADMSG: Grp [dec] Mbr [dec] [chars]: received wrong type of
message-[chars].
```

Explanation Certain types of HCCP message are not supposed to be received by Working or Protect.

Recommended Action Check configuration on this interface and the sender's interface.

Error Message

```
%HCCP-3-BADSTATE: [chars] Grp [dec], inconsistant state !!
```

Explanation HCCP state inconsistancy after control plane switchover.

Recommended Action Reset the interface.

Error Message

```
%HCCP-3-CFG_FAIL: Configuration for interface [chars] failed.
```

Explanation The process failed to lock configuration session because another process isusing it.

Recommended Action Manually configure the interface.

Error Message

```
%HCCP-3-CHAN_TIMER_NOT_RUNNING: Channel timer for group [dec] not running
```

Explanation Unavailable

Recommended Action Unavailable

Error Message

```
%HCCP-3-MISS_STATICSYNC_DONE: HCCP [dec] [chars]: Static Sync Done is missed
because [chars], Redo static sync through CLI.
```

Explanation HCCP static synchronization done is missed because of switch over happened or STATICSYNCDONE message missed.

Recommended Action Perform static synchronization through CLI.

Error Message

```
%HCCP-3-NOINTFC: No interfaces available for IP connection.
```

Explanation HCCP requires an out-of-band path for inter-router communication.

Recommended Action Configure an out-of-band path for inter-router HCCP communication

Error Message

```
%HCCP-3-OUT_OF_ORDER_LC2RP: Grp [dec] Mbr [dec] status [chars]: Received LC to RP
sync in standby state. Message rejected.
```

Explanation HCCP software has detected that messages are Out of Order.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%HCCP-3-OUT_OF_ORDER_MSG: Grp [dec] Mbr [dec] status [chars]: NULL hp encountered.
```

Explanation HCCP software has detected that messages are Out of Order.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%HCCP-3-PROTECTING_TOO_MANY: Grp [dec] Mbr [dec] status [chars]: Protecting too
many Workings.
```

Explanation HCCP detected that protect is asked to protect too many working i/fs.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%HCCP-3-SNMPFAIL: Grp [dec] [chars]: failed to initialize SNMP.
```

Explanation HCCP group fails to create SNMP message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%HCCP-3-UNKNOWN_TLV: Grp [dec] Mbr [dec] [chars]: received Unknown TLV type-[dec].
```

Explanation HCCP software has detected Unknown TLV types,this might not affect the functionality.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.
HCCP_LC_ISSU_SHIM Messages

Recommended Action The following are the HCCP_LC_ISSU_SHIM messages.

Error Message

```
%HCCP-4-BADPATYPE: Grp [dec] Mbr [dec] [chars]: peer is not identical.
```

Explanation HCCP software has detected hardware mismatching of the Working/Protect pair.

Recommended Action Make sure Working and Protect are identical. Otherwise problemmight happen.

Error Message

```
%HCCP-4-BADVER: Grp [dec] Mbr [dec] [chars]: bad version [chars] detected.
```

Explanation HCCP software has detected invalid version number.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%HCCP-4-NOREVERT: Grp [dec] Mbr [dec]: Revert operation cancelled.
```

Explanation HCCP group member will not attempt to revert back to the Working interface. Possible reason for this would be that the last failure detected on the Working interface was a keepalive failure.

Recommended Action If the last failure reason on the Working was a keepalive failure, it might have occurred because of a cable cut. Make sure the US/DS coax cables to the Cable Modems have not been disconnected or cut. After fixing the problem, a revert can be attempted manually by entering the command: hccp switch .

Error Message

```
%HCCP-4-NOSUBIF: Grp [dec] [dec] [chars]: [chars].[dec] is not found.
```

Explanation Protect does not have the sub-interface that Working has.

Recommended Action Ensure Protect has all the sub-interfaces that all Workings have.

Error Message

```
%HCCP-4-PEERBUSY: Grp [dec] Mbr [dec] ([chars]) Switchover aborted. Protect
([chars]) is already ACTIVE for Grp [dec] Mbr [dec] ([chars]).
```

Explanation HCCP software has detected that the PROTECT interface is alreadyActive for another Working.

Recommended Action Free up the Protect interface by reverting back to the other Working and try this switchover again.

Error Message

```
%HCCP-4-PEER_CRASH: Received crash notification from [IP_address]
```

Explanation Peer Router crash has been observed. If protecting some interfaces of peer, then those interfaces will switch over.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%HCCP-4-STATICSYNC_FAILURE: HCCP [dec] [chars]: Aborting Static Sync because
[chars].
```

Explanation HCCP static sync failed because of erros during sync.

Recommended Action Perform the hccp resync CLI.

Error Message

```
%HCCP-4-STATICSYNC_WARNING: HCCP static sync warning: [chars].
```

Explanation HCCP static synchronization might have experienced a race condition.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit

http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%HCCP-5-ACTIVE: Grp [dec] Mbr [dec] [chars]: change state from standby to active
cause: [chars].
```

Explanation HCCP group member notifies that it changes from standby to active.

Recommended Action Ensure peer relinquishes the channel.

Error Message

```
%HCCP-5-CHANOFF: Grp [dec] Mbr [dec] [chars]: turning off channel.
```

Explanation HCCP group member notifies that it turns off channel switch.

Recommended Action Ensure peer controls the channel.

Error Message

```
%HCCP-5-CHANON: Grp [dec] Mbr [dec] [chars]: turning on channel.
```

Explanation HCCP group member notifies that it turns on channel switch.

Recommended Action Ensure peer relinquishes the channel.

Error Message

```
%HCCP-5-FAILURE: Grp [dec] Mbr [dec] [chars]: received failure notice-[chars].
```

Explanation HCCP group member is notified by third party that a failure or failover has just occurred. It reacts to this notification properly.

Recommended Action Check channel failure.

Error Message

```
%HCCP-5-HELLOACK: Grp [dec] Mbr [dec] [chars]: HCCP Hello ACK initiating
switchover.
```

Explanation Internal HCCP Hello ACK msg received: HCCP states are inconsistent.

Recommended Action No action is required.

Error Message

```
%HCCP-5-NOSWITCHOVER: Grp [dec] Mbr [dec] [chars]: ignored switchover or failover
notice.
```

Explanation HCCP member ignors switchover or failover notice when it has no knowledge of the peer's presence; or a switchover just occurred, the following switchovers are ignored if they arrive within wait-to-restore period.

Recommended Action Might need to check channel failure if it is a failover.

Error Message

```
%HCCP-5-STANDBY: Grp [dec] Mbr [dec] [chars]: change state from active to standby
cause: [chars].
```

Explanation HCCP group member notifies that it changes from active to standby.

Recommended Action Make sure peer controls the channel.

Error Message

```
%HCCP-5-STATICSYNC: Grp [dec] Mbr [dec] [chars]: receiving static sync.
```

Explanation HCCP group member received RESYNC message and starts to receive static synchronization.

Recommended Action .Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%HCCP-5-SWITCHOVER: Grp [dec] Mbr [dec] [chars]: switching over.
```

Explanation HCCP group member notifies that it is switching over with the peer.

Recommended Action No action is required..

Error Message

```
%HCCP-5-SWITCHOVERREADY: Grp [dec] Mbr [dec] [chars]: ready to switchover.
```

Explanation HCCP group member suspend timer expires, ready to switchover.

Recommended Action No action is required..

Error Message

```
%HCCP-5-SWITCHREQ: Grp [dec] Mbr [dec] [chars]: requested switchover, retry [dec].
```

Explanation HCCP group member notifies that it sended switch request.

Recommended Action No action is required.

Error Message

```
%HCCP-6-HCCP_CHAN_RFSW_SNMP_ERROR: [chars] error: [chars].
```

Explanation HCCP channel process errors related SNMP.

Recommended Action Unavailable

Error Message

```
%HCCP-6-HCCP_CHAN_RFSW_SNMP_INFO: [chars]: [chars].
```

Explanation SNMP response.

Recommended Action Unavailable

Error Message

```
%HCCP-6-LC_RPLC_CFGSYNC_CONFIG: HCCP [dec] [dec] [chars]: LC [chars] rplc_cfgsync
configuration recover is failed, PRE will download LC configurations again.
```

Explanation HCCP recover LC rplc_cfgsync configurations is failed because last rplc_cfgsync configuration is not success.

Recommended Action PRE should download LC configurations, otherwise, it is a critical bug.

Error Message

```
%HCCP-6-LC_RPLC_CFGSYNC_CONFIG_PARSER: Parser Error: [dec]
```

Explanation HCCP recover LC rplc_cfgsync configurations parser error.

Recommended Action Unavailable

Error Message

```
%HCCP-6-LC_RPLC_CFGSYNC_CONFIG_RECOVER: HCCP [dec] [dec] [chars]: LC [chars]
rplc_cfgsync configuration recover is succeed.
```

Explanation HCCP recover LC rplc_cfgsync configurations is succeed.

Recommended Action Unavailable

Error Message

```
%HCCP-6-STATICSYNC_COMPLETED: HCCP static sync for [chars] is completed in [dec]
ms.
```

Explanation HCCP static synchronization for the group(s) in list is completed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%HCCP_LC_ISSU_SHIM-3-REVERTIVE_CFG: HCCP revertive configuration exists for
interfaces on slot [dec]/[dec].
```

Explanation HCCP revertive is enabled for the protect interface(s) on the given line card. For ISSU to function without being disrupted by automatic revert backs, configure interfaces to be non-revertive.

Recommended Action Configure interfaces to be non-revertive.

Error Message

```
%HCCP_LC_ISSU_SHIM-3-SWITCHOVER_FAILURE_EXTERNAL_RF_SWITCH: Switchover from line
card [dec]/[dec] aborted.
```

Explanation HCCP switchover from the give slot is aborted due to external RF switch error in the HCCP LC ISSU shim layer.

Recommended Action Check the network connection between the router and the external RF switch.

Error Message

```
%HCCP_LC_ISSU_SHIM-3-SWITCHOVER_FAILURE_INTERNAL_SW: Switchover from line card
[dec]/[dec] aborted.
```

Explanation HCCP switchover from the give slot is aborted due to internal software error in the HCCP LC ISSU shim layer.

Recommended Action Unavailable HDLC Messages

Recommended Action The following are High-Level Data Link Control messages.

Error Message

```
%HCISP-4-MSG_SZ_EXCEEDED: Message request dropped for feature %u destined to %s.
Message size exceeded CISP RPC limit.
```

Explanation An attempt was made to send a large message to a member switch that exceeded the maximum allowed message size for cisp.

Error Message

```
%HCISP-4-UNKN_ERR: An unknown operational error occurred.
```

Explanation The CISP process cannot operate due to an internal system error.

Recommended Action Reload the device

Error Message

```
%HCPU_PROT_MGR-4-PROGRAM_POLICER_FAIL: Could not program policer for port %s
switch %d asic_num %d port_policer_index %d physical policer %d
```

Explanation An internal software error has occurred

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.()

Error Message

```
%HD-1-BADLOOPCABLE: Loopback not supported for a 4T DTE/X.21, port %d in slot %d
```

Explanation Loopback mode is not allowed when using an X.21 DTE cable on a Quad serial NIM port.

Recommended Action Do not enable loopback, or use a different cable type.

Error Message

```
%HD-1-BADPORTADAPTER: 4T Port Adapter fault on port %d in slot %d
```

Explanation A hardware or software error occurred.

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

Error Message

```
%HD-1-BADRING: msgtxt_badringsize
```

Explanation An internal software error occurred.

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

Error Message

```
%HD-5-LINEFLAP: Unit %d excessive modem control changes
```

Explanation Too many modem control interrupts have been received. The port was disabled to prevent excessive use of the CPU.

Recommended Action Check the cable on the serial port.

Error Message

```
%HDLC-1-ISSU_NOMEMORY: Unit [dec], no memory for [chars]
```

Explanation The requested operation could not be accomplished because of a low memory condition.

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

Error Message

```
%HDLC-4-ISSU_INCOMPATIBLE: hdlc-issu-compat: returned FALSE
```

Explanation The compatibility checking has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%HDLC-4-ISSU_SENDFAILED: HDLC ISSU: send message failed, rc = [dec]
```

Explanation The sending of a message has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case

with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%HDLC-4-ISSU_XFORM: [chars]: failed, rc=[chars]
```

Explanation The transform has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%HDLC32-1-NOPCIMEMORY: HDLC32 in slot [dec]: No PCI memory available
```

Explanation The system is experiencing memory exhaustion in the PCI or packet memory. This condition is probably due to heavy traffic congestion but it could also be due to a software error.

Recommended Action Review the configuration for performance bottlenecks. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%HDLC32-3-COMMAND: [chars] on slot [dec]
```

Explanation An error has occurred when the High-Level Data Link Control-32 (HDLC-32) issued a command to the hardware. The specified error occurred because several commands were issued sequentially. This error might also indicate that the hardware and software are out of synchronization with each other. This error might cause cyclic redundancy check (CRC), frame, or abort errors.

Recommended Action Avoid using several **shut down** and **no shut down** commands sequentially. If this error message recurs, use the **shut down** and **no shut down** command on all the controllers in the module to rectify the error.

Error Message

```
%HDLC32-4-NOHDLCCHANNEL: HDLC32 in slot [dec]: No HDLC channel available
```

Explanation An idle HDLC channel is not available. This condition might be due to the number of active data calls exceeding the maximum capacity.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%HDOT1X-4-MSG_SZ_EXCEEDED: Message request dropped for feature %u destined to %s.
Message size exceeded DOT1X RPC limit.
```

Explanation An attempt was made to send a large message to a member switch that exceeded the maximum allowed message size for dot1x. This condition most likely happened while trying to program a large ACL.

Recommended Action If you are downloading ACLs as part of authentication, then examine your RADIUS server configuration and reduce the size of the per-user ACL to not exceed 4000 bytes. Be aware that packet size restrictions may be enforced by your RADIUS server.

Error Message

```
%HDV-1-NOPCIMEMORY: HDV in slot %d: No PCI memory available.
```

Explanation The system is experiencing memory exhaustion in the PCI/packet memory. This is probably due to heavy traffic congestion but could also be a software error.

Recommended Action Review the configuration for performance bottlenecks. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

`%HDV-1-NO_DAUGHTER_CARD: HDV in slot %d: no VIC card is inserted in the HDV.`

Explanation The software did not detect the presence of a VIC card inserted in the HDV Port Module.

Recommended Action Check that there is a VIC card inserted properly into the HDV. If so, then check the part number on the VIC card to see if it is supported in the version of IOS operational on the router or contact your technical support representative.

Error Message

`%HDV-1-TOOBIG: HDV in slot %d: packet size (%d) too big.`

Explanation A packet greater than the 256 bytes received on this interface.

Recommended Action The system should recover. No action is required. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

`%HDV-1-UNKNOWN_VIC: HDV in slot %d: VIC daughter card has an unknown id of 0x%x`

Explanation The software did not recognize the type of VIC card plugged into the HDV Port Module.

Recommended Action Check the part number on the VIC card to see if it is supported in the version of IOS operational on the router or contact your technical support representative.

Error Message

`%HDV-1-UNSUPPORTED_VIC: HDV in slot %d: VIC daughter card (%s/0x%x) is unsupported`

Explanation The VIC card plugged into the HDV is not of a supported type

Recommended Action Replace this VIC with a type that is supported by this version of IOS, or change the version of IOS to support this VIC type.

Error Message

```
%HDV-2-FATAL_ERROR: HDV in slot %d: An unrecoverable error occurred.
```

Explanation The HDV card experienced an internal unrecoverable error. This may be due to a internal firmware error or bad HDV hardware.

Recommended Action Power down, reinsert the network module and reboot. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%HDV-3-DISCOVER: HDV in slot %d: the HDV failed to initialize properly.
```

Explanation An initialization action failed for the HDV. This can be caused by a lack of system resources, improper or no VIC installed in the port module, or it may be bad HDV hardware.

Recommended Action Power down. Check that a supported VIC module is properly installed in the HDV module. Reinsert the VIC module. Then reinsert the Port Module and reboot the router. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%HDV-3-FW_START: HDV in slot %d: the firmware on the port module did start
properly.
```

Explanation The firmware on the card did not start after a reset. This is usually caused by a bad HDV module or improperly seated HDV module.

Recommended Action Power down. Reinsert the HDV port module and reboot the router. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%HDV-3-HW_START: HDV in slot %d: the port module did not reset and start up
properly.
```

Explanation The hardware on the card did not start after a reset. This is usually caused by a bad HDV module or improperly seated HDV module.

Recommended Action Power down. Reinsert the HDV port module and reboot the router. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%HDV-3-IDB_CREATE: Error creating an idb for VoIP fastswitching in slot [dec].
```

Explanation The HDV driver failed to create an IDB for VoIP fast switching.

Recommended Action Power down and reboot the system. If this message recurs, the Cisco IOS software image is most likely missing a required subsystem. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%HDV-3-INCORRECT_PMID: HDV in slot %d: Incorrect %d PM-ID device not supported.
```

Explanation A interface controller device did not have the correct PM-ID.

Recommended Action Check that the HDV is inserted properly. If necessary, turn off the router and reinsert the HDV Port Module. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%HDV-3-INVALID_PCI_ID: HDV in slot %d: reports an invalid device id of %#x.
```

Explanation The HDV port module hardware may be bad or improperly seated.

Recommended Action Power down, reinsert the network module and reboot. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%HDV-4-SWVER_NOSUPPORT: HDV at slot [dec]: not supported on this version of IOS
software.
```

Explanation This version of Cisco IOS software does not support the HDV card.

Recommended Action Load a version of Cisco IOS software that supports this card.

Error Message

```
%HDV2-1-DAUGHTER_CARD_DETECTED: HDV2 in slot [dec]: VIC card is inserted in
subslot [dec], '[chars]'.
```

Explanation The software has detected the presence of a VIC inserted in the HDV2 port module.

Recommended Action No action is required.

Error Message

```
%HDV2-1-DAUGHTER_CARD_FAILED: HDV2 in slot [dec]: VIC card in subslot [dec]
initialization failed.
```

Explanation The VIC that has been plugged into the HDV2 port module could not be initialized.

Recommended Action Check the part number on the VIC to see if it is supported in the version of Cisco IOS software that is operational on the router. Ensure that the VIC is not damaged. If you require further assistance, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%HDV2-1-DAUGHTER_CARD_UNKNOWN: HDV2 in slot [dec]: VIC card in subslot [dec] has
an unkown id of [hex].
```

Explanation The software did not recognize the type of VIC that was plugged into the HDV2 port module.

Recommended Action Check the part number on the VIC to see if it is supported in the version of Cisco IOS software that is operational on the router. If you require further assistance, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%HDV2-1-INITIALIZATION: Unsuccessful initialization of HDV2 in slot [dec]
```

Explanation The HDV2 port module in the given slot did not initialize correctly. The voice ports or interfaces will not function.

Recommended Action Reload the router. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%HDV2-1-NOPCIMEMORY: HDV2 in slot [dec]: No PCI memory available
```

Explanation The system is experiencing memory exhaustion in the PCI or packet memory. This condition is probably due to heavy traffic congestion, but could also indicate a software error.

Recommended Action Review the configuration for performance bottlenecks. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs. HDX Messages

Recommended Action The following are half-duplex (HDX) finite state machines (FSM) messages.

Error Message

```
%HDV2-1-NO_DAUGHTER_CARD: HDV2 in slot [dec]: no VIC card is inserted in the HDV2.
```

Explanation The software did not detect the presence of a VIC that was inserted in the HDV2 port module.

Recommended Action Check that there is a VIC inserted properly into the HDV2. If there is a VIC properly inserted into the HDV2, check the part number on the VIC to see if it is supported in the version of Cisco IOS software that is operational on the router. If you require further assistance, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

HDX Messages

Error Message

```
%HDX-3-BADFSM: On int [chars], unexpected state [dec], event [dec]
```

Explanation A bad state, event pair is detected in the rx/tx half-duplex state machine.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.