

IUA Messages

Error Message

%IUA-3-IP_ADDR_CFG_ERROR: Invalid IP address in IUA AS configuration for [chars]

Explanation The IP address used in the ISDN User Adaptation Layer Application Server configuration is not a valid local IP address. The IP address does not appear in the IP address configuration of an interface. The system will continue to attempt to complete initialization of the application server until a matching IP address is configured on a local interface.

Recommended Action Ensure that the IP address used in ISDN User Adaptation Layer Application Server configuration is a valid local IP address.

Error Message

%IUA-4-IUA_AS_STATE_ACTIVE: IUA : AS [chars] new ASP [chars] active :old-state [chars] new-state [chars].

Explanation IUA has detected that the active AS has detected an ASP state change.

Recommended Action No action is required.

Error Message

%IUA-4-IUA_AS_STATE_DOWN: IUA : AS [chars] active ASP [chars] going down :old-state [chars] new-state [chars].

Explanation IUA has detected that the active AS has detected an ASP state change.

Recommended Action No action is required.

Error Message

%IUA-4-IUA_AS_STATE_PEND: IUA : AS [chars] active ASP [chars] going down :old-state [chars] new-state [chars].

Explanation IUA has detected that the active AS has detected an ASP state change.

Recommended Action No action is required.

Error Message

%IUA-4-IUA_AS_STATUS_ASP_CHANGE: IUA : AS [chars] changing active asp from [chars] to [chars].

Explanation IUA has detected that the active ASP has changed due to a server switchover.

Recommended Action No action is required.

IVR Messages

Error Message

%IVR-1-APP_PARALLEL: Cannot use dial-peer [dec] (parallel hunt-group) for a rotary or in a hunt-group call.

Explanation The dial-peer for parallel hunt-groups must have a unique pilot number.

Recommended Action Create a unique dial-peer destination-number for the parallel hunt-group.

Error Message

%IVR-1-APP_PARALLEL_INVALID_LIST: Call terminated. Huntgroup '[dec]' does not contain enough valid SIP end-points to proceed with a parallel call.

Explanation The call to a parallel hunt-group was denied because less than two valid SIP end-points were found in the huntgroup list.

Recommended Action Check the hunt-group list's numbers. Remove any incorrect numbers or numbers that have a non-SIP dial-peer. If the numbers are from SIP phones, then verify whether the phones have registered to the system yet.

Error Message

%IVR-1-APP_SEQ_HUNT: Pilot hunt-group '[chars]' found in hunt-group list. Nested hunt-groups are allowed only as the hunt-group's final number.

Explanation A nested sequential hunt-group was detected in the dial-peer rotary. Nested hunt-groups are not supported.

Recommended Action Do not create hunt-group lists that contain hunt-group pilot numbers.

Error Message

%IVR-2-APP_CRIT: [chars]

Explanation A critical message was reported by an IVR Tcl application.

Recommended Action The remedy of the problem is application specific.

Error Message

%IVR-2-APP_CRIT_R: [chars]

Explanation A critical message was reported by an IVR Tcl application.

Recommended Action The remedy of the problem is application specific.

Error Message

%IVR-2-INVALID_DSAPP_DIALPEER: Service dsapp contains an invalid dial peer tag: [chars]

Explanation An invalid dial peer tag has been configured for the dsapp service. The tag either is not in the range from 1 to 2147483647, or it belongs to a non-existent dial-peer.

Recommended Action Enter the show running-config or the show dial-peer voice command to find a valid dial peer tag. Reconfigure the dial peer with a valid tag or remove the dial peer tag completely to allow the system to match from the system dial peers.

Error Message

%IVR-3-ABNORMAL_EXIT: TCL IVR Process for this call with CallID [dec] exits , bad event: [chars] received

Explanation The TCL IVR call process exited for the specified call. The call process did not clear a prior call properly, so other events could not be handled. Only the specified call is affected.

Recommended Action If problem persists for subsequent calls,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

%IVR-3-APP_ERR: [chars]

Explanation An error message was reported by an IVR Tcl application.

Recommended Action The remedy of the problem is application specific.

Error Message

%IVR-3-APP_ERR_R: [chars]

Explanation An error message was reported by an IVR Tcl application.

Recommended Action The remedy of the problem is application specific.

Error Message

%IVR-3-BADSCRIPT: Could not parse malformed IVR script: [chars]

Explanation Could not parse malformed IVR script.

Recommended Action Check the script and fix the syntax error.

Error Message

%IVR-3-BAD_IVR_VERSION: Script requires version %d.%d, image supports %d.%d

Explanation IVR Script requires a higher IVR infrastructure version

Recommended Action Upgrade IOS, or use a different script

Error Message

%IVR-3-INVALID_MAX_PROMPTS: [chars]: This version of IOS does not support prompt
payout for IVR applications.

Explanation An IVR application has been used on a gateway that does not support IVR prompt
payout.

Recommended Action Ensure that this platform and Cisco IOS software version support the
IVR feature set.

Error Message

%IVR-3-INVALID_SCRIPT: App [chars]: Invalid IVR script to handle callID [dec]

Explanation The specified call will be dropped due to an invalid script.

Recommended Action Ensure that the script exists on the server, is readable, and is supported.

Error Message

%IVR-3-LOW_CPU_RESOURCE: IVR: System experiencing high cpu utilization
([dec]/100). Call (callID=[dec]) is rejected.

Explanation System does not have enough CPU resources available to accept a new call

Recommended Action Ensure that the call setup rate is within the supported capacity of this gateway.

Error Message

%IVR-3-LOW_MEMORY: IVR : Sytem running on low memory. Free memory: %l bytes. Call
is rejected.

Explanation System does not have enough memory to accept calls

Recommended Action Check to see what is causing low system memory.

Error Message

%IVR-3-LOW_MEMORY_RESOURCE: IVR: System running low on memory ([dec]/100 in use). Call (callID=[dec]) is rejected.

Explanation System does not have enough free memory to accept a new call.

Recommended Action Ensure that the gateway has the recommended amount of memory for this IOS feature set and version.

Error Message

%IVR-3-NOPROMPT: Could not create IVR prompt %s errno=%d=%s

Explanation Could not read in the IVR prompt

Recommended Action Check that prompt exists on the server, and is readable.

Error Message

%IVR-3-NOSCRIPT: Could not load IVR script %s errno=%d=%s

Explanation Could not read in the IVR script

Recommended Action Check that script exists on the server, and is readable.

Error Message

%IVR-3-NO_INTERNAL_IDB: Unable to create internal interface descriptor

Explanation Insufficient resources are available to create a required data structure.

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

Error Message

%IVR-3-NO_IO_MEMORY: [chars]: Failed to create pool_group [hex] buffer_pool [hex] platform_mc_buf_pool_count [dec]

Explanation There is not enough I/O memory to create the IVR private packet pool.

Recommended Action Ensure that there is enough I/O memory.

Error Message

%IVR-4-APP_WARN: [chars]

Explanation A warning message was reported by an IVR Tcl application.

Recommended Action The remedy of the problem is application specific.

Error Message

%IVR-4-APP_WARN_R: [chars]

Explanation A warning message was reported by an IVR Tel application.

Recommended Action The remedy of the problem is application specific.

Error Message

%IVR-4-INVALID_DSAPP_BLINDTIME: Blind-xfer-wait-time [dec] is invalid. Resetting to [dec] seconds.

Explanation The configured value for blind-xfer-wait-time was outside of the acceptable range (0-10) and has been reset to the indicated value.

Recommended Action If the new value for blind-xfer-wait-time is unacceptable, you can change it from the command line interface.

Error Message

%IVR-4-INVALID_DSAPP_TOGGLE_TIME: Disc-toggle-time [dec] is invalid. Resetting to [dec] seconds.

Explanation The configured value for disc-toggle-time was outside of the acceptable range (10-30) and has been reset to the indicated value.

Recommended Action If the new value for disc-toggle-time is unacceptable, you can change it from the command line interface.

Error Message

%IVR-5-APP_LOG_DUR_CALL_DETECTED: [chars]

Explanation A notification message was reported by an IVR application on detecting long duration call.

Recommended Action This is not a problem but notifying syslog about long duration call.

Error Message

%IVR-5-APP_MED_INACT_DETECTED: [chars]

Explanation A notification message was reported by an IVR application on detecting media inactivity.

Recommended Action This is not a problem but notifying syslog about media inactivity.

Error Message

%IVR-5-APP_MED_REACT_DETECTED: [chars]

Explanation A notification message was reported by an IVR application on detecting media activity.

Recommended Action This is not a problem but notifying syslog about media activity.

Error Message

%IVR-6-APP_INFO: [chars]

Explanation An informational message was reported by an IVR Tcl application.

Recommended Action The remedy of the problem is application specific.

Error Message

%IVR-6-APP_INFO_R: [chars]

Explanation An informational message was reported by an IVR Tcl application.

Recommended Action The remedy of the problem is application specific.

Error Message

%IVR-6-APP_PARALLEL: Cannot use dial-peer [dec] (parallel hunt-group) for a rotary or in a hunt-group call.

Explanation The dial-peer for parallel hunt-groups must have a unique pilot number.

Recommended Action Create a unique dial-peer destination-number for the parallel hunt-group.

Error Message

%IVR-6-APP_SEQ_HUNT: Pilot hunt-group '[chars]' found in hunt-group list. Nested hunt-groups are allowed only as the hunt-group's final number.

Explanation Nested sequential hunt-group detected in dial-peer rotary. Nested hunt-groups is unsupported.

Recommended Action Do not create hunt-group lists that contain hunt-group pilot numbers.

Error Message

%IVR_MSB-3-INVALID_MAX_PROMPTS: [chars]: This version of IOS does not support prompt payout for IVR applications.

Explanation This error will be displayed if an IVR application is used on a gateway that does not support IVR prompt payout.

Recommended Action Ensure that this platform and IOS version support the IVR feature set.

Error Message

%IVR_MSB-3-NOPROMPT: Could not create IVR prompt [chars] errno=[dec]=[chars]

Explanation Could not read in the IVR prompt.

Recommended Action Check that prompt exists on the server, and is readable.

Error Message

%IVR_MSB-3-NO_IO_MEMORY: [chars]: Failed to create pool_group [hex] buffer_pool [hex] platform_mc_buf_pool_count [dec]

Explanation No IO memory to create IVR private pak pool.

Recommended Action Check to see if there is enough IO memory.

Error Message

%IVR_NOSIGNALING-3-LOW_CPU_RESOURCE: IVR: System experiencing high cpu utilization ([dec]/100). Application cannot be instantiated.

Explanation System does not have enough CPU capacity to spawn a new instance of IVR application

Recommended Action Ensure that the call setup rate is within the supported capacity of this gateway.

Error Message

%IVR_NOSIGNALING-3-LOW_MEMORY_RESOURCE: IVR: System running low on memory ([dec]/100 in use). Application cannot be instantiated.

Explanation System does not have enough free memory to spawn a new instance of IVR application

Recommended Action Ensure that the gateway has the recommended amount of memory for this Cisco IOS software feature set and version.

IXP1200_CP Messages

Error Message

%IXP1200_CP-1-CMDERR: [chars]: Command [hex] failed with status [hex]

Explanation A command was sent to the Encryption AIM, and it responded that the command had an error. The details of the failure depend upon the circumstances, but in all likelihood the Encryption AIM is faulty and should be replaced.

Recommended Action The CP will most likely need to be replaced. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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

```
%IXP1200_CP-1-FUTIL: Flash Utilities were downloaded instead of the RAM Application
```

Explanation FlashUtil was downloaded onto the Co-Processor instead of RAMApp, the flash can be updated on the Co-Processor but no traffic can be run.

Recommended Action Remove any `ixp1200_cp_firmware` binaries in the flash and remove the card. If this does not work, load a version of IOS that has RAMApp bundled and not FlashUtil.

Error Message

```
%IXP1200_CP-1-HB_STOP: [chars] Heartbeats stopped due to IXP crash
```

Explanation The IXP1200 complex 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 gathered information.

Error Message

```
%IXP1200_CP-1-HPRXERR: Unexpected error received from CP, status [hex]
```

Explanation An unexpected error occurred during packet processing.

Recommended Action This message can occur occasionally during normal operation of the system. However, if it happens frequently, or is associated with traffic disruption, then make a note of the status value and copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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. The 1FE-CP will most likely need to be replaced.

Error Message

%IXP1200_CP-1-HPRX_CTX_MEM_POOL: Out of resources for [chars]. Requested [dec] compression-connections, obtained [dec]

Explanation More contexts were allocated to cRTP interfaces than memory can accommodate.

Recommended Action This message indicates more contexts were allocated using the ip rtp compression-connection command than there are 1fe-cp memory resources to accommodate. Reduce the number of compression-connections on some of the interfaces so the sum for all interfaces does not exceed 6000.

Error Message

%IXP1200_CP-1-INITFAIL: CP : Initialization failed at [chars]

Explanation The CP device would not reset properly. Indicative 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/tac>. With 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. The CP will need to be replaced.

Error Message

%IXP1200_CP-1-IXP_CRASH: [chars] IXP crashed due to [chars]

Explanation The IXP1200 complex 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 gathered information.

Error Message

%IXP1200_CP-1-ME_FAIL: [chars] MicroEngines lost heart beat

Explanation The MicroEngines 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/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

```
%IXP1200_CP-1-NOHW: One Port Fast Ethernet With Co-processor Assist not present  
in system
```

Explanation You have entered a command which involves a One Port Fast Ethernet With Co-processor Assist back card, but none is present 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/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. The CP will most likely need to be replaced.

Error Message

```
%IXP1200_CP-1-POSTFAIL: [chars]: Power On Self Test failed, alert status [hex]
```

Explanation The Power On Self Test (POST) for the CP failed.

Recommended Action The CP must be replaced.

Error Message

```
%IXP1200_CP-1-SA_FAIL: [chars] StrongArm lost heart beat
```

Explanation The StrongArm processor 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 gathered information.

Error Message

```
%IXP1200_CP-1-UNEXPCMD: [chars]: Invalid command reply: expected [hex] received
0x[chars]
```

Explanation A command was sent to the Encryption AIM, and its reply contained an unexpected reply code. The details of the failure depend upon the circumstances, but in all likelihood the Encryption AIM is faulty and should be replaced.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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. The CP will most likely need to be replaced.

Error Message

```
%IXP1200_CP-1-UNEXPECTEDEVENT: Process received unknown event [hex]
```

Explanation This message indicates that a xip1200 specific process received an event it did 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/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

```
%IXP1200_CP-3-DEACTIVATED: bay [[dec]] deactivated
```

Explanation The port adapter is being deactivated because it failed to successfully complete initialization. Other messages in the log specify the exact cause of the failure.

Recommended Action If possible, correct any errors indicated by the other messages occurring at the time of this message. Verify that the port adapter is properly seated in the bay.

Error Message

```
%IXP1200_CP-3-HB_FAILURE: 1FE-CP HeartBeat Lost from slot [dec]
```

Explanation The IXP1200 Heartbeat has gone away.

Recommended Action This is normal functionality if the 1FE-CP backcard was removed. If other Heartbeat errors are seen, then copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at

<http://www.cisco.com/tac>. With 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

```
%IXP1200_CP-3-IXP1200_CP_DRIVERKILL: Unexpected request to terminate: 1FE-CP driver process ([chars])
```

Explanation Unexpected termination of the 1fe-cp driver 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/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

```
%IXP1200_CP-3-IXP_CRASHINFO_FAIL: Failed to write IXP debug information.
```

Explanation IXP debugging information could not be written.

Recommended Action The device on which the write was attempted is likely out of free space, or the write has encountered some other error.

Error Message

```
%IXP1200_CP-6-MULTDEV: Cannot support more than one 1 FE/Co-Processor
```

Explanation A second FE/Co-Processor was discovered present in the system. The 1 FE/Co-Processor software only supports a single 1 FE/Co-Processor. All other FE/Co-Processors installed will be ignored.

Recommended Action Remove one of the 1 FE/Co-Processor installed in the system.

Error Message

```
%IXP1200_CP-6-OUT_OF_RESOURCES: [chars] cannot utilize Co-Processor. Co-Processor limited to [dec] interfaces.
```

Explanation The 1 FE/Co-Processor can only perform a hardware assist function on the number of interfaces displayed in the error message.

Recommended Action Unavailable.

Error Message

```
%IXP1200_CP-6-STARTUP: [chars]: starting up
```

Explanation The specified One Port FE/Co-Processor has initialized successfully.

Recommended Action Informational message only. It occurs in normal operation.

IXP_MAP Messages

Error Message The following are ESF Network Processor Client Mapper messages.

Error Message

```
%IXP_MAP-3-ACR: [chars] error detected: [chars] [chars] [hex] [hex]
```

Explanation A software programming error for the ACR ESF Network Processor Client Mapper has been detected.

Recommended Action This software programming error is not considered fatal to the operation of the ESF Network Processors. The software is designed to detect and report the error condition. If the error persists, reset the affected device. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

```
%IXP_MAP-3-ATOM: %s error detected: %s %s 0x%x 0x%x
```

Explanation A software programming error for the ATOM ESF Network Processor Client Mapper was detected.

Recommended Action This software programming error is not considered fatal to the operation of the ESF Network Processors. The software is designed to detect and report the error condition. If the error persists, reset the affected device. Record the output from the following commands: show tech, show log. Provide this information to your technical support representative.

Error Message

```
%IXP_MAP-3-CEM: [chars] error detected: [chars] [chars] [hex] [hex]
```

Explanation A software programming error for the CEM ESF Network Processor Client Mapper was detected.

Recommended Action This software programming error is not considered fatal to the operation of the ESF Network Processors. The software is designed to detect and report the error condition. If this message recurs, reset the affected device. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. Record the output from the commands show tech and show log and provide this information to your technical support representative.

Error Message

```
%IXP_MAP-3-CEMOUDP: [chars] error detected: [chars] [chars] [hex] [hex]
```

Explanation A software programming error was detected related to the extended super frame (ESF) Circuit Emulation (CEM) over UDP ESF NP Client Mapper.

Recommended Action This software programming error is not considered fatal to the operation of the ESF NPs. The software is designed to detect and report the error condition. If the error persists, reset the affected device and copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%IXP_MAP-3-DROP_BLOCK: %s error detected - 0x%x 0x%x %d %d
```

Explanation Error detected processing ESF Network Processor drop block allocations.

Recommended Action This is a software programming error. Record the Output from the following show commands: show tech show and log Provide this information to your technical support representative.

Error Message

```
%IXP_MAP-3-EXMEM: %s %s error detected - %s (%d)
```

Explanation Error detected managing the external memory of a Network Processor.

Recommended Action This is a software programming error. Record the Output from the following show commands: show tech show and log Provide this information to your technical support representative.

Error Message

```
%IXP_MAP-3-FRR_VLAN: Error detected: [chars] [chars] [hex] [hex]
```

Explanation A software programming error for the FRR Vlan ESF Network Processor Client Mapper was detected.

Recommended Action This software programming error is not considered fatal to the operation of the ESF Network Processors. The software is designed to detect and report the error condition. If the error persists, reset the affected device. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

```
%IXP_MAP-3-HQF: %s error detected: %s %s 0x%x 0x%x
```

Explanation A software programming error for the HQF ESF Network Processor Client Mapper was detected.

Recommended Action This software programming error is not considered fatal to the operation of the ESF Network Processors. The software is designed to detect and report the error condition. If the error persists, reset the affected device. Record the output from the following commands: show tech and show log. Provide this information to your technical support representative.

Error Message

```
%IXP_MAP-3-INITFAIL: Initialization Failed - %s: %s %s
```

Explanation Memory needed to service one or more Network Processors could not be initialized.

Recommended Action Try to reload the IOS image on the affected card or platform. If the error persists, record the output from the following commands: show tech, show log . Provide this information to your technical support representative.

Error Message

```
%IXP_MAP-3-INTF: %s error detected: %s %s 0x%x 0x%x
```

Explanation A software programming error for the Interface ESF Network Processor Client Mapper was detected.

Recommended Action This software programming error is not considered fatal to the operation of the ESF Network Processors. The software is designed to detect and report the error condition. If the error persists, reset the affected device. Record the output from the following commands: `show tech`, `show log`. Provide this information to your technical support representative.

Error Message

```
%IXP_MAP-3-IPSESS: [chars] error detected: [chars] [chars] [hex] [hex]
```

Explanation A configuration error for the IP Sessions ESF Network Processor Client Mapper was detected.

Recommended Action This configuration error is not considered fatal to the operation of the ESF Network Processors. The software is designed to detect and report the error condition. If this message recurs, reset the affected device. Record the output from the following commands: `show tech show log`. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%IXP_MAP-3-L2SRC: [chars] error detected: [chars] [chars] [hex] [hex]
```

Explanation A configuration error for the L2SRC ESF Network Processor Client Mapper was detected.

Recommended Action This configuration error is not considered fatal to the operation of the ESF Network Processors. The software is designed to detect and report the error condition. If this message recurs, record the output from the command `show tech show log`. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%IXP_MAP-3-L2TPV3: [chars] error detected: [chars] [chars] [hex] [hex]
```

Explanation A software programming error for the L2TPV3 ESF Network Processor Client Mapper was detected.

Recommended Action This software programming error is not considered fatal to the operation of the ESF Network Processors. The software is designed to detect and report the error condition. If this message recurs, reset the affected device. Record the output from the commands: **show tech show log**. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%IXP_MAP-3-LOCK_BLOCK: %s error detected - 0x%x %d %d %d
```

Explanation Error detected processing ESF Network Processor lock bit allocations.

Recommended Action This is a software programming error. Record the Output from the following show commands: show tech, show log. Provide this information to your technical support representative.

Error Message

```
%IXP_MAP-3-LOCK_LIST: %s error detected - 0x%x %d %d %d
```

Explanation Error detected processing ESF Network Processor lock bit list allocations.

Recommended Action This is a software programming error. Record the Output from the following show commands: show tech, show log. Provide this information to your technical support representative.

Error Message

```
%IXP_MAP-3-MAXEXCEED: ESF NP Mapper Max Services Exceeded - %s: %s %d
```

Explanation The maximum number ESF Network Processor Client Mapper services have been exceeded.

Recommended Action Change the configuration to reduce the number of services configured. If the error persists, record the output from the following commands: show tech, show log. Provide this information to your technical support representative.

Error Message

```
%IXP_MAP-3-MPLSOGRE: %s error detected: %s %s 0x%x 0x%x
```

Explanation A software programming error for the MPLSOGRE ESF Network Processor Client Mapper was detected.

Recommended Action This software programming error is not considered fatal to the operation of the ESF Network Processors. The software is designed to detect and report the error condition. If the error persists, reset the affected device. Record the output from the following commands: show tech, show log. Provide this information to your technical support representative.

Error Message

```
%IXP_MAP-3-MPLSOMGRE: [chars] error detected: [chars] [chars] [hex] [hex]
```

Explanation A software programming error for the MPLSOGRE ESF Network Processor Client Mapper was detected.

Recommended Action This software programming error is not considered fatal to the operation of the ESF Network Processors. The software is designed to detect and report the error condition. If the error persists, reset the affected device. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

```
%IXP_MAP-3-MPLSOMGRE: [chars] error detected: [chars] [chars] [hex] [hex]
```

Explanation A software programming error for the MPLSOGRE ESF Network Processor Client Mapper was detected.

Recommended Action This software programming error is not considered fatal to the operation of the ESF Network Processors. The software is designed to detect and report the error condition. If the error persists, reset the affected device. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

%IXP_MAP-3-NOMEM: Memory Allocation Failure - %s : %s(0x%x)

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. Try to reload the IOS image on the affected card or platform. If the error persists, record the output from the following commands: show tech, show log. Provide this information to your technical support representative.

Error Message

%IXP_MAP-3-NOMEM_S: Memory Allocation Failure - %s: %s %s

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. Try to reload the IOS image on the affected card or platform. If the error persists, record the output from the following commands: show tech, show log. Provide this information to your technical support representative.

Error Message

%IXP_MAP-3-NOTFOUND: ESF NP Client Mapper - %s: %s 0x%x

Explanation The ESF Network Processor Client Mapper could not locate a required software element.

Recommended Action Try to reload the IOS image on the affected card or platform. If the error persists, record the output from the following commands: show tech, show log. Provide this information to your technical support representative.

Error Message

%IXP_MAP-3-NPMMEM: [chars] [chars] error detected

Explanation Error detected with external memory of a ESF Network Processor.

Recommended Action This is a software programming error. Copy the message exactly as it appears on the console or in the system log. Enter the show tech and show log 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%IXP_MAP-3-NPUNKNOWN: Unsupported NP - %s: %s %s
```

Explanation An unsupported Network Processor has been detected.

Recommended Action Verify that the correct IOS image is loaded on the affected card or platform for the configured features. If the error persists, record the output from the following commands: show tech, show log. Provide this information to your technical support representative.

Error Message

```
%IXP_MAP-3-PPPOESESS: [chars] error detected: [chars] [chars] [hex] [hex]
```

Explanation A configuration error for the PPPOE Sessions ESF Network Processor Client Mapper was detected.

Recommended Action This configuration error is not considered fatal to the operation of the ESF Network Processors. The software is designed to detect and report the error condition. If this message recurs, record the output from the following commands: **show tech show log**. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%IXP_MAP-3-QOS: %s error detected: %s %s 0x%x 0x%x
```

Explanation A software programming error for the QOS ESF Network Processor Client Mapper was detected.

Recommended Action This software programming error is not considered fatal to the operation of the ESF Network Processors. The software is designed to detect and report the error condition. If the error persists, reset the affected device. Record the output from the following commands: show tech, show log. Provide this information to your technical support representative.

Error Message

```
%IXP_MAP-3-QOS_CONFIG: %s error detected: %s %s 0x%x 0x%x
```

Explanation A configuration error for the QOS ESF Network Processor Client Mapper was detected.

Recommended Action This configuration error is not considered fatal to the operation of the ESF Network Processors. The software is designed to detect and report the error condition. Change the configuration to correct the QOS ACL configuration problem. If the error persists, record the output from the following commands: show tech, show log. Provide this information to your technical support representative.

Error Message

%IXP_MAP-3-SACL: [chars] error detected: [chars] [chars] [hex] [hex]

Explanation A software programming error for the Security ACL ESF Network Processor Client Mapper was detected.

Recommended Action This software programming error is not considered fatal to the operation of the ESF Network Processors. The software is designed to detect and report the error condition. If this message recurs, reset the affected device. Copy the message exactly as it appears on the console or in the system log. Enter the show tech and show log 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%IXP_MAP-3-SACL_CONFIG: [chars] error detected: [chars] [chars] [hex] [hex]

Explanation A configuration error for the Security ACL ESF Network Processor Client Mapper was detected.

Recommended Action This configuration error is not considered fatal to the operation of the ESF Network Processors. The software is designed to detect and report the error condition. Change the configuration to correct the QOS ACL configuration problem. If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the show tech and show log 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%IXP_MAP-3-STATS_BLOCK: %s error detected - 0x%x 0x%x %d %d %d

Explanation Error detected processing ESF Network Processor stats block allocations.

Recommended Action This is a software programming error. Record the Output from the following show commands: show tech, show log. Provide this information to your technical support representative.

Error Message

%IXP_MAP-3-TCAM: [chars] error detected: [chars] [chars] [hex] [hex]

Explanation A software programming error for the NetLogic NSE TCAM was detected.

Recommended Action This configuration error is not considered fatal to the operation of the ESF Network Processors. The software is designed to detect and report the error condition. Change the configuration to correct the QOS ACL configuration problem. If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the show tech and show log 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%IXP_MAP-3-VPLS: Error detected: %s %s 0x%x 0x%x

Explanation A software programming error for the VPLS ESF Network Processor Client Mapper was detected.

Recommended Action This software programming error is not considered fatal to the operation of the ESF Network Processors. The software is designed to detect and report the error condition. If the error persists, record the output from the following commands: show tech, show log. Provide this information to your technical support representative.

Error Message

%IXP_MAP-3-WRED: %s error detected: %s %s 0x%x 0x%x

Explanation A software programming error for the WRED ESF Network Processor Client Mapper was detected.

Recommended Action This software programming error is not considered fatal to the operation of the ESF Network Processors. The software is designed to detect and report the error condition. If the error persists, record the output from the following commands: show tech, show log. Provide this information to your technical support representative.

Error Message

%IXP_MAP-4-CONNECTION_EXCEED: The number of connections has reached the capacity of the line card ([dec]).

Explanation The total number of connections has reached the maximum number supported by the line card. The line card is running out of connection resources.

Recommended Action This warning is not fatal to the operation of the ESF Network Processors. It indicates that line card cannot handle more connections because it has reached a resource limitation.

Error Message

```
%IXP_MAP-4-IPC_FAIL: ESF IPC Command failed - %s NP=%s (cmd=%d me=%d rc=%d)
```

Explanation An IPC command sent to the ESF Network Processor failed.

Recommended Action This error indicates a possible problem with the Network Processor hardware or microcode. Reload the affected HW to clear the condition. If the error persists, record the output from the following commands: show tech, show log. Provide this information to your technical support representative.

Error Message

```
%IXP_MAP-4-QUEUE_LIMIT_EXCEED: Warning: Line card default queue-limit exceeds the maximum transmit packet buffers ([dec]). To ensure high priority traffic is not dropped, apply a QOS policy on each interface and adjust the queue-limit so that the total of the queue-limits on this line card is less than the maximum transmit packet buffers.
```

Explanation An error for the HQF ESF Network Processor Client Mapper was detected. The total of the default queue-limits exceeds the maximum transmit packet buffers for this line card. Under high traffic conditions, the line card might run out of packet buffers and drop high priority traffic.

Recommended Action This configuration error is not considered fatal to the operation of the ESF Network Processors. The software is designed to detect and report the error condition. Apply the QOS policy configuration in the output direction of each interface. Adjust the queue-limit so that the total of the queue-limits on this line card is less than the maximum transmit packet buffers. If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the **show policy-map interface** command to gather data that might help identify the nature of the message. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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. KEYMAN Messages

Recommended Action The following are key string encryption messages.

Error Message

```
%IXP_MAP-4-STUCK: Client ID([hex], [hex]) not ready on [chars]
```

Explanation During reset of the ESF Network Processor, one or more Network Processor Clients had not completed stop processing.

Recommended Action The system should still operate normally, however, statistics or state collected before the ESF Network Processor was reset might have been lost. If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the show tech and show log 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/cgi-bin/Support/Bugtool/home.pl>. If you still require

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

KEYSTORE Messages

Error Message

```
%KEYSTORE-3-BAD_MAGIC: Bad magic number [hex] in software keystore file "[chars]".
```

Explanation Keystore data file appears to have been corrupted. Keys can not be retrieved from persistent 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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%KEYSTORE-1-HW_KS_DEFECTIVE: The CTS hardware keystore asic is defective and must be replaced.  
To run CTS in the meantime, please configure "cts keystore emulation"  
and re-configure cts credentials. If no action is taken, all CTS  
authentication and authorization operations will fail.
```

Explanation The CTS hardware keystore on the switch has failed. Since CTS credentials are stored in the keystore, this means that CTS authentication and authorization operations will fail. The supervisor card should be returned to Cisco for rework. If it is not convenient to do so at this time, you can configure the switch to use software keystore emulation. After you have enabled software keystore emulation, please re-configure cts credentials to populate the software keystore.

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%KEYSTORE-3-IFS_OPEN_R: Failed to open file "[chars]" for reading software keystore. ([chars])

Explanation An error occurred while opening the keystore file for reading. CTS keys could not be 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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%KEYSTORE-3-IFS_OPEN_W: Failed to open file "[chars]" for writing software keystore. ([chars])

Explanation An error occurred while opening a file for persistent storage. CTS keys could not be saved to persistent storage.

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%KEYSTORE-3-IFS_READ: An error ([chars]) occurred while reading from the software keystore file.

Explanation CTS keys could not be retrieved from persistent storage.

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%KEYSTORE-3-IFS_WRITE: An error occurred while writing to the software keystore file.

Explanation CTS keys could not be saved to persistent storage.

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%KEYSTORE-3-IPCNOCONN: No IPC communication path to peer available for keystore [chars].

Explanation No IPC connection to the peer was available for keystore redundancy messages. This means that any updates made to the ACTIVE keystore cannot be pushed to the STANDBY keystore.

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%KEYSTORE-3-IPC_NO_PROC: Could not create a process to receive keystore redundancy messages.

Explanation An error occurred while attempting to create a process to handle the incoming keystore redundancy messages. Updates made to the active keystore cannot be pushed to the standby keystore.

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%KEYSTORE-3-IPCOPEN: Failed to open IPC port to peer for keystore redundancy:
[chars]

Explanation An error occurred while trying to open an Inter-Process Communication port for keystore redundancy messages. Updates made to the active keystore cannot be pushed to the standby keystore.

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%KEYSTORE-3-IPCPORT: Failed to create IPC port ([chars]) for keystore redundancy.
[chars].

Explanation An error has occurred while attempting to create an Inter-Process Communication (IPC) port. Updates made to the active keystore cannot be pushed to the standby keystore.

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%KEYSTORE-3-IPCSEND: IPC send error ([chars]) while sending [chars].

Explanation An error occurred while sending an Inter-Process Communication (IPC) message to the peer during a keystore redundancy operation. Updates made to the active keystore cannot be pushed to the standby keystore.

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%KEYSTORE-3-ISSU_INCOMPAT: Standby incompatible for SSO.

Explanation The image on the standby failed ISSU message version negotiation. As a result, we will not be able to sync keystore updates to it and so it is disallowed from reaching "hot" standby status in SSO 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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%KEYSTORE-3-NO_KEYSTORE: CTS hardware keystore is defective and software emulation is not enabled.

Explanation The Cisco TrustSec (CTS) hardware keystore on the switch must to be replaced. Until the replacement is complete, you can configure the switch to use a software keystore emulation and populate the software keystore by reconfiguring the CTS credentials.

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%KEYSTORE-3-UNEXPECTED_EOF: Unexpected end of file while reading software keystore "[chars]" .

Explanation The keystore data file is truncated. One or more keys cannot be retrieved from persistent 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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

JAGGER Messages

Error Message

%JAGGER-2-ASIC_INIT: Failed to initialize [chars] ASIC

Explanation Most likely it is 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/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

%JAGGER-2-BADPABAY: Out of range PCI Port Adaptor bay [dec]

Explanation The software specified an out-of-range port adapter bay.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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

%JAGGER-2-PCIERROR: Fatal PCI Error [chars] seen on PCI Bus [dec]

Explanation A Fatal PCI Error was detected on the PCI bus. Most likely it is a hardware problem.

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

%JAGGER-3-ERROR: [chars]

Explanation Informational message.

Recommended Action No action is required.

Error Message

%JAGGER-3-IMAGESSAME: The rommon images are the same. No rommon upgrade is required.

Explanation Informing the user that a rommon upgrade is not carried out because the rommon images are the same.

Recommended Action Informational message only. No action is required.

Error Message

%JAGGER-3-IPCALLOCFAIL: Failed to allocate IPC buffer [chars]

Explanation The line card failed to allocate a buffer for communication with the Route Processor (Draco).

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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

%JAGGER-3-IPCPORTFAIL: Failed to open IPC port '[chars]' [chars]

Explanation The line card failed to open a port for communication with the Route Processor (Draco).

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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

%JAGGER-3-IPCSENFFAIL: Failed to send IPC message [chars]

Explanation The line card failed to send a message to the Route Processor (Draco).

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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

%JAGGER-3-LONGSTALL: Long bus stall ([int] ms), check for improperly seated cards

Explanation This message indicates that a stall was detected, but the backplane stall was longer than expected.

Recommended Action Ensure all cards are firmly seated. If the problem recurs, it may indicate a hardware failure. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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

%JAGGER-3-MEDUSAFATAL: Medusa Fatal Error. Resetting ASIC.

Explanation The JAGGER Medusa ASIC received a FATAL ERROR.

Recommended Action No action is required if traffic recovers. Otherwise, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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

%JAGGER-3-MEMORYALLOCERR: unable to allocate memory

Explanation The memory allocation for the .srec file failed.

Recommended Action Ensure that there is enough memory available.

Error Message

%JAGGER-3-NOFABRICPROCESS: No fabric process created

Explanation The JAGGER Santa Ana 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. 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

%JAGGER-3-OPENFILEERR: Unable to open file

Explanation The fopen failed to open the file for the rommon upgrade.

Recommended Action Ensure that the appropriate SREC file is present in bootflash.

Error Message

%JAGGER-3-READFILEERR: Unable to read file

Explanation The read operation of the file failed.

Recommended Action Ensure that the appropriate SREC file is present in bootflash.

Error Message

%JAGGER-3-SRECDECODEERR: unable to decode SREC file

Explanation The decode from the srec file to bin file failed.

Recommended Action Ensure that the appropriate SREC file is present in bootflash.

Error Message

%JAGGER-3-UPGRADEFAILERR: Rommon upgrade failed.

Explanation The rommon upgrade 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 gathered information.

Error Message

%JAGGER-4-BUSSTALL: Constellation BUS Stall detected

Explanation This message indicates that a stall was detected on the Constellation Bus probably due to some OIR activity on the Bus.

Recommended Action Informational message only. No action is required.

Error Message

%JAGGER-4-CMM_OUT_OF_BUFFERS: Out of Buffers: pool [chars] cache end [dec]

Explanation The Cisco Media Gateway Controller Manager has run out of buffers.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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

%JAGGER-4-FABRICCRCERRORS: [dec] Fabric crc error events in 100ms period

Explanation The JAGGER Medusa Fabric interface encountered more CRC errors than the Supervisor CRC error threshold allows.

Recommended Action The line card has notified the Supervisor and the fabric interface will be resynchronized. No action is required.

Error Message

%JAGGER-4-FABRICSYNCERRS: [dec] Fabric sync error events in 100ms period

Explanation The JAGGER Santa Ana Fabric interface encountered more sync error events than the Supervisor sync error threshold allows.

Recommended Action The line card has notified the Supervisor and the fabric interface will be resynchronized. No action is required.

Error Message

%JAGGER-4-LOGMSGTOOBIG: Logger message length exceeds max, [int] bytes

Explanation The line card attempted to send a large message to the Route Processor (Draco).

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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

%JAGGER-4-LYRAPATCH: Lyra Patch reset sequence invoked.

Explanation The Lyra patch reset sequence is being invoked.

Recommended Action No action is required if traffic recovers. Otherwise, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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

%JAGGER-4-LYRASEQERR: Lyra Sequence Error. Resetting port ASICs.

Explanation The Lyra ASIC detected a sequence error.

Recommended Action No action is required if traffic recovers. Otherwise, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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

%JAGGER-4-UPGRADECOMPLETE: rommon upgrade completed. Please ensure that a host image is present in bootflash: and power cycle the CMM.

Explanation Informational message to inform the user that the rommon upgrade has been completed. The user has to power cycle the CMM.

Recommended Action Informational message only. No action is required.

Error Message

%JAGGER-5-MEDUSAMODECHANGE: MEDUSA Mode changed to [chars]

Explanation The JAGGER Medusa device has changed the switching bus mode.

Recommended Action The Supervisor has changed the line card Medusa mode. No action is required.

Error Message

%JAGGER-6-INFO: [chars]

Explanation Informational message.

Recommended Action No action is required.

JETFIRE Messages

Error Message

%JETFIRE_SM-1-INITFAIL: NM slot [dec]: PCI device [dec] initialization failed

Explanation The initialization of the NAM Sensor network module has failed.

Recommended Action Power down, reseal 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/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

%JETFIRE_SM-1-INVALID_IFINDEX: ifIndex value [dec] is a four byte value which does not fit in 3 byte src mac field.

Explanation If ifIndex value is more than 3 bytes, should not encode this value into 3-byte SRC MAC field. This will give unpredictable results.

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

```
%JETFIRE_SM-1-MULTIPLEREGISTRATION: NM slot [dec]: PCI device [dec] multiple NAM
service modules not allowed
```

Explanation Another NAM Sensor service module is already installed.

Recommended Action Power down, remove the extra cards, 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/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

```
%KERBEROS-3-FORKFAIL: Failed to fork process for %s.
```

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

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

KEYMAN Messages

The following are Keystring encryption messages.

Error Message

```
%KEYMAN-4-KEYSTR_BAD_CRYPTO: Bad encrypted keystring for key id [dec].
```

Explanation The system could not successfully decipher an encrypted keystring. The keystring could have been corrupted during system configuration.

Recommended Action Enter the **key-string** command again and reconfigure the keystring.

Error Message

```
%KEYMAN-4-KEYSTR_CRYPTO_TYPE: Type [dec] encryption unknown. Interpreting
keystring as literal
```

Explanation The format type indicated in the message text was not recognized by the system. A keystring format type value of 0 (unencrypted keystring) or 7 (hidden keystring), followed by a space, can precede the actual keystring to indicate its format. An unknown type value can be accepted, but the system considers the keystring as being unencrypted.

Recommended Action Use the correct format for the value type or remove the space following the value type.

KINEPAK Messages

Error Message

%KINEPAK-3-BADCB: Unexpected DSIP data callback for voice channel

Explanation An unexpected software event 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

%KINEPAK-3-CONTIGUOUS: Contiguous packet sent for transmit

Explanation A software error occurred resulting in an unexpected packet being set up for transmission and the packet was dropped.

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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%KINEPAK-3-ERR_DSPWARE_DNLD: dsp%d cannot download dspware %s

Explanation A software error occurred resulting in failure to download a dspware component.

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%KINEPAK-3-ERR_DSPWARE_IMG : Cannot find dspware %s component

Explanation A software error occurred resulting in failure to download a dspware component.

Recommended Action Copy the message exactly as it appears on the 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/pegi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%KINEPAK-3-ERR_DSPWARE_IMG: Cannot find dspware [chars] component

Explanation A software error has occurred and has caused a failure to download a DSP component.

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

%KINEPAK-3-NODSPENTRY: No dsp entry in dsp list

Explanation The software structure that is used to maintain the DSP instance is missing.

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. Also perform a search of the Bug Toolkit <http://www.cisco.com/pegi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%KINEPAK-3-NOMAILLEMENTS: Cannot create message buffer

Explanation A software error occurred resulting in failure to create a message buffer to send messages among 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/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/pegi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%KINEPAK-3-NOPARTICLE: No particle available for ingress packet

Explanation A software error occurred resulting in failure to obtain a particle to hold an ingress packet from DSP.

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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%KINEPAK-3-NOPARTICLEPOOL: Cannot create particle pool

Explanation A software error occurred resulting in failure to create a particle pool to receive packets from 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%KINEPAK-3-NORXPAK: Static receive paktype unavailable

Explanation A software structure was found in an unexpected state during run-time for the indicated 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

L2 MESSAGES

Error Message

%L2-3-DUP_REG: L2 Forwarding Engine: [chars] Attempt to program duplicate MAC address

Explanation Attempt to program duplicate MAC address in the match registers.

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

Error Message

%L2-4-NOBUF: Buffer alloc failed: [chars] [dec]

Explanation Buffer allocation has failed. The system is running out of buffers.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%L2-4-NOMEM: Malloc failed: [chars] [dec]

Explanation Memory allocation has failed. The system is running out of 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%L2-4-QUEERR: Que Full Error: [chars] [chars]

Explanation Can not enqueue due to lack of system resources

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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. .

Error Message

%L2CAC-5-VC_BW_NOT_ENOUGH: VC [dec]/[dec] bandwidth is not enough to add this Trunk port(channel). Total bandwidth is [dec] cps, but requires [dec] cps to add this Trunk port(chanel)

Explanation The VC bandwidth is not enough. The bandwidth should be increased.

Recommended Action To support this call, the VC bandwidth the sustained cell rate has to be increased to accomodate the new calls.

Error Message

%L2CTRL-3-ADD_REGISTRY_FAILED: Subsystem [chars] fails to add callback function [chars]

Explanation Other subsystem must have mistakenly add its own callback functions. This syslog is for debugging purpose.

Recommended Action No action is required.

Error Message

%L2MCAST_SNOOP-4-FORCE_MAC_FORWARDING: Force to do MAC-based forwarding because an IP multicast DMAC is configured while IP-based forwarding is enabled on this VLAN %d. Suggest to configure static multicast group instead.

Explanation Configuring multicast group address can avoid address aliasing problem

Recommended Action Either change to MAC-based forwarding using command 'multicast snooping lookup mac' or configure group ip address using command 'ip/ipv6 igmp/mld snooping static interface '.

Error Message

`%L2MCAST_SNOOP-4-VLAN_STATE_LIMIT_ALREADY_EXCEEDED: VLAN ([dec]) limit is already exceeded after decreasing the limit.L2 multicast snooping must be disabled and enabled for lowerlimit to take effect.`

Explanation After the maximum state entry limit is decreased, the number of Layer 2 (L2) multicast snooping states has exceeded the upper limit. To make the smaller limit take effect, snooping must be disabled on the VLAN and then reenabled.

Recommended Action Disable and reenable L2 multicast snooping on the VLAN.

Error Message

`%L2MCAST_SNOOP-4-VLAN_STATE_LIMIT_DEC: VLAN (%d) limit changed from %d to %d. L2 multicast snooping must be disabled and enabled for this change to take effect.`

Explanation When the maximum state entry limit is decreased, the number of L2 multicast snooping states might now be greater than the limit. In order to make the smaller limit take effect, snooping must be disabled on the VLAN and then re-enabled.

Recommended Action Disable and re-enable L2 multicast snooping on the VLAN.

Error Message

`%L2MCAST_SNOOP-4-VLAN_STATE_LIMIT_EXCEEDED: Failed creation of GIP/SIP entry, exceeded VLAN (%d) limit (%d) of IPv%d state entries.`

Explanation Maximum state entry limit is exceeded and thus no new (*,G)/(S,G) state entries can be created by L2 multicast snooping. Receivers for these GIP/SIP entries may not be able to receive traffic

Recommended Action Reduce the number of (*,G)/(S,G) entries in this VLAN or increase the state limit. Another alternative is to configure static entries for those groups that should not be subjected to the state limit.

Error Message

`%L2MCAST_SNOOP-6-ETRACK_LIMIT_EXCEEDED: %s snooping on VLAN %d was trying to allocate more explicit-tracking entries than what allowed global limit (%d) or the limit on the VLAN (%d)`

Explanation The allocation of explicit-tracking entries is bounded to avoid the IGMP/MLD snooping hogs the system resources

Recommended Action Reduce the number of (s,g) channels or number of receivers. When explicit-tracking database is overflow, new membership for any channel will not be tracked and it may cause high leave latency when those members leave a channel. Another alternative is to increase the limit from the config mode through the CLI 'ip/ipv6 igmp/mld snooping explicit-tracking-limit' globally and on the VLAN. But note increasing the value of max-entries could create crash due to high use of system resources.

Error Message

%L2MCAST_SNOOP-6-RESTORE_IP_FORWARDING: IP-based forwarding is restored on VLAN %d

Explanation The static multicast MAC are all removed. Restore IP-based forwarding

Recommended Action The message is for information only.

Error Message

%L2MC_QUERIER-4-NO_IP_ADDR_CFG: The [chars] querier cannot send out General Query messages in VLAN [dec] because there is no IP address configured on the system.

Explanation An IP address for the Internet Group Management Protocol (IGMP)/Multicast Listener Discovery (MLD) querier should be specified either at the global level or at the per-VLAN level.

Recommended Action Configure a source IP address for the IGMP/MLD querier.

Error Message

%L2MC_QUERIER-4-PIM_ENABLED: The [chars] querier is operationally disabled in VLAN [dec] because PIM has been enabled on the SVI.

Explanation Protocol Independent Multicast (PIM) has been detected on the Smart Virtual Interface (SVI). The Internet Group Management Protocol (IGMP)/Multicast Listener Discovery (MLD) querier function should not be operational when PIM is enabled on the SVI.

Recommended Action Ensure that PIM is disabled on the SVI.

Error Message

%L2MC_QUERIER-4-SNOOPING_DISABLED: The [chars] querier is operationally disabled in VLAN [dec] because [chars] snooping has been disabled in this VLAN.

Explanation The Internet Group Management Protocol (IGMP)/Multicast Listener Discovery (MLD) snooping has been disabled on this VLAN. The IGMP/MLD querier function should not be operational when IGMP/MLD snooping is disabled.

Recommended Action Ensure that IGMP/MLD snooping is enabled globally and on the VLAN specified in the message.

Error Message

%L2MC_QUERIER-4-SNOOPING_DISABLED: The [chars] querier is operationally disabled in VLAN [dec] because [chars] snooping has been disabled in this VLAN.

Explanation The The Internet Group Management Protocol (IGMP)/Multicast Listener Discovery (MLD) snooping has been disabled on this VLAN. The IGMP/MLD querier function should not be operational when IGMP/MLD snooping is disabled.

Recommended Action Ensure that IGMP/MLD snooping is enabled globally and on the VLAN specified in the message.

Error Message

%L2MC_QUIERIER-6-SNOOPING_ENABLED: The [chars] querier is now operationally enabled in VLAN [dec] because [chars] snooping is no longer disabled.

Explanation The Internet Group Management Protocol (IGMP)/Multicast Listener Discovery (MLD) snooping has now been enabled and the IGMP/MLD querier function is now enabled.

Recommended Action No action is required.

Error Message

%L2R-4-DROP_PAK: l2r uid %d drop packet (type %x) from/to uid %d when %s

Explanation drop packet.

Recommended Action contact your technical support representative.

Error Message

%L2R-4-FRAGMENT_ERROR: fragmentation error (s_uid = %x) received

Explanation An internal software error occurred.

Recommended Action Contact your technical support representative.

Error Message

%L2R-4-INVALIDMSG: Invalid L2R message (msg_type %x) received from UID %d at line %d

Explanation An internal software error occurred.

Recommended Action Contact your technical support representative.

Error Message

%L2TM-3-ACCESS_ERR: Tcam access failed while [chars]

Explanation The system has failed to read from or write to 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%L2TM-7-INTERNAL_ERR: Internal 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%L2TP-3-CRITICAL: %s

Explanation An critical event has been processed by the L2TP subsystem.

Recommended Action No action is required.

Error Message

%L2TP-3-ILLEGAL : %s: %s

Explanation An illegal event has been processed by the L2TP subsystem.

Recommended Action No action is required.

Error Message

%L2TP-3-ILLEGAL: [chars]: [chars]

Explanation An illegal event has been processed by the L2TP subsystem.

Recommended Action No action is required.

Error Message

%L2TP-5-IGNOREICMPMTU: Ignoring received ICMP Type 3 Code 4, due to pmtu min or max setting

Explanation An ICMP Type 3 Code 4 (fragmentation needed and DF set) packet has been received. This packet has specified a Next-Hop MTU that is smaller or greater than the current minimum or maximum path MTU discovery mtu value. The ICMP packet has been ignored and the MTU has not been changed.

Recommended Action If you want the ICMP packet to be accepted and used to decrease or increase the MTU then use the vpdn pmtu min command to decrease the minimum MTU allowed and enter the vpdn pmtu max command to increase the maximum MTU that is allowed. The minimum value specified is the minimum MTU that is allowed, and the maximum value specified is the maximum MTU that is allowed.

Error Message

%L2TPV3_NP_CLIENT-3-INFO: [chars]

Explanation L2TPv3 NP Client failed to initialize properly which will result in improper operation of l2tpv3 feature.

Recommended Action Try to reload the IOS image on the affected card or platform. If this message recurs, record the output from the following commands: **show tech show log**. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%L2TPV3_NP_CLIENT-3-NOMEM: [chars]

Explanation L2TPv3 NP Client failed to initialize properly which will result in improper operation of l2tpv3 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. Try to reload the IOS image on the affected card or platform. If this message recurs, record the output from the following commands: **show tech show log**. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%L2TPV3_NP_CLIENT-4-WARN: [chars] [dec] [chars]

Explanation L2TPv3 Entry could not be added because Entry passed is invalid.

Recommended Action Try to reload the IOS image on the affected card or platform. If this message recurs, record the output from the following commands: **show tech show log**. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%L2TP_HA-3-ISSU: [chars]: [chars]

Explanation A L2TP ISSU 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

%L2TP_HA-3-SYNC: [chars]: code [dec]

Explanation An error has occurred when syncing L2TP state to the Standby Route Processor. This may affect Non-Stop Forwarding capability on L2TP-based interfaces during and after switchover until the state is recovered through normal protocol operation.

Recommended Action Reset the standby processor to attempt the sync again.

Error Message

%L2TUN-3-ILLEGAL: %s

Explanation An illegal event has been processed by the L2TUN subsystem.

Recommended Action No action is required.

Error Message

%L2_AGING-0-CREATEQFAIL: Failed to create L2-AGING queue

Explanation The system failed to create the Layer 2 aging queue. Requests for aging MAC addresses are enqueued in this queue. Because of this condition, line cards might have inconsistent information. If the aging queue cannot be created, the supervisor (or line cards) will provide a crashdump and reload.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%L2_AGING-2-DEC_EN_FAIL: Failed to initialize Distributed EtherChannel

Explanation One or more resources required for Distributed Etherchannel operation is in use

Recommended Action Please remove the monitor session reserved for service modules using the command 'no monitor session servicemodule' and try again.

Error Message

%L2_AGING-2-SIG_INST_FAIL: %s: Failed to install signal handler

Explanation L2-AGING : A signal handler could not be installed for the process that involved Layer 2 aging

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

```
%L2_AGING-2-SPAWNFAIL: [chars] task spawn failed
```

Explanation An L2-aging task spawn 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%L2_AGING-4-ENTRY_DNLDFAIL: Slot [dec]: Download entries failed, reason [chars]
```

Explanation The download of aging entries to the line card has failed. Because of this condition, line cards might have inconsistent 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. 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%L2_AGING-4-INPROGRESS: Download already in progress to slot [dec]
```

Explanation An error has occurred in a Layer 2 aging download process. A download was requested while the Layer 2 aging download process was already in progress to the slot specified 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/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%L2_AGING-4-INV SLOT: Download to invalid slot [dec] requested

Explanation An L2-aging 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%L2_AGING-4-MISSING_SLOTNO: Cannot get the slot to download 12 entries

Explanation An L2-aging download process error has occurred. The slot number could not be obtained, and the L2 entries could not be downloaded.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%L2_AGING-4-UNKMMSG: [chars]: received unknown message [dec]

Explanation An internal error has occurred. There might be a mismatch in image versions.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%L2_API-5-INVADDR: Invalid static entry address computed. Base [hex], Offset [hex], rc [chars]

Explanation The system has detected 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/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%L2_API-5-INVOPER: Invalid operation [dec]

Explanation An invalid operation was requested.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%L2_API-5-MAC_REPLACE: Mac [enet], Vlan [dec] replaced with Mac [enet], Vlan [dec]

Explanation A lower priority MAC entry had to be removed from the MAC table in order to add a higher-priority MAC entry.

Recommended Action No action is required.

Error Message

%L2_API-5-RETADDR: Unsupported action.

Explanation An internal error has occurred. An unsupported API has been invoked.

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

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

Error Message

```
%L2_API-5-SENDFAIL: ICC Send failed. Reason [chars]
```

Explanation An L2-API message send to the line cards 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. L2_APPL Messages

Recommended Action The following are Layer 2 application messages.

Error Message

```
%L2_APPL-0-TASK_SPAWN_FAIL: Failed to spawn task '[chars]'
```

Explanation The task indicated in the message has failed to spawn.

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

Error Message

```
%L2_APPL-4-MAC_MOVE: Host [enet] is flapping between port [chars] and port [chars]
```

Explanation A host has been flapping between ports.

Recommended Action Check the network for possible loops.

Error Message

%L2_APPL-4-UNKMESG: Unknown received message [dec]

Explanation An internal error has occurred. There might be a mismatch between the actual and expected Cisco IOS image versions.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%L2_APPL-5-MAC_USAGE: MAC usage for EARL %d is currently %d%%

Explanation The utilization of the L2 Forwarding table of the Enhanced Address Recognition Logic is greater than threshold set by the user. The EARL Forwarding Table exceeding the utilization threshold and the current utilization are specified in the error message text.

Recommended Action No action is required.

Error Message

%L2_ASIC-0-FATAL_INTR: L2 Forwarding Engine: fatal interrupt: int status 0x%x, int mask 0x%x

Explanation Critical interrupts indicating EARL may not be functioning anymore

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

%L2_ASIC-1-SCP_Q_CREATE_FAIL: Failed to create L2 Forwarding Engine SCP queue

Explanation SCP queue creation 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

%L2_ASIC-1-TASK_CREATE_FAIL: Failed to create L2 Forwarding Engine fatal interrupt patch task

Explanation Task creation 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

%L2_ASIC-1-THRO_RES_ALLOC_FAIL: Failed to allocate throttle resource

Explanation throttle resource allocation 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

%L2_ASIC-2-L2L3_SEQ_ERR: L2 Seq #0x%x, L3 Seq #0x%x, L2L3 Mismatch seq #0x%x

Explanation L2 Forwarding Engine L2-L3 Seq. 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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

%L2_ASIC-2-PARITY_ERR: L2 Forwarding Engine: parity intr #%d: address 0x%x, Data: 0x%x, 0x%x, 0x%x, 0x%x

Explanation Parity error detected while accessing the Forwarding 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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

%L2_ASIC-2-RESET_LC: Resetting the linecard %d. Error code %d

Explanation Failed to receive SCP response or received with status not-ok

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

%L2_ASIC-2-SEQ_ERR: %s seq. error: Seq #*%x*, Intr. status #*%x*, Cntrl1 #*%x*, Cntrl2 #*%x*

Explanation L2 Forwarding Engine sequence 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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

%L2_ASIC-4-INV_MSG: Received %s message from slot %d

Explanation Message received from invalid linecard

Recommended Action Please report this to the Cisco tech support

Error Message

%L2_ASIC-4-INV_REG: L2 Forwarding Engine: Attempt to %s invalid register

Explanation Internal error. Attempt was made to read/write to invalid L2 Forwarding Engine register

Recommended Action File a dds report or report the messages seen to the Cisco technical support representative.

Error Message

%L2_CTRL-4-BLOCKFAIL: 12 throttle blocking task failed

Explanation A Layer 2 throttle blocking task 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%L2_CTRL-4-UNKMESG: Unknown received message [dec]

Explanation An internal error has occurred. There might be a mismatch in the image versions.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%L2_DIST_LRN-4-NO_INIT: Initialization failed: [chars]

Explanation The L2 distributed learning process 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%L2_DIST_LRN-4-NO_MAC_RDRT: MAC redirect initialization failed: [chars]

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

Error Message

```
%L2_DIST_LRN-4-NO_MEM: Malloc failed: [chars]
```

Explanation The system is running out of 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%L2_DIST_LRN-4-PAK_BLD_FAIL: [chars] Unable to build L2 Dist Lrn packet
```

Explanation The system is unable to build the L2 distributed learning 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%L2_DIST_LRN-6-BUFFER_OVERRUN: Buffer Overrun: [chars]
```

Explanation The L2 distributed learning process has overflowed the buffer.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%L2_DIST_LRN-6-NO_LRN: Unable to propagate L2 new learn at addr [hex]

Explanation The system is temporarily unable to propagate a new Layer 2 table entry to other line cards.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%L2_DIST_LRN-6-NO_PKT_SEND: Unable to send L2 Dist Lrn packet: [chars]

Explanation The system is unable to send the L2 distributed learning correction 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%L2_MAC-4-ADDMACFAIL: User static MAC %e (vlan %d) cannot be installed. Reason: %s

Explanation A user requested static MAC address cannot 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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

```
%L2_MGR-2-MGR_SPAWNFAIL: Failed to spawn L2-MGR task -- DFC linecards will affected
```

Explanation The system failed to spawn the Layer 2 manager task, possibly causing the line cards to have inconsistent 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. 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%L2_MGR-2-SPAWNFAIL: [chars] task spawn failed
```

Explanation An attempt to spawn the Layer 2 manager task 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%L2_MGR-4-BADVLAN_DNLDFAIL: Slot [dec]: Download Bad vlan failed, reason [chars]
```

Explanation An attempt to download data to the line card 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%L2_MGR-4-ENTRY_DNLDFAIL: Slot [dec]: Download entries failed, reason [chars],  
entries [dec]/[dec]
```

Explanation An attempt to download static Layer 2 entries to the line card 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%L2_MGR-4-INPROGRESS: Download already in progress to slot [dec]
```

Explanation A processing error occurred during the download of Layer 2 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%L2_MGR-4-INVSLLOT: Download to invalid slot [dec] requested
```

Explanation An internal error occurred during the download of Layer 2 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%L2_MGR-4-MISSING_SLOTNO: Cannot get the slot to download 12 entries

Explanation A processing error occurred during the download of Layer 2 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%L2_MGR-4-UNKMMSG: Unknown received message [dec]

Explanation An internal error has occurred. There might be a mismatch in image versions.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%L2_THROTTLE-4-BLOCKFAIL: 12 throttle blocking task failed

Explanation The L2-THROTTLE blocking task 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%L2_THROTTLE-4-UNKMESG: Unknown received message [dec]

Explanation An internal error has occurred. There might be a mismatch in image versions.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

L3MM Messages

Error Message

%L3MM-4-AP_DB_ADD: Failed to add AP to DB { AP : %e, %i}

Explanation The L3MM failed to add the entry for the specified AP into the AP database

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

Error Message

%L3MM-4-AP_DB_DEL: Failed to delete AP from DB { AP : %e, %i}

Explanation The L3MM failed to delete the entry for the specified AP from the AP database

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

Error Message

%L3MM-4-DUP_AP_IPADDR: AP %e is requesting ip %i which is being used by another AP

Explanation The L3MM detected that an access point requested an IP address that is being used by another access point in the network.

Recommended Action Change the IP address of one of the two access points.

Error Message

%L3MM-4-INIT_FAIL: Initialization failure; reason: %s

Explanation The L3MM failed to initialize due to the specified reason

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

Error Message

%L3MM-4-MALLOC_FAIL: Memory allocation failure %s

Explanation The L3MM failed to allocate memory which was needed to perform a given operation and/or respond to an event

Recommended Action Increase the memory on the RP of the supervisor.

Error Message

%L3MM-4-MN_IPDB_ADD: Failed to add MN to MN DB { MN : %e, %i}

Explanation The L3MM failed to add the entry for the specified MN into the MN IP database

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

Error Message

%L3MM-4-MN_IPDB_DEL: Failed to delete MN from IP DB { MN : %e, %i}

Explanation The L3MM failed to delete the entry for the specified MN from the MN IP database

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

Error Message

%L3MM-4-MN_MACDB_ADD: Failed to add MN to MAC DB { MN : %e, AP : %i }

Explanation The L3MM failed to add the entry for the specified MN into the MN MAC database

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

Error Message

%L3MM-4-MN_MACDB_DEL: Failed to delete MN from MAC DB { MN : %e, %i, AP : %i, WNID : %d }

Explanation The L3MM failed to delete the entry for the specified MN from the MN MAC database

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

Error Message

%L3MM-5-WLAN: Wireless LAN Module in slot %d is %s

Explanation The L3MM detected a change in the state of the Wireless LAN module in the specified slot. If the module is now on line, L3MM starts accepting access-point and mobile-node registrations from the WDS on the module. If the module is now off line, L3MM purges all access points and mobile nodes received from the module.

Recommended Action No action is required.

Error Message

%L3MM-5-WLAN_COMM_ABORT: Communication with Wireless LAN Module in slot %d aborted (%s)

Explanation The Layer 3 Mobility Manager detected communication failure with the Wireless LAN module specified in the error message above, and will respond as if the module went offline by purging its access point and mobile node databases. However, the module will not be reset by the Layer 3 Mobility Manager

Recommended Action No action is required.

Error Message

%L3MM-5-WLAN_PWR_DN: Wireless LAN Module in slot %d will be powered down, another module is already active

Explanation The L3MM detected a Wireless LAN module trying to come online, while another module was already functional as the active Wireless LAN module. The L3MM does not support more than one Wireless LAN module online in the chassis at a given time, which is why this module will be powered down.

Recommended Action No action is required.

Error Message

%L3TCAM-3-SIZE_CONFLICT: [chars] requires enabling extended routing

Explanation The TCAM entry has not been configured to enable extended routing. In order to support this feature, it is required that the TCAM entry be configured to enable extended routing.

Recommended Action Modify the Switch Database Management template so that the switch is enabled to support the 144 bit Layer 3 TCAM. Enter the **sdm prefer extended-match**, **sdm prefer access extended-match**, or **sdm prefer routing extended-match** command in global configuration mode, then reload the switch by entering the **reload** command in privileged EXEC mode.

Error Message

%L3TCAM-3-TOO_MANY_VRF: Exceed the maximum number of VRF allowed

Explanation The number of VPNs has exceeded the maximum number of VPNs that are allowed in the VPN routing and forwarding table on this hardware platform.

Recommended Action Reconfigure your switch to limit the number of VRFs. Do not define more than seven VRFs when you are entering the **ip vrf vrf-name** command, with vrf-name being the name of the VRF instance, in global configuration mode.

Error Message

%L3TCAM-4-WCCP_ENABLE: Both VRF and WCCP are enabled, please remove either WCCP or VRF configuration

Explanation Enabling both VRF and WCCP are not supported in this platform

Recommended Action Please remove VRF or WCCP configuration.

Error Message

%L3_ASIC-1-ERR_NF_PARITY: Netflow table parity error can't be fixed by software.

Explanation Netflow table parity errors are too many to be fixed by software.

Recommended Action Try reloading the system. If the messages continue for the samemodule after a reload, contact the TAC and provide 'show module' information to obtain a replacement for that module.

Error Message

%L3_ASIC-4-ERR_INTRPT: Interrupt %s occurring in L3 CEF Engine .

Explanation An error interrupt is occurring for the L3 CEF Engine .

Recommended Action Enter the show earl status command on the consoles of the switch supervisor and any DFC-enabled linecards. Contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%L3_COMMON-3-ERROR: [chars]

Explanation An error 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%L3_COMMON-4-NDE_VALLOC_ERR: Reserved vlan creation for NDE could not happen

Explanation This may happen due to system vlan exhaustion or PM's retry state

Recommended Action Deallocate vlans, deconfigure the feature and reapply it, if the system is up (may be after reload or otherwise) and the vlan is not yet allocated.

Error Message

%L3_COMMON-4-NDE_VRF_VALLOC_ERR: Reserved vlan creation for NDE_vrf_[dec] could not happen

Explanation This may happen due to system vlan exhaustion or PM's error state

Recommended Action Deallocate vlans, deconfigure the feature and reapply it.

Error Message

%L3_MGR-3-ERROR: [chars]: [chars]

Explanation An error 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%L3_MGR-3-FLUSH: L3 MGR flush error: %s

Explanation L3 Manager has encountered flush error

Recommended Action If error recurs, call your technical support representative for help

Error Message

%L3_MGR-3-ICC_ASYNC: L3 MGR aysnc request failed: %s

Explanation L3 Manager receives NULL pak

Recommended Action If error recurs, call your technical support representative for help.

Error Message

%L3_MGR-3-L2_FLUSH_ENTRY: L3 MGR install l2 flush entry: %s

Explanation L3 Manager receives bad status

Recommended Action If error recurs, call your technical support representative for help.

Error Message

%L3_MGR-3-NULL_SVI: L3 MGR svi allocation error: %s

Explanation L3 Manager can not allocate svi

Recommended Action If error recurs, call your technical support representative for help.

Error Message

%L3_MGR-3-NULL_VLAN : L3 MGR vlan allocation error: %s

Explanation L3 Manager can not allocate vlan

Recommended Action If error recurs, call your technical support representative for help.

Error Message

%L3_MGR-3-NULL_VLAN: L3 MGR vlan allocation error: [chars]

Explanation The Layer 3 manager cannot allocate VLAN.

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

%L3_MGR-3-REQ_SEND: L3 MGR SEND error : %s

Explanation L3 Manager has problem to send out the request

Recommended Action If error recurs, call your technical support representative for help.

Error Message

%L3_MGR-3-RSP_RCVD: L3 MGR RCVD error: %s

Explanation L3 Manager has received error packet

Recommended Action If error recurs, call your technical support representative for help.

Error Message

%L3_MGR-3-SW_SHORTCUT: L3 MGR install sw shortcut: %s

Explanation L3 Manager receives bad status

Recommended Action If error recurs, call your technical support representative for help.

Error Message

%L3_MGR_ISSU-3-ERROR: [chars]: [chars]

Explanation An error condition 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

L4F Messages

Error Message

%L4F-2-INVALIDFLOW: Invalid L4F flow: [hex]

Explanation An invalid L4F flow entry was detected.

Recommended Action If this message recurs, copy it down exactly as it appears and contact your technical support representative for assistance.

Error Message

%L4F-5-NOBUFFER: Cannot allocate buffer to send data on the flows [chars]:[dec] - [chars]:[dec]

Explanation A buffer could not be allocated while trying to send data on the indicated flow. The issue could be due to low or fragmented memory. If the memory issue doesn't resolve automatically, it could result in connection resets.

Recommended Action This is an informational message that potential points to low or fragmented memory, which could happen if the router is running beyond its resource limits. Check the number of flows and the traffic rate going through the router and contact your technical support representative, with that info, for assistance.

LANCE Messages

Error Message

%LANCE-1-INITFAIL: msgtxt_initfail

Explanation The hardware failed to initialize correctly.

Recommended Action Repair or replace the controller.

Error Message

%LANCE-1-MEMERR: msgtxt_memoryerror

Explanation An Ethernet interface detected a hardware problem.

Recommended Action Repair or replace the controller.

Error Message

%LANCE-3-BADCABLE: msgtxt_badcable

Explanation Ethernet cable is not connected.

Recommended Action Check Ethernet cable connection.

Error Message

%LANCE-3-BADUNIT: msgtxt_badunit

Explanation An internal software error occurred.

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

Error Message

%LANCE-3-OWNERR: msgtxt_ownerror

Explanation An Ethernet interface is malfunctioning, or an internal software error occurred.

Recommended Action Repair or replace the controller.

Error Message

%LANCE-3-SPURIDON: Unit %d, spurious IDON interrupt, csr%d=0x%04x

Explanation An Ethernet interface generated a spurious Initialization Done interrupt.

Recommended Action Repair or replace the controller.

Error Message

%LANCE-3-UNDERFLO: Unit %d, underflow error

Explanation The Ethernet hardware is requesting data faster than the system can supply it. This condition might indicate that the system is at the limit of its performance.

Recommended Action A small number of underflows might not be a cause for concern. You can monitor underflows with the show interface command. Reducing the load on the router or installing a higher-performance router should alleviate this problem.

Error Message

%LANCE-4-BABBLE: Unit %d, babble error, csr0 = 0x%x

Explanation An Ethernet interface is malfunctioning.

Recommended Action Determine whether the malfunction stems from a software or hardware error by turning off all fastswitching. Error messages showing that the packet is too large for the link indicate a software error at a high level. Copy the error message exactly as it appears, and report it to your technical support representative. Receiving no error messages indicates a hardware error. Repair or replace the controller.

Error Message

%LANCE-5-COLL: Unit %d, excessive collisions. TDR=%d

Explanation An Ethernet cable is broken or unterminated, or the transceiver is unplugged. The time delay reflectometer (TDR) counter is an internal LANCE counter that counts the time (in ticks of 100 ns each) from the start of a transmission to the occurrence of a collision. Because a transmission travels about 35 feet per tick, this value is useful to determine the approximate distance to a cable fault.

Recommended Action If the transceiver appears to be properly terminated, repair or replace the Ethernet interface card.

Error Message

%LANCE-5-LATECOLL: Unit %d, late collision error

Explanation An Ethernet transceiver is malfunctioning, the Ethernet is overloaded, or the Ethernet cable is too long.

Recommended Action Repair or replace the controller.

Error Message

%LANCE-5-LOSTCARR: Unit %d, lost carrier. Transceiver problem?

Explanation An Ethernet transceiver is unplugged or faulty.

Recommended Action Repair or replace the controller.

LANE Messages

Error Message

%LANE-3-BADILMI: Unexpected ILMI event %d

Explanation An internal error occurred.

Recommended Action This error should not occur. Download the system error log, then call your technical support representative and provide the log, the error message, and the router configuration.

Error Message

%LANE-3-BADNAME: ELAN name must be 1-32 characters long

Explanation A name which is longer than 32 characters identifying a LANE component has been entered by the user.

Recommended Action Re-enter a shorter name.

Error Message

%LANE-3-BADTYPE: Inappropriate LAN type

Explanation An unexpected LAN type has been specified for a LANE component. Only ethernet and token-ring elans are supported.

Recommended Action Specify a valid LAN type.

Error Message

%LANE-3-LANE_ERROR: %s

Explanation An internal error has occurred, which reflects an inconsistency in the system and needs attention.

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

Error Message

%LANE-3-LANE_SIG_ERR: %s

Explanation An internal error occurred while system routines were handling ATM signaling messages for LANE.

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

Error Message

%LANE-3-LECS_ERROR: %s

Explanation An internal consistency error occurred.

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

Error Message

%LANE-3-LEC_BADAD: %s LEC unable to compute ATM address

Explanation The client cannot obtain an ATM address from the given configuration, or auto-assignment failed to get an ATM prefix from the switch.

Recommended Action If you expect the switch to assign the prefix to the router, check that the Interim Local Management Interface (ILMI) is functional and the switch has a prefix configured. Otherwise, confirm that the client has an address in the NVRAM configuration.

Error Message

%LANE-3-LEC_BAD_CTL_DIST_TYPE: %s CTL DIST blli type wrong

Explanation Wrong BLLI value specified on the incoming circuit.

Recommended Action The originator of the circuit is not using the correct BLLI value for this type of circuit. LANE standard defines these values, and the originator is violating the standard.

Error Message

%LANE-3-LEC_CFG: %s CFG_REQ failed, %s (LECS returned %d)

Explanation The master LECs refused the LECs configuration request.

Recommended Action Check your LECS configurations.

Error Message

%LANE-3-LEC_CONTROL_MSG: Received bad control message on interface %s

Explanation The LANE client received an unexpected or inappropriate control message over one of its vc's.

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

Error Message

%LANE-3-LEC_ERR: %s

Explanation A LANE client 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

%LANE-3-LEC_JOIN: %s JOIN failed, %s (LES returned %d)

Explanation LANE client was rejected the Join request to join its elan.

Recommended Action This is usually because of user configuration errors: LANE client attempting to join an incorrect elan, or elan not configured in the LES, or validation failures with the LECS, etc.

Error Message

%LANE-3-LEC_LISTEN: %s listen failed on %s

Explanation The LANE client could not register its address with ATM signalling to be able to accept calls on that address.

Recommended Action Reconfigure the client ATM address. It may be conflicting with another component with the same ATM address.

Error Message

%LANE-3-LEC_RD_REGISTER: %s RD REGISTER failed for Route Descriptor %x

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

%LANE-3-LEC_REGISTER: %s REGISTER failed, %s (LES returned %d)

Explanation attempt to register a mac-atm address binding with LES failed.

Recommended Action The LES has already registered the requested mac addr - atm addr binding.

Error Message

%LANE-3-LEC_SIGNAL: Unexpected SigAPI event %d

Explanation ATM signaling sent the LANE client an unexpected message type.

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

Error Message

%LANE-3-LEC_WRONG_ELAN_ID: %s: elan id mismatch: LECS indicates %u, LES indicates %u

Explanation The elan-id returned by LES does not match the value given by LECS or via the CLI

Recommended Action Check configuration of elan ids specified in the LECS database and the LES. The mismatch must be occurring as a result of misconfiguration.

Error Message

%LANE-3-LES_ERROR: %s

Explanation A serious internal occurred with LES/BUS.

Recommended Action This error should not occur. Download the system error log, then call your technical support representative and provide the log, the error message, and the router configuration.

Error Message

%LANE-3-LSV_ADDR: [chars] elan [chars] unable to register LES/BUS ATM addr

Explanation The LANE server or BUS could not register its address with the ILMI.

Recommended Action Investigate why this error has occurred. The error may have occurred because a user-defined override address does not conform to the switch prefix or because there is a problem with the ATM switch with which the entity is registering.

Error Message

%LANE-3-LSV_BADAD: %s elan %s unable to compute %s ATM address

Explanation Software was unable to compute an ATM address based on the ATM address template given. The characters in chars (see above display) will be either BUS (broadcast-and-unknown), server, or config server in the actual error message.

Recommended Action Enter a correct ATM address template for the LANE component (BUS, server, or config server) named in the error message.

Error Message

%LANE-3-LSV_CRASH: %s elan %s unrecoverable error %s

Explanation A very serious LES/BUS internal error occurred.

Recommended Action This error should not occur. Download the system error log, then call your technical support representative and provide the log, the error message, and the router configuration.

Error Message

%LANE-3-NAMECHG: A LANE Client is already running here using another elan name

Explanation Both the LANE client and the LANE server/BUS may have an emulated LAN name specified in the configuration via the lane server-bus and lane client commands. If both specify the emulated LAN name, then the name cannot be changed by re-entering just one of the commands.

Recommended Action Use the no lane server-bus command to delete the server-bus or the no lane client command to delete the client. Then, the other of the two commands can be re-entered with another emulated LAN name. Finally, re-enter the deleted command with the new emulated LAN name.

Error Message

%LANE-3-NOILMI: ILMI service registration failed

Explanation The Interim Local Management Interface (ILMI) feature is either not included in the software image running on the router, or is having other problems.

Recommended Action This error should not occur. Download the system error log, then call your technical support representative and provide the log, the error message, and the router configuration.

Error Message

%LANE-3-NOINT: %s still destroying old sub-interface

Explanation An attempt was made to create a new subinterface while a previous version of the subinterface was still being destroyed.

Recommended Action Wait a minute and try again. If failure still occurs, try shutting down the main interface. Rebooting may be required to recover in extreme cases.

Error Message

%LANE-3-NOREGILMI: %s %s cannot register %Cj with ILMI

Explanation An attempt to register the given ATM address with the ATM switch failed. This failure can occur because the ATM switch is down or misconfigured. The registration will be retried.

Recommended Action If the situation persists after a number of attempts, and the switch is up, the configuration of the switch and router should be examined. A likely cause is that the ATM address being registered is not compatible with the parameters configured in the switch. Correct the configuration.

Error Message

%LANE-3-TYPECHG: A LANE Client is already running here using another elan type

Explanation Both the LANE client and the LANE Server/BUS may have an ELAN type specified in the configuration via the lane server-bus and lane client commands as either Ethernet or Token Ring. If both, specify the type; the type cannot be changed by re-entering just one of the commands.

Recommended Action Use the no lane server-bus command to delete the server-bus or the no lane client command to delete the client. Then, the other of the two commands can be re-entered with a new type. Finally, re-enter the deleted command with the new type.

Error Message

%LANE-4-LECS_WARNING: %s

Explanation The LANE Configuration Server address could not be registered with or de-registered from the switch, using Interim Local Management Interface (ILMI). Possible causes: The switch prefix is not available. The address is not acceptable to the switch (the prefix does not conform). The interface over which this operation should take place is down. The ILMI subsystem on the router is not completely initialized.

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

Error Message

%LANE-4-LSV_ADDR: %s elan %s unable to register LES/BUS ATM addr

Explanation LANE Server or BUS could not register its address with ILMI.

Recommended Action Try and investigate why. Some of the reasons are: user defined override address does not conform to the switch prefix, or that there is a problem with the ATM switch with whom the entity is registering.

Error Message

%LANE-4-LSV_LECID: %s elan %s LECIDs exhausted

Explanation The LANE server specified has 65279 clients. No more can be added.

Recommended Action Change the configurations to avoid trying to have more than 65279 LANE clients on this server. %LANE-5-UPDOWN : %s %s %s: %s changed state to %s

Explanation A LANE component changed state to up/down.

Recommended Action If this event is expected, then take no action. Otherwise, please contact a technical support representative.

Error Message

%LANE-5-UPDOWN: [chars] [chars] [chars]: [chars] changed state to [chars]

Explanation A LANE component has changed state to up or down.

Recommended Action If this event is expected, take no action. Otherwise, contact a Cisco technical support representative.

Error Message

%LANE-6-INFO: %s

Explanation LANE subsystem simple informational messages.

Recommended Action No action is required.

Error Message

%LANE-6-LECS_INFO: %s

Explanation Simple informational LECS messages.

Recommended Action No action is required.

Error Message

%LANE-6-LEC_INFO: %s

Explanation LANE client informational messages.

Recommended Action No action is required.

Error Message

%LANE-6-LES_INFO: %s

Explanation Simple informational LES messages.

Recommended Action No action is required.

LANMGR Messages

Error Message

%LANMGR-2-NOMEMORY: No memory available: %s

Explanation The requested operation failed 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

%LANMGR-4-BADRNGNUM: Ring number mismatch on %s, shutting down the interface

Explanation The router detected a conflict in assigned ring numbers for the specified Token Ring. The Ring Parameter Server (RPS) function was shut down to prevent potentially incorrect information from being sourced onto the ring.

Recommended Action Check all bridges connected to this Token Ring and ensure that they are using the same assigned ring number.

Error Message

%LANMGR-4-BADUPCALL: Unexpected call (%s) from LLC2 for Bridge %03x-%x-%03x

Explanation An internal software error occurred.

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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LANMGR-4-NORING: No ring info for %s

Explanation An internal software error occurred.

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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LANMGR-4-OLDTRAMON: Cannot run RPS on %s, Old TRAMON code.

Explanation The software on this interface cannot support the functions required for LAN Network Manager.

Recommended Action Call your Cisco technical support representative about a firmware upgrade for this interface card.

LAPB Messages

Error Message

%LAPB-2-NOBUF: Interface %s, no buffer available to %s

Explanation There was insufficient memory for the LAPB protocol engine to send a message.

Recommended Action This message is acceptable if it occurs infrequently, because the LAPB protocol is designed to handle loss of frames. Frequent occurrences can cause disruption of service. The system can be configured to ease memory demands or, if conditions warrant, the system can be upgraded to a larger memory configuration.

Error Message

%LAPB-3-BADPAYLOAD: Interface %s, Invalid payload value: %s

Explanation An internal software error occurred.

Recommended Action If either of these messages recur, call your technical support representative for assistance.

Error Message

%LAPB-3-CONTEXTERR: [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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LAPB-3-NOINPIDB: Input idb not set

Explanation An internal software error occurred.

Recommended Action If either of these messages recur, call your technical support representative for assistance.

Error Message

%LAPB-3-NULLPAK: Interface %s, NULL packet ptr, rvr %d, vs %d, vr %d

Explanation An internal software error occurred.

Recommended Action If either of these messages recur, call your technical support representative for assistance.

Error Message

%LAPB-3-TIMERERR: LAPB timer task cannot be created

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

Error Message

%LAPB-4-CTRLBAD: Interface %s, Invalid control field

Explanation A received FRMR reported a frame with an invalid control code.

Recommended Action Check the serial line and the devices attached to the line.

%LAPB-4-FRAMEERR : Interface %s, Frame error: CF %#x, VS %d %c VR %d, Reason %#x

Explanation A FRMR frame was received, indicating that a protocol violation was detected. The Reason field will be interpreted by generating INFOBAD, CTRLBAD, NITOOBIG, or INVNR messages immediately after this message; refer to the explanations for these messages for more information.

Recommended Action The protocol will recover by resetting the service. This will disrupt any network service on top of LAPB (for example, X.25 virtual circuits will be cleared). Follow the recommended action for any error message following the FRMR reports; if service becomes unacceptable, check the serial line and its attached devices.

Error Message

%LAPB-4-FRAMEERR: Interface [chars], Frame error: CF [hex], VS [dec] [char] VR [dec], Reason [hex]

Explanation A FRMR frame was received, indicating that a protocol violation has been detected. The Reason field will be interpreted by generating INFOBAD, CTRLBAD, N1TOOBIG, or INVNR messages immediately after this message; refer to the explanations for these messages for more information.

Recommended Action The protocol will recover by resetting the service. Resetting the device will disrupt any network service on top of FRMR. For example, X.25 virtual circuits will be cleared. Follow the recommended action for any error message that follow the FRMR reports. If service becomes unacceptable, check the serial line and its attached devices.

Error Message

%LAPB-4-INFOBAD: Interface %s, Info field not permitted

Explanation A received FRMR frame reported that an information field was present in a frame where no information field is allowed.

Recommended Action Check the serial line and the device attached to the line.

Error Message

%LAPB-4-INVNR: Interface %s, Invalid NR value

Explanation A received FRMR reported a frame with an invalid N(R) value.

Recommended Action Verify that the equipment attached to the serial line is configured with the same K value (maximum number of outstanding I frames).

Error Message

%LAPB-4-N1TOOBIG: Interface %s, N1 too large

Explanation A received FRMR reported an information frame that was too long.

Recommended Action Verify that the equipment attached to the serial line is configured with the same N1 value. N1 is in bits and includes the entire frame plus 16 bits of CRC. However, some equipment may require configuration in octets, the omission of the two CRC octets, or the omission of the three octets of LAPB control information.

LAPP_OFF Messages

Error Message

%LAPP_OFF-1-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

%LAPP_OFF-2-INTERNAL_ERROR: Internal software error, %s

Explanation An internal software error occurred.

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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LAPP_OFF-2-LAPP_OFF_INTERNAL_ERROR: Internal software error, %s, cid=%d

Explanation An internal software error occurred.

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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LAPP_OFF-4-LAPP_OFF_BAD_MESSAGE: LAPP_OFF- Bad message received

Explanation An unexpected message was received.

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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case

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

Error Message

```
%LAPP_OFF-4-LAPP_OFF_NO_SMTP: mmsp- Can't connect to the SMTP server
```

Explanation No connection was created to the specified SMTP server.

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. Also perform a search of the Bug Toolkit <http://www.cisco.com/pegi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%LAPP_OFF-4-LAPP_OFF_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 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/pegi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%LAPP_OFF-4-SMTP_NOT_CONNECTED: SMTP- failed %s, %d
```

Explanation A connection attempt to a remote mail server was not successful. This unexpected behavior.

Recommended Action No action is required.

Error Message

```
%LAPP_OFF-6-LAPP_OFF_CAUSE_ABNORMAL: Call aborted (cause = [hex])
```

Explanation Call Aborted due to abnormal error

Recommended Action No action is required.

Error Message

%LAPP_OFF-6-LAPP_OFF_CAUSE_NORMAL: Normal call clearing

Recommended Action No action is required.

Error Message

%LAPP_OFF-6-LAPP_OFF_HANDOFF: T.37 Fax off-ramp call initiated

Recommended Action No action is required.

Error Message

%LAPP_OFF-6-SMTP_OPEN: SMTP- opening %s, %d

Explanation A connection attempt ...

Recommended Action No action is required.

Error Message

%LAPP_ON_MSGS-6-LAPP_ON_CAUSE_AUTH_FAILED: User authentication failed

Recommended Action No action is required.

Error Message

%LAPP_ON_MSGS-6-LAPP_ON_CAUSE_DMSP_DISCONNECTED: Document Media Service (DMSP) disconnected

Recommended Action No action is required.

Error Message

%LAPP_ON_MSGS-6-LAPP_ON_CAUSE_DMSP_DISCONNECTED_NO_ROUTE: DMSP - no route - likely - ESMTTP client did not connect to remote server

Explanation Call aborted due to DMSP no route disconnect - likely reason being no ESMTTP connection to remote server

Recommended Action No action is required.

Error Message

%LAPP_ON_MSGS-6-LAPP_ON_CAUSE_FMSP_DISCONNECTED: Fax protocol (FMSP) disconnected

Explanation Call aborted due to Fax session(FMSP) disconnect

Recommended Action No action is required.

Error Message

%LAPP_ON_MSGS-6-LAPP_ON_CAUSE_INTERNAL: Internal error occurred

Explanation Call aborted due to an internal error

Recommended Action No action is required.

Error Message

%LAPP_ON_MSGS-6-LAPP_ON_CAUSE_NORMAL: Normal call clearing

Explanation Call clearing occurred normally

Recommended Action No action is required.

Error Message

%LAPP_ON_MSGS-6-LAPP_ON_CAUSE_NO_ESMTP_CONNECT: ESMTP client did not connect or lost connection to remote server

Explanation Call aborted due to loss of outbound ESMTP connection to remote server

Recommended Action No action is required.

Error Message

%LAPP_ON_MSGS-6-LAPP_ON_CAUSE_NO_MEMORY: No memory available

Explanation Call aborted due to insufficient memory being available

Recommended Action No action is required.

Error Message

%LAPP_ON_MSGS-6-LAPP_ON_CAUSE_VTSP_DISCONNECTED: Telephony interface (VTSP) disconnected

Explanation Call termination due to Telephony interface disconnect.

Recommended Action No action is required.

Error Message

%LAPP_ON_MSGS-6-LAPP_ON_HANDOFF: T.37 Fax on-ramp call initiated

Recommended Action No action is required.

LAT Messages

Error Message

%LAT-3-BADDATA: Tty%t, Data pointer does not correspond to current packet

Explanation An internal software error occurred.

Recommended Action If this message recurs, contact your technical support representative.

Error Message

%LAT-3-BUFFULL: Tty%t, data buffer full with count %d

Explanation An internal software error occurred.

Recommended Action If this message recurs, contact your technical support representative.

Error Message

%LAT-3-NOSYNC: Tty%t, Output data ptrs out of sync with byte count

Explanation An internal software error occurred.

Recommended Action If this message recurs, contact your technical support representative.

Error Message

%LAT-3-NULLIDB: Null IDB pointer with destination %e

Explanation An internal software error occurred.

Recommended Action If this message recurs, contact your technical support representative.

Error Message

%LAT-3-QBSPACED: Queue block at %x not found for HI connection

Explanation An internal software error occurred.

Recommended Action If this message recurs, contact your technical support representative.

Error Message

%LAT-3-REUSE: Tty%t, Attempt to re-use slot array, empty = %d, fill = %d

Explanation An internal software error occurred.

Recommended Action If this message recurs, contact your technical support representative.

LB Messages

Error Message

%LB-3-ACL_FCB_REG_ERROR: Failed to registered Link Bundle ACL feature control block

Explanation For the given interface, failed to register the ACL feature 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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LB-3-CHUNK_CREATE_FAIL: %schannel: failed to create chunk

Explanation An internal data structure, called a chunk, and used for channel route processor - line card interprocess communications, failed to be created. Such interprocess communication may be impeded.

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LB-3-ECHAN_ADDR_ALLOC_ERROR: Channel %d, error in MAC address allocation, configured MAC address %e, actual MAC address %d

Explanation For the given channel number, addition of the first member caused a failure in changing the MAC address of the channel to that of this first member.

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LB-3-ECHAN_CMDREP_REG_FAILURE: Failed to register bundle interface %s for Command Replay service

Explanation For the given link bundle interface, failed to register it for the Command Replay service.

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LB-3-ECHAN_FCB_ERROR: Bundle creation feature callback failed for %s

Explanation For the given link bundle interface, failed to create its feature callback.

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LB-3-FEATURE_ACL_APPLY_ERROR: Failed to apply ACL %d to interface %s. Removing new ACL config, reapplying old ACL %d.

Explanation For the given member interface or subinterface, failed to apply the given ACL. This new ACL configuration is removed from the bundle and the old ACL configuration, if any, is reapplied to the bundle. The new ACL that failed to be applied is removed in order to maintain consistent state for the whole bundle.

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LB-3-FEATURE_ACL_REG_ERROR: Failed to register ACL control block with Link Bundle subinterface module

Explanation For the given interface, failed to register the ACL feature control block. This happened during install ACL support for link bundling. ACL support installation for link bundling is aborted.

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LB-3-FEATURE_INSTALL_ERROR: One or more NULL feature control block members

Explanation In installing link bundling feature support, there were one or more NULL function pointers used in a feature control block. Installation of the feature support is aborted.

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LB-3-FEATURE_MODULE_INIT_ERROR: Failed to create Link Bundle Feature ListQ

Explanation In initializing link bundling feature support, an internal list queue failed to 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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LB-3-FEATURE_REG_ERROR: One or more NULL feature callbacks in the passed in Feature Control Block

Explanation In registering a feature for services from link bundling feature support, there were one or more NULL function pointers used as function callbacks. Aborted the feature registration as a result.

Recommended Action Copy the message exactly as it appears on the 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

%LB-3-FUNCTION_VECTOR_EMPTY: Empty link bundling function vector(s)

Explanation One or more function vectors used in generic etherchannel and poschannel code was null i.e. not initialized. This is a severe error resulting from a coding error. Crash will happen because this error prevents the proper functioning of the ether or pos channel 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/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

%LB-3-POSCHAN_CMDREP_REG_FAILURE: Failed to register bundle interface %s for Command Replay service

Explanation For the given link bundle interface, failed to register it for the Command Replay service.

Recommended Action Copy the message exactly as it appears on the 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

%LB-3-POSCHAN_FCB_ERROR: Bundle creation feature callback failed for %s

Explanation For the given link bundle interface, failed to create its feature callback.

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LB-3-SUBINT_ERROR: %s %s

Explanation There was a subinterface error for the given 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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LB-3-SUBINT_INSTALL_SUPPORT_FAILURE: Failed to registered Link Bundle subinterface control block

Explanation In initializing link bundling subinterface feature support, could not register for notifications from the common link bundle infrastructure.

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LB-3-SUBINT_NOTIF_INIT_FAILURE: Failed to create Link Bundle Subinterface ClientQ

Explanation In initializing link bundling subinterface feature support, an internal subinterface client queue failed to be created.

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

Error Message

%LB-3-SUBINT_NOTIF_REG_FAILURE: NULL notification callback

Explanation In registering a client for service from the Link Bundling subinterface module, the callback notification callback function 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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LB-5-CHAN_MEMBER_ADD_PASSIVE: %s added as passive member to %schannel%d

Explanation The given interface was added as a passive member in the given channel number.

Recommended Action No action is required.

Error Message

%LB-5-CHAN_MEMBER_IN: %s added as member-%d to %schannel%d

Explanation The given channel member interface was added to the given channel number.

Recommended Action No action is required.

Error Message

%LB-5-CHAN_MEMBER_MOVED_ACTIVE: %s moved to active state as member-%d in %schannel%d

Explanation The given etherchannel member interface became an active member in the given channel number.

Recommended Action No action is required.

Error Message

%LB-5-CHAN_MEMBER_MOVED_PASSIVE: %s moved to passive state in %schannel%d

Explanation The given channel member interface became a passive member in the given channel number.

Recommended Action No action is required.

Error Message

%LB-5-CHAN_MEMBER_OUT: %s taken out of %schannel%d

Explanation The given channel member interface was taken out of the given channel number.

Recommended Action No action is required.

LC Messages

The following are the Line card messages.

Error Message

%LC-2-BADIDB: LC interface idb incorrect, [hex]

Explanation The LCCB data structure indicates a zero IDB.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LC-2-BADINTERFACE: Out of range Line Card interface, [dec] on bay [dec]

Explanation The software specified an out-of-range line card 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LC-2-BADLCCB: LC interface lccb incorrect, [hex]
```

Explanation The LCCB data structure has been incorrectly set in the command 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LC-2-BADLCSLOT: Out of range Line Card slot [dec]
```

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

Error Message

```
%LC-2-BADSUBSLOT: Out of range Line Card slot [dec] Sub Module slot [dec]
```

Explanation The software specified an out-of-range sub module 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. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support

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

Error Message

```
%LC-2-LCRECUR: Recursive loop while getting the daughtercard info for LC type [dec]
```

Explanation The platform's SNMP code went into a loop while getting the daughter card information for the chassis MIB.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LC-2-LCSYNC: Line Card type [dec] in slot [dec] serial link sync failed.
```

Explanation The line card serial link synchronization has failed in the specified slot.

Recommended Action Check to see that the card is properly seated. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LC-2-LCWEDGED: Line Card type [dec] in slot [dec] wedged.
```

Explanation The line card serial link synchronization has failed in the specified slot.

Recommended Action Check that the card is properly seated properly. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LC-2-UNDEFCLC: Undefined Line Card type [dec] in slot [dec]
```

Explanation The software does not have a driver for the line card type that is in the specified slot.

Recommended Action Make sure the Cisco IOS image you are running supports this card. Check to see that the card is properly seated. 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LC-3-BRINGUPFAIL: line card in slot [[dec]] failed to reset.
```

Explanation An attempt to reset and initialize the line card 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LC-3-CIMUXERROR: CI-MUX: Serial Link [hex], Status [hex], [chars]
```

Explanation The cluster interconnect multiplexer FPGA on the RP has detected an error at the specified line card serial link. This error could be the result of line card logical errors on the FPGA. It could also be the line card software driver bringing up an incorrect line card serial link. The line card automatically deactivates and attempts to recover.

Recommended Action If line card recovery fails five times within an hour, the line card is deactivated without further attempts at recovery. Reactivate the line card using the **hw-module slot slot-number start** command. If this command fails to reactivate the line card, copy the error message exactly as it appears on the console and enter the **show diag slot-number** command to collect the output. Remove the line card and place it in a different slot. If the line card fails to initialize in the new 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show diag** slot-number, show logging, and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LC-3-CLFPGAERROR: Line card common logic fpga (slot [dec]) error: [chars]

Explanation The line card common logic FPGA in the specified slot has encountered an error. This error could be result of a line card FPGA error or by the line card software driver incorrectly performing the reset sequence. Based on the severity of the error, the line card automatically deactivates and attempts to recover.

Recommended Action If line card recovery fails five times within an hour, the line card deactivates without further attempts at recovery. Reactivate the line card using the **hw-module slot** slot-number start command. If this command fails to reactivate the line card, copy the error message exactly as it appears on the console and enter the command to collect the output. Remove the line card and place it in a different slot. If the line card fails to initialize in the new 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show diag** slot-number, show logging, and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LC-3-CONFIG: Recommended line card configuration exceeded

Explanation The aggregate throughput of the line cards has exceeded the rated capacity of this system.

Recommended Action Refer to the configuration guidelines for the maximum allowed aggregate throughput of the line cards for the system.

Error Message

```
%LC-3-DEACTIVATED: line card in slot [[dec]] deactivated.
```

Explanation The specified line card is being deactivated.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LC-3-EMPTYSLOT: No line card in slot [[dec]].
```

Explanation There is no line card in the specified 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. 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LC-3-EXCESSERRORS: Errors seen on the line card (slot [dec]) exceeds the error threshold

Explanation The software is attempting to recover the line card from certain fatal errors, such as a. A line card serial link error

Explanation b.A line card FPGA or device error

Explanation c.Excessive interrupts

Explanation d.A local processor firmware crash

Explanation e.The loss of a keep alive from the card local processor

Explanation f.IPC initialization failure of the card local processor firmware

Explanation The line card is reinitialized after this error, unless the error occurs five times in one hour. If a line card encounters five such errors in one hour, the line card deactivates without further attempts at recovery.

Recommended Action Try to reactivate the line card manually by entering the **hw-module slot slot-number start** command. The line card can also be reactivated by removing and reinserting the line card; if you take this approach, first copy the error message as it appears on the console and collect the output from the **show diag slot-number** command before removing and reinserting the line card. If the error recurs, contact your Cisco technical support representative and provide the representative with the error message and the **show diag slot-number** command output.

Error Message

%LC-3-FPGAREVNOTMATCH: [chars]([dec]) Line card fpga requires min h/w revision of ([dec].[dec])

Explanation A newer hardware revision level of the line card is required for the current FPGA to function properly on this chassis.

Recommended Action Upgrade your hardware level, or the downgrade the FPGA version.

Error Message

%LC-3-FPGAREVNOTSUPPORTED: [chars]([dec]) Line card requires fpga revision of ([dec]).Current fpga revision is ([dec])

Explanation A newer FPGA revision of the line card is required for operation on this chassis.

Recommended Action Upgrade your FPGA version.

Error Message

%LC-3-IOTIMEOUT: RP CI-MUX FPGA read timeout (Slot [dec], Serial Channel [dec])

Explanation The cluster interconnect multiplexer FPGA on the RP could not complete the line card I/O read transaction. This error could be the result of a timing error inside the line card FPGA or the result of an incorrect line card I/O access by the line card software driver. The line card automatically deactivates and recovers.

Recommended Action If line card recovery fails five times within an hour, the line card is deactivated without further attempts at recovery. Reactivate the line card using the **hw-module slot** slot-number start command. If this command fails to reactivate the line card, copy the error message exactly as it appears on the console and enter the command to collect the output. Remove the line card and place it in a different slot. If the line card fails to initialize in the new 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show diag** slot-number, show logging, and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LC-3-LCCREATE: Unable to create driver for Line Card type [dec] in slot [dec]

Explanation The system is unable to create a driver for the line card in the specified slot. This error could be caused by a memory shortage or a line card 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LC-3-LCI2C_ERROR: [chars] Linecard I2C bus access failed at slot [dec], status = [hex]

Explanation The line card in the specified slot experienced an I2C access failure. This problem often occurs when the I2C protocol fails to terminate the previous transaction gracefully. The failure to gracefully terminate could be the result of a hardware or software caveat. The line card automatically deactivates.

Recommended Action Reactivate the line card by entering the **hw-module slot** slot-number start command. If this command fails to reactivate the line card, copy the error message exactly as it appears on the console and collect the **show diag** slot-number command output. Remove the line card and place it in a different slot. If the line card fails to initialize in the new 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show diag** slot-number, show logging, and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LC-3-LC_CHUNK: Unable to [chars] for Linecard Slot [dec]

Explanation Possible memory shortage.

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

Error Message

%LC-3-LC_QUEUE: Unable to [chars] for Linecard Slot [dec]

Explanation Possible memory shortage.

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

Error Message

%LC-3-NOTSUPPORTED: LC in slot[dec] ([chars]) is not supported on this [chars]

Explanation The specified line card is not supported on this chassis or CPU 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LC-3-PSALOADSHARE: MPLS loadsharing inconsistency for [IP_address][IP_network]

Explanation An unexpected inconsistency has occurred while programming the hardware forwarding engine for load sharing onto MPLS LSPs. The Packet Switching ASIC is used in Engine 2 line cards for IP and MPLS packet forwarding. It uses an mtrie-based lookup engine, micro-sequencers and other special hardware to assist in the packet forwarding process.

Recommended Action This message appears due to a transient condition that can happen in normal operation. It will be corrected automatically. No action is required.

Error Message

%LC-3-RECOVERY: Line card (slot [dec]) recovery in progress

Explanation This informational message indicates that a line card is recovering from any one of the following fatal errors: A line card serial link error

Explanation A line card FPGA or device error

Explanation An excessive amount of interrupts

Explanation A card local processor firmware crash

Explanation The loss of a keep alive from the card local processor

Explanation A card local processor firmware IPC initialization failure

Recommended Action Enter the **show diag** slot-number 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/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 you have gathered. Attach the

following information to your case in nonzipped, plain-text (.txt) format: the output of the **show diag** slot-number, show logging, and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LC-3-REVNOTSUPPORTED: LC in slot[dec] with hw version ([dec].[dec]) is old.  
Requires base h/w  
revision of ([dec].[dec]) for this line card
```

Explanation The hardware revision level of the line card is out of date.

Recommended Action Use a newer hardware revision level to enable this line card to work properly with the current Cisco IOS image. If this message recurs after migration to the latest Cisco IOS image, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LC-3-SANTAANA: Santa Ana Asic: [chars] [dec], Serial Channel [char] (slot [dec]),  
Error Status [hex] [chars][chars][chars]
```

Explanation The Santa Ana ASIC on the RP or the indicated line card detected an error at the associated serial link. This error could be caused by line card FPGA timing errors or by an incorrect line card serial link that was brought up by the line card software driver. The line card automatically deactivates and recovers.

Recommended Action If line card recovery fails five times within an hour, the line card is deactivated without further attempts at recovery. Reactivate the line card using the **hw-module slot start** command. If this command fails to reactivate the line card, copy the error message exactly as it appears on the console and enter the **show diag** slot-number command to collect the output. Remove the line card and place it in a different slot. If the line card fails to initialize in the new 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show diag** slot-number, show logging, and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LC-6-VIRTUALINIT: Line card (slot [dec]) - [chars]

Explanation Line card errors have occurred during an early stage of the system boot operation. Recovery logic has been activated, and the specified line card has been initialized in virtual mode. All hardware access to the line card has been disabled and the line card has been initialized to a state where the startup configuration that is relevant to the interfaces on the line card could be applied. After system boot is complete, an attempt will be made to recover and initialize the line card in the standard operating mode.

Recommended Action This is an informational message only. No action is required. When the line card recovers from the error, the line card will change from virtual mode to standard operating mode if the error encountered during system boot was transient.

LCB Messages

Error Message

%LCB-3-LOCKFAILURE: Multiple LCB event processes scheduled

Explanation This message occurs when LCB event process fails to lock the semaphore which is used to prevent multiple LCB processes from running. This implies that multiple LCB processes have been scheduled to run which should not happen

Recommended Action Try executing the command again after a few minutes. If the problem persists contact Cisco Technical support

Error Message

%LCB-3-QUEUEFAILURE: LCB process unable to create event queue

Explanation Unable to create LCB event queue. LCB process quit. The operating system was unable to allocate RAM space for the queue

Recommended Action Try executing the command again after a few minutes. If the problem persists it indicates a lack of RAM space. Most likely, the router image requires more system memory (RAM) than the router contains.

LCCEF Messages

Error Message

`%LCCEF-3-MACSTR: adjacency ([chars]) has incorrect high word ([hex]) in its mac string`

Explanation The CEF line card has received an adjacency with an incorrect MAC rewrite string. Packets forwarded to that adjacency will be dropped.

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

`%LCCEF-3-OUTINFO: adjacency ([chars]) has incorrect output_info ([hex]) field`

Explanation The CEF line card has received an adjacency with an incorrect OUTPUT_INFO field. Packets forwarded to that adjacency will be dropped.

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.

LCCOREDUMP Messages

The following are line card core dump subsystems messages.

Error Message

`%LCCOREDUMP-2-EOM: Cannot allocation memory for [chars]`

Explanation The system cannot allocate memory for the core dump subsystem.

Recommended Action Add more memory.

Error Message

`%LCCOREDUMP-3-BADCLOSE: Can't close slave core socket for slot [dec]`

Explanation The system has just finished dumping a core file from a line card. The system tried and failed to close the core file on the remote system.

Recommended Action Verify the network connections and user privileges.

Error Message

%LCCOREDUMP-3-BADOPEN: Can't open slave core socket for slot [dec]

Explanation The system wants to dump a core file to a remote system, but the system is unable to open the remote file.

Recommended Action Ensure that the remote system is accessible and that the protocol is set up correctly.

Error Message

%LCCOREDUMP-3-BADWRITE: Can't write [chars] to slave core socket for slot [dec]

Explanation The system is trying to write a core dump file to a remote system. The file was opened, and an error has occurred during a write to the file.

Recommended Action Verify that the network is functioning and that there is available disk space.

Error Message

%LCCOREDUMP-3-ILLNVGEN: Illegal call to bflc_cfg_coredump_nvgen

Explanation The NVGEN routine was called, but NVGEN was not set.

Recommended Action Gather information about the processes running on this GSR, including the traceback, and contact your Cisco technical support representative.

Error Message

%LCCOREDUMP-3-ILLPAK: Coredump packet received from slot [dec] (not in dump state)
[hex]
[hex] [hex]

Explanation The RP has received a core dump packet from a line card that should not be dumping core.

Recommended Action Gather information about the state of the line cards and contact your Cisco technical support representative.

Error Message

%LCCOREDUMP-3-ILLTD: Testdump only valid on line cards (not allowed on RPs)

Explanation You cannot run a line card core dump test for an RP.

Recommended Action Do not try to run a line card core dump test for an RP.

Error Message

%LCCOREDUMP-3-NOMCP: Cannot malloc memory for mbus core dump message to slot [dec]

Explanation The system is trying to write a core dump file to a remote system, but it could not allocate memory to create the message that starts the core dump process.

Recommended Action Add memory.

Error Message

%LCCOREDUMP-3-NOPAK: No packet on queue ([hex] [dec])

Explanation The RP has received a core dump packet from a line card that should not be dumping core.

Recommended Action Gather information about the state of the line cards and contact your Cisco technical support representative.

Error Message

%LCCOREDUMP-3-NOPROC: Unable to create data handler process

Explanation The system is attempting to write a core dump file to a remote system, but it is unable to start a process to dump the file.

Recommended Action Gather information about the number of processes running, including the amount of memory in the system, and contact your Cisco technical support representative.

Error Message

%LCCOREDUMP-3-NOQUEUE: Cannot create queue to receive dump packets for slot [dec]

Explanation The system is trying to write a core dump file to a remote system. It could not create a queue to hold dump data coming from the line cards.

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

Error Message

%LCCOREDUMP-4-NOMDD: [chars] core dump for slot [dec] (Cannot modify during dump)

Explanation The system is currently dumping a core file for this line card. You cannot modify core dump configuration during a core dump.

Recommended Action Wait for the core dump to finish.

Error Message

%LCCOREDUMP-6-LERP: Cannot configure linecard exceptions for [chars] RP

Explanation The exception line card commands can be used only to configure exceptions on a line card. You cannot use an exception line card command to configure RP core dumps.

Recommended Action Use the exception command without a line card specified to configure RP core dumps.

Error Message

%LCFE-3-FE_RX_MICE: [chars]

Explanation The LC Fast Ethernet Mice FPGA could not be 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LCFE-3-RX_TX_TRANS: [chars]

Explanation The LC Fast ethernet Rx and Tx translator FPGA could not be 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

LCGE Messages

The following are Gigabit Ethernet line card driver messages.

Error Message

%LCGE-3-RX_TRANS: [chars]

Explanation The LC Gigabit Ethernet Rx GigaTranslator FPGA could not be 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LCGE-3-RX_TRANS_PROG: [chars]

Explanation The LC Gigabit Ethernet Rx GigaTranslator FPGA has not been programmed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

LCINFO Messages

Error Message

%LCINFO-3-CRASH: Line card in slot [int]/[int] crashed

Explanation The line card in the slot indicated crashed and sent a CRASH_START message to the PRE. The PRE is now waiting for the rest of the crash information from the line card to be sent via the BPE (stack trace, context, version, etc.). This should happen in a few milliseconds after receiving the CRASH_START message. The PRE software has not otherwise been notified of the line card crash; that will happen after all the crash information has been sent to the PRE. In the unlikely event that the subsequent crash information messages are not received by the PRE within a reasonable time limit (perhaps 10 secs), the PRE will print a TIMEOUT message indicating that and tell the rest of the PRE software that the line card has crashed.

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

information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LCINFO-3-INVDEV: Invalid line card number in BPE callback (LC=[int]/[int])

Explanation The line card crash information subsystem on the PRE was called from the BPE subsystem with an invalid slot/subslot. The slot or subslot number is out of range. This indicates a software defect 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LCINFO-3-INVSTATE: Line card crash server in bad state (LC=[int]/[int],state=[int])

Explanation The line card crash information subsystem for the line card indicated it is in an unknown state. This is due to a software defect in that 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LCINFO-3-NOBUF: Could not malloc line card crash structures on PRE (size=[int])

Explanation The PRE could not malloc data structures for line card crash data structures at startup time. This is not by itself a serious problem, but the underlying memory shortage at startup time will probably prevent the router from running well if at all.

Recommended Action Add more memory and/or debug the memory shortage problem.

Error Message

%LCINFO-3-NOBUFLC: Could not malloc line card crash info buffer on PRE
(bufnum=[int],size=[int])

Explanation The PRE could not malloc one or more buffers to hold line card crash information at startup time. This is not by itself a serious problem, but the underlying memory shortage at startup time will probably prevent the router from running well if at all.

Recommended Action Add more memory and/or debug the memory shortage problem. Possibly reduce the size of or the number of crash information buffers allocated per line card to hold crash information — currently, it is not known if either the size or number will be configurable.

Error Message

%LCINFO-3-NOLCHANGPROC: Failed creating line card hang cure process

Explanation When creating the LC hang cure process for checking prolonged CLC down states, 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 this message recurs on subsequent reloads of the system, a bug should be filed and the system should be reloaded with a different image.

Error Message

%LCINFO-3-NOPROCESS: Failed creating line card 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 this message recurs on subsequent reloads of the system, a bug should be filed and the system should be reloaded with a different image.

Error Message

%LCINFO-3-TIMEOUT: Timeout waiting for crash info from slot [int]/[int]

Explanation The crash information complete timer expired. When a line card crashes, it sends information to the PRE for debugging and analysis. When the START OF CRASH message is received, a timer is set for approx 10 seconds. The line card has 10 seconds to send all the crash information to the PRE. This is not a crash dump — this is a small amount of information that usually includes context, stack trace, etc. It is less than 8K bytes of information. If an END OF CRASH information message is not received before the timer goes off, the crash information record is closed (contains partial information), this message is displayed, and the rest of the system is

notified that the line card crashed (at which point it is probably reloaded). If the line card sends more crash information after the timer goes off and before the system resets the line card additional UNXMSG message might be displayed.

Recommended Action No action is required specifically because this message was displayed. Because the line card was crashing there might be other defects to report. If this message is seen without a line card crashing report, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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 information for the **show tech-support** command on the PRE *AND* on the line card that did not crash but was mentioned in this error message.

Error Message

```
%LCINFO-4-LCHUNG: Slot [[dec]/[dec]] down on last [dec] checks. HW RESET # [dec]
...
```

Explanation A line card can get hung in some IOS operation and will not be able to recover, or it can get stuck while initiating tftp bootload. This is the time when an external monitoring process on RP checks the condition of each line card. If the line card is found stuck for more than 150 seconds, a hardware reset is issued, for that subslot. And while issuing a hard reset this message is displayed on the console.

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

Error Message

```
%LCINFO-4-TRUNC: Crash record ([int]=[chars]) truncated
(expected=[int],actual=[int])
```

Explanation A line card crashed and was sending crash information to the PRE. The PRE received a CRASH RECORD START message that indicated the data would be 'expected' bytes long. Before that many bytes were received, the PRE received another CRASH RECORD START message indicating the start of another record. The current record is marked as truncated, and the next record is received, but the anomaly is noted in this message. This is a problem, but because what started this process was a line card crashing, this might only be a symptom of another underlying 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet
<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%LCINFO-4-UNXMSG: Unexpected crash info msg type ([chars]) in state [chars]
(LC=[int]/[int])
```

Explanation The line card crash information subsystem received an unexpected message for the state it is in. The state and message type are given in the message. This does not have any adverse effect on the PRE since it ignores and/or recovers from this occurrence. Because the sender of these messages is a line card that is crashing, it is possible this might happen. The source of the crash on the line card is more interesting. If this occurs without a line card crashing, it is due to a stray/errant BPE message that should be pursued. This could also be due to a dropped BPE message.

Recommended Action Find the source of the crash on the line card if one was crashing when the message occurred. If no line card was crashing, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit
<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet
<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. LCLOG Messages

Recommended Action The following are internet router line card logger messages.

Error Message

```
%LCINFO-6-LCRESET: PRE switchover. Reset empty slot [[dec]/[dec]]
```

Explanation When the standby PRE becomes active, it resets all the slots which it thinks are empty. This prevents any line cards which were coming up during the PRE switchover from getting stuck.

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

Error Message

```
%LCLOG-3-INVDEV: Invalid slot/subslot number in logger API callback
(LC=[int]/[int])
```

Explanation The line card crash info subsystem on the PRE was called from the BPE subsystem with an invalid slot/subslot. This indicates a software defect in the system.

Recommended Action Report this defect with as much information about the subsystem as possible. There is no adverse effect to the PRE; it ignores the bad callback and continues. 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%LCLOG-3-INVSTATE: LC logger in bad state
(LC=[int]/[int],state=[chars],msg=[chars])
```

Explanation The line card logger subsystem for the line card indicated is not in the state expected for the message it received. This is probably due to a software defect in that subsystem. This could also be due to a dropped BPE 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%LCLOG-3-MSGGIANT: LC log msg larger than max allowed
(LC=[int]/[int],length=[int])
```

Explanation The PRE part of the line card logger server has received a log start message that is larger than the maximum log buffer allows. This is probably due to a software defect.

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

Error Message

```
%LCLOG-3-MSGTOOBIG: LC log msg longer than expected
(LC=[int]/[int],len=[int],exp=[int])
```

Explanation The PRE part of the line card logger server has received more text for a message than the start message indicated. This is probably due to a software defect.

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

Error Message

```
%LCLOG-3-OVERFLOW: LC log msg longer than msg buffer
(LC=[int]/[int],len=[int],max=[int])
```

Explanation The PRE part of the line card logger server has received more text for a message than will fit in the message log buffer. This is probably due to a software defect.

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

Recommended Action The following are Cisco Optical Networking Systems (ONS) 15540 Extended Services Platform (ESP) messages.

Error Message

```
%LCMDC-3-ACCESS_FAIL: Alarm: [chars], [chars], [chars], [chars], [chars]
```

Explanation The system has detected an alarm condition. The error message text provides more information on the nature of the alarm.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

LCMDC Messages

Error Message

%LCMDC-3-CDL_HEC_ETX_ALM: CDL HEC Err count; [chars]

Explanation The maximum error count for CDL HEC 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LCMDC-3-CDL_RFOF_IND: CDL Drop FIFO OvrFL; [chars]

Explanation An CDL drop FIFO overflow prealarm condition 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LCMDC-3-DEBUG_INTF_CREATE_FAILED: Transparent Interface Creation Failed for slot [[dec]]

Explanation The interface data structure creation and initialization 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LCMDC-3-ECDRLK_ALM: Egress CDR Locking error; [chars]

Explanation The CDR cannot 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LCMDC-3-EOP_NOLG_ALM: Egress Loss of Light: [chars]

Explanation An egress loss-of-light alarm has been raised.

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

Error Message

%LCMDC-3-EOP_NOLG_PALM: Egress Loss of Light Prealarm: [chars]

Explanation An egress loss-of-light alarm has been raised. The system has switched to the other 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support

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

Error Message

%LCMDC-3-EOP_TKSW_ALM: Egress Trunk Switch Mech. Failure; [chars]

Explanation An egress switch has failed to change position during autofailover.

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

Error Message

%LCMDC-3-ESERDESLK_ALM: Egress Serdes Locking error; [chars]

Explanation SERDES has encountered 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LCMDC-3-ESERPHERR_ALM: Egress Serdes Phase Error; [chars]

Explanation A phase error involving SERDES 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support

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

Error Message

```
%LCMDC-3-ETH_DCC_LPBK_FAIL: Alarm: [chars], [chars], [chars], [chars], [chars]
```

Explanation The system has detected an alarm condition. The error message text provides more information on the nature of the alarm.

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

Error Message

```
%LCMDC-3-FH_ECETX_ALM: Egress Fiber Channel/ESCON Line Err; [chars]
```

Explanation The fiber channel or ESCON line code error count has exceeded the maximum level.

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

Error Message

```
%LCMDC-3-FH_ELOSY_ALM: Egress FC/ESCON Loss of Sync; [chars]
```

Explanation Either a fiber channel or an ESCON 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support

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

Error Message

%LCMDC-3-FH_ICETX_ALM: Ingress FC/ESCON Line Code err; [chars]

Explanation An ingress fiber channel or ESCON line code error count has exceeded the maximum level.

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

Error Message

%LCMDC-3-FH_ILOSX_ALM: Ingress FC/ESCON Loss of Sync; [chars]

Explanation An synchronization error has occurred on the ingress side between the Fiber Channel and the ESCON.

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

Error Message

%LCMDC-3-FPGA_ACCESS_FAIL: Alarm: [chars], [chars], [chars], [chars], [chars]

Explanation An alarm has occurred. The message text provides additional details on the nature of the 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

%LCMDC-3-GE_ECETX: Egress GE Line Code Err count; [chars]

Explanation The Gigabit Ethernet line code error count has exceeded the maximum level.

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

Error Message

%LCMDC-3-GE_ELOSY_ALM: Egress GE Loss of Sync; [chars]

Explanation Gigabit Ethernet has lost synchronization on the egress 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LCMDC-3-GE_ILOSY_ALM: Ingress GE Loss of Sync; [chars]

Explanation Gigabit Ethernet has lost synchronization on the ingress 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support

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

Error Message

%LCMDC-3-GH_ICETX_ALM: Ingress GE Line Code Err; [chars]

Explanation The ingress line code error count has exceeded the maximum level.

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

Error Message

%LCMDC-3-ICDRLK_ALM: Ingress CDR Locking error; [chars]

Explanation The ingress CDR has failed to lock onto a 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LCMDC-3-IDCKFAIL: LRC ID check failed [[chars]]

Explanation A read or write error occurred when the LRC ID register 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support

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

Error Message

```
%LCMDC-3-IDPROMCRCFAIL: IDPROM CRC check failed [[chars]]
```

Explanation The IDPROM has failed to pass the CRC 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. 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LCMDC-3-IDPROMMATCHFAIL: IDPROM mismatch read failed [[chars]]
```

Explanation The values from the read 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LCMDC-3-IDPROMRDFAIL: IDPROM read failed [[chars]].
```

The card may not be inserted correctly. Please ensure that card is inserted completely and then please fasten the screws completely.

Explanation A read error occurred when accessing the IDPROM.

Recommended Action Ensure the card is inserted completely and that the screws are fastened. If the card is properly inserted and the screws are fastened, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LCMDC-3-IDPROM_ACCESS_FAIL: Alarm: [chars], [chars], [chars], [chars], [chars]
```

Explanation The alarm text describes the nature of the 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LCMDC-3-INTF_CREATE_FAILED: Interface Create Failed [[chars]]
```

Explanation The system was unable to create the interface data structure; 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LCMDC-3-INTF_DELETE_FAILED: Interface Delete Failed [[chars]]
```

Explanation An interface data structure was not 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. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support

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

Error Message

```
%LCMDC-3-INTRPENDING: Pending unexpected interrupt [addr [hex]] = [hex]]
```

Explanation The system has detected one or more pending unexpected interrupts.

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

Error Message

```
%LCMDC-3-INT_LPBK_FAIL: Alarm: [chars], [chars], [chars], [chars], [chars]
```

Explanation The alarm text describes the nature of the 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LCMDC-3-INVALIDCLKRATE: Non supported clock rate [dec] Khz
```

Explanation The entered clock rate in kHz 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support

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

Error Message

%LCMDC-3-INVALIDSIGRATE: Non supported signal rate [dec]

Explanation The signal rate for ENUM 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LCMDC-3-IOP_NOLG_ALM: Ingress Loss of Light; [chars]

Explanation An ingress loss-of-light alarm has been raised.

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

Error Message

%LCMDC-3-ISERDESLK_ALM: Ingress Serdes Locking Error; [chars]

Explanation An ingress SERDES signal lock 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support

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

Error Message

%LCMDC-3-ISERPHERR_ALM: Ingress Serdes Phase error; [chars]

Explanation An ingress SERDES out-of-phase 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LCMDC-3-LASER_DEGRADE: Alarm: [chars], [chars], [chars], [chars], [chars]

Explanation The alarm text describes the nature of the 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LCMDC-3-LASER_DEVIATION: Alarm: [chars], [chars], [chars], [chars], [chars]

Explanation The alarm text describes the nature of the 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support

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

Error Message

%LCMDC-3-LINE_LASER_FAIL: Alarm: [chars], [chars], [chars], [chars], [chars]

Explanation The alarm text describes the nature of the 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LCMDC-3-LN_OFC_IND: Line OFC IND; [chars]

Explanation An indication of ingress OFC 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LCMDC-3-LN_TX_ALM: Line Laser Failure; [chars]

Explanation A laser line 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support

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

Error Message

```
%LCMDC-3-LPBK_THRU_PSC_FAIL: Alarm: [chars], [chars], [chars], [chars], [chars]
```

Explanation The alarm text describes the nature of the 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LCMDC-3-LRCMAGICREGRESET: Magic Register Reset Slot [dec]
```

Explanation Magic Register reset for line card in the specified 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. 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LCMDC-3-MDSUBCARD_IDPROM_FAIL: Alarm: [chars], [chars], [chars], [chars], [chars]
```

Explanation The alarm text describes the nature of the 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

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

Error Message

%LCMDC-3-MIB_CDL_HEC_ALM: CDL HEC Err count [chars] [chars] [chars]

Explanation The CDL HEC error count has exceeded the allowed maximum level.

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

Error Message

%LCMDC-3-MIB_CDL_RFOF_IND: CDL Drop FIFO OvrFL [chars] [chars] [chars]

Explanation The system has detected a CDL drop FIFO overflow prealarm.

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

Error Message

%LCMDC-3-MIB_ECDRLK_ALM: Egress CDR Locking error [chars] [chars] [chars]

Explanation The CDR cannot 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support

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

Error Message

%LCMDC-3-MIB_EOP_NOLG_ALM: Egress Loss of Light [chars] [chars] [chars]

Explanation An egress loss-of-light alarm has been raised.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LCMDC-3-MIB_EOP_NOLG_PALM: Egress Loss of Light Prealarm [chars] [chars] [chars]

Recommended Action An egress loss-of-light alarm has been raised. The system has switched to the other side. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LCMDC-3-MIB_EOP_TKSW_ALM: Egress Trunk Switch Mech. Failure [chars] [chars] [chars]

Explanation The egress switch failed to switch position during autofailover.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

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

Error Message

%LCMDC-3-MIB_ESERDESLK_ALM: Egress Serdes Locking error [chars] [chars] [chars]

Explanation SERDES cannot 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LCMDC-3-MIB_ESERPHERR_ALM: Egress Serdes Phase Error [chars] [chars] [chars]

Explanation A phase error has occurred with the SERDES.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LCMDC-3-MIB_FH_ECETX_ALM: Egress Fiber Channel/ESCON Line Err [chars] [chars] [chars]

Explanation The line error count involving communication between the Fiber Channel and the ESCON has exceeded the allowed maximum.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LCMDC-3-MIB_FH_ELOSY_ALM: Egress FC/ESCON Loss of Sync [chars] [chars] [chars]

Explanation The fiber channel or ESCON 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LCMDC-3-MIB_FH_ICETX_ALM: Ingress FC/ESCON Line Code err [chars] [chars] [chars]

Explanation The count for the ingress fiber channel or ESCON line code error has exceeded the maximum level.

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

Error Message

%LCMDC-3-MIB_FH_ILOSY_ALM: Ingress FC/ESCON Loss of Sync [chars] [chars] [chars]

Explanation The ingress fiber channel or ESCON has lost 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support

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

Error Message

%LCMDC-3-MIB_GE_ECETX: Egress GE Line Code Err count [chars] [chars] [chars]

Explanation The error count for the Gigabit Ethernet line code has exceeded the maximum level.

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

Error Message

%LCMDC-3-MIB_GE_ELOSY_ALM: Egress GE Loss of Sync [chars] [chars] [chars]

Explanation The egress Gigabit Ethernet has lost 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LCMDC-3-MIB_GE_ILOSY_ALM: Ingress GE Loss of Sync [chars] [chars] [chars]

Explanation The ingress Gigabit Ethernet has lost 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support

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

Error Message

%LCMDC-3-MIB_GH_ICETX_ALM: Ingress GE Line Code Err [chars] [chars] [chars]

Explanation The ingress line code error count has exceeded the maximum level.

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

Error Message

%LCMDC-3-MIB_ICDRLK_ALM: Ingress CDR Locking error [chars] [chars] [chars]

Explanation The ingress CDR has failed to lock onto a 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LCMDC-3-MIB_IOP_NOLG_ALM: Ingress Loss of Light [chars] [chars] [chars]

Explanation An ingress loss-of-light condition 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support

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

Error Message

%LCMDC-3-MIB_ISERDESLK_ALM: Ingress Serdes Locking Error [chars] [chars] [chars]

Explanation An ingress SERDES signal lock 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LCMDC-3-MIB_ISERPHERR_ALM: Ingress Serdes Phase error [chars] [chars] [chars]

Explanation An ingress SERDES out of phase 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LCMDC-3-MIB_LN_OFC_IND: Line OFC IND [chars] [chars] [chars]

Explanation An indication of ingress OFC 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support

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

Error Message

%LCMDC-3-MIB_LN_TX_ALM: Line Laser Failure [chars] [chars] [chars]

Explanation The line laser 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LCMDC-3-MIB_SH_EBIP_ALM: Egress SONET BIP Err count [chars] [chars] [chars]

Explanation The SONET BIP error count has exceeded the allowed maximum on the egress 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LCMDC-3-MIB_SH_ELOF_ALM: Egress SONET Loss of Frame [chars] [chars] [chars]

Explanation A SONET loss-of-frame 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support

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

Error Message

%LCMDC-3-MIB_SH_ESEF_ALM: Egress SONET SEF Prealarm [chars] [chars] [chars]

Explanation The number of SONET severely-errored-frame errors on the egress side has exceeded the allowed maximum.

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

Error Message

%LCMDC-3-MIB_SH_IBIP_ALM: Ingress SONET BIP error [chars] [chars] [chars]

Explanation The error count for the ingress SONET BIP has exceeded the allowed maximum.

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

Error Message

%LCMDC-3-MIB_SH_ILOF_ALM: Ingress SONET Loss of Frame [chars] [chars] [chars]

Explanation A SONET loss-of-frame error has occurred on the ingress 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support

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

Error Message

%LCMDC-3-MIB_SH_ISEF_ALM: Ingress SONET SEF [chars] [chars] [chars]

Explanation The SONET severely-errored-frame error count on the ingress side has exceeded the allowed maximum.

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

Error Message

%LCMDC-3-MIB_TK_OFC_IND: Trunk OFC IND [chars] [chars] [chars]

Explanation An indication of egress OFC 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LCMDC-3-MIB_TK_TX_ALM: Transmit Failure [chars] [chars] [chars]

Explanation A transmission 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support

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

Error Message

%LCMDC-3-MIB_TK_TX_LDGR: Laser Degrade Truk side [chars] [chars] [chars]

Explanation A laser degradation failure has occurred on the transmit 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LCMDC-3-MIB_TK_TX_WD: Wavelength Deviation [chars] [chars] [chars]

Explanation A wavelength deviation 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LCMDC-3-MIB_TK_WDEGRADE_ALM: Trunk laser degrade: [chars] [chars] [chars]

Explanation A trunk laser has experienced a degrading of wavelength.

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

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

Error Message

```
%LCMDC-3-MIB_TK_WDEVIATION_ALM: Trunk Laser wavelength deviation: [chars] [chars] [chars]
```

Explanation A trunk laser has experienced a wavelength deviation.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LCMDC-3-OPT_SWITCH_0_FAIL: Alarm: [chars], [chars], [chars], [chars], [chars]
```

Explanation The system has detected an alarm condition. The error message text provides more information on the nature of the alarm.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LCMDC-3-OPT_SWITCH_1_FAIL: Alarm: [chars], [chars], [chars], [chars], [chars]
```

Explanation The system has detected an alarm condition. The error message text provides more information on the nature of the alarm.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LCMDC-3-OPT_SWITCH_2_FAIL: Alarm: [chars], [chars], [chars], [chars], [chars]

Explanation The system has detected an alarm condition. The error message text provides more information on the nature of the alarm.

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

Error Message

%LCMDC-3-OPT_SWITCH_3_FAIL: Alarm: [chars], [chars], [chars], [chars], [chars]

Explanation The system has detected an alarm condition. The error message text provides more information on the nature of the alarm.

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

Error Message

%LCMDC-3-OSC_HW_FAIL: Alarm: [chars], [chars], [chars], [chars], [chars]

Explanation The system has detected an alarm condition. The error message text provides more information on the nature of the alarm.

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

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LCMDC-3-PORTFAILASSERTED: 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LCMDC-3-PORT_CREATE_FAILED: Port Creation Failed [[chars]]

Explanation Creation or initialization of the port data structure 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LCMDC-3-RDWRFAIL: Read/write failed [[chars]]

Explanation A read or write error occurred during an attempt to access 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. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support

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

Error Message

%LCMDC-3-READYPRESENT: Card [slot [dec]] present but not ready

Explanation A card is present, but the system cannot communicate with it. A possible cause for this error is that the card is being reset.

Recommended Action Attempt to reset the card or, if the card is being reset, no action is required. 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LCMDC-3-SH_EBIP_ALM: Egress SONET BIP Err count; [chars]

Explanation The error count for SONET BIP has exceeded the maximum level.

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

Error Message

%LCMDC-3-SH_ELOF_ALM: Egress SONET Loss of Frame; [chars]

Explanation A SONET loss-of-frame 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support

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

Error Message

%LCMDC-3-SH_ESEF_ALM: Egress SONET SEF; [chars]

Explanation The SONET severely-errored-frame error count on the egress side has exceeded the allowed maximum level.

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

Error Message

%LCMDC-3-SH_IBIP_ALM: Ingress SONET BIP error; [chars]

Explanation The ingress error count for the SONET BIP has exceeded the maximum level.

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

Error Message

%LCMDC-3-SH_ILOF_ALM: Ingress SONET Loss of Frame; [chars]

Explanation Ingress SONET loss-of-frame errors 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support

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

Error Message

%LCMDC-3-SH_ISEF_ALM: Ingress SONET SEF; [chars]

Explanation The SONET severely-errored-frame error count on the egress side has exceeded the allowed maximum.

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

Error Message

%LCMDC-3-STDBYOP_NOLG_ALM: Loss of Light on Standby: [chars]

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

Error Message

%LCMDC-3-TK_OFC_IND: Trunk OFC IND; [chars]

Explanation The egress OFC is enabled.

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

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

Error Message

%LCMDC-3-TK_TX_ALM: Transmit Failure; [chars]

Explanation A transmission 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LCMDC-3-TK_TX_LDGR: Laser Degrade Trunk side; [chars]

Explanation A laser degradation failure has occurred on the transmitting 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LCMDC-3-TK_TX_WD: Wavelength Deviation; [chars]

Explanation A wavelength deviation 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support

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

Error Message

```
%LCMDC-3-TK_WDEGRADE_ALM: Trunk laser degrade: [chars]
```

Explanation A trunk laser has experienced a degrading of wavelength.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LCMDC-3-TK_WDEVIATION_ALM: Trunk Laser wavelength deviation: [chars]
```

Explanation A trunk laser wavelength deviation 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LCMDC-3-TRUNK_LASER_DEGRADE: Alarm: [chars], [chars], [chars], [chars], [chars]
```

Explanation The system has detected an alarm condition. The error message text provides more information on the nature of the alarm.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

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

Error Message

```
%LCMDC-3-TRUNK_LASER_DEVIATION: Alarm: [chars], [chars], [chars], [chars], [chars]
```

Explanation The system has detected an alarm condition. The error message text provides more information on the nature of the alarm.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LCMDC-3-WAVELENGTH_DEVIATION: Alarm: [chars], [chars], [chars], [chars], [chars]
```

Explanation The system has detected an alarm condition. The error message text provides more information on the nature of the alarm.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LCMDC-3-WAVELENGTH_MISMATCH: Alarm: [chars], [chars], [chars], [chars], [chars]
```

Explanation The system has detected an alarm condition. The error message text provides more information on the nature of the alarm.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LCMDC-3-WLENCKFAIL: Unexpected trunk laser wavelength: [chars]

Explanation The trunk laser wavelength 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LCMDC-3-XCVR_OIR_ALM: Transceiver OIR; [chars]

Explanation The pluggable transceiver has been hot swapped.

Recommended Action No action is required.

Error Message

%LCMDC-4-RATEMISMATCH: Encap rate mismatched: [chars]

Explanation The entered encapsulation rate does not match the transceiver 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LCMDC-5-DEFWAVELEN: Default wavelength selected: [chars]

Explanation The inserted transponder can not support cached hardware subblocks pointing to the ITU number. Instead, the default wavelength is used.

Recommended Action No action is required.

Error Message

%LCMDC-6-TX_ALARM_SOAK: [chars]

Explanation An alarm has occurred. The message text provides additional details on the nature of the 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

LCR Messages

Error Message

%LCR-6-FAILED: Failed to send exported registry request [dec]

Explanation A communication failure occurred while an exported registry request was being 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LCR-6-NOMEM: No available memory for sending exported registry request [dec]

Explanation The line card registry subsystem could not obtain the memory it required.

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

LCRED Messages

Error Message

%LCRED-2-RECEIVE_SYNC_MESSAGE_FAILED: Checkpointing sync message was received on Standby RP, but it was corrupted or there was an error processing it.

Explanation A synchronization message was sent from the Active RP and received on the Standby RP. The message was either empty, corrupted, or could not be processed by the Standby client. If the system is NOT in bulk synchronization mode, then Standby RP will be reset.

Recommended Action This is an informational message only. The line card recovery infrastructure will take recovery actions. No action is required.

Error Message

%LCRED-2-SEND_SYNC_MESSAGE_FAILED: Checkpointing sync message to client on Standby RP was not received.

Explanation A synchronization message was sent from the Active RP, but it was never received, or was received in corrupted form, on the Standby RP. The platform code has been notified, and platform-specific recovery actions will be taken.

Recommended Action This message is for informational purposes only. The line card recovery infrastructure will take recovery actions. No action is required.

Error Message

%LCRED-2-SUBSYSTEM_INIT_FAILED: Subsystem failed during init phase with error [chars].

Explanation An unrecoverable error occurred during subsystem initialization for the Line Card Redundancy subsystem. The system will come up and run fine, but line card redundancy will not be available for configuration and will not come up if it was already configured in start-config.

Recommended Action You can continue to use the system without line card redundancy. Reloading the system might allow the line card redundancy subsystem to come up. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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 running-config, show redundancy linecard history, show redundancy linecard all, show version, show logging, and show tech-support commands and your pertinent troubleshooting logs.

Error Message

%LCRED-2-SYNC_FAILURE_NO_BUFFER: Could not get sync buffer to checkpoint data.

Explanation An attempt to get a synchronization buffer failed when trying to synchronization data from the active RP to standby. This is likely a system memory issue. The platform code has been notified to take possible corrective action.

Recommended Action This is an informational message only. The system will correct if possible.

Error Message

%LCRED-3-CANT_SET_ROLE: Couldn't set or clear slot or port roles for Line card [dec]/[dec].

Explanation An attempt to set or clear the slot or port Active/Standby roles for a line card has failed. This message indicates that an error occurred during redundant linecard state progression.

Recommended Action Check the redundancy configuration and try to remedy by CLI if it is not correct. Check the configuration by entering the show redundancy linecard all and show redundancy linecard group all commands. If the redundancy configuration cannot be corrected, then copy the message exactly as it appears on the console or in the system log. Enter the show redundancy linecard history, show version, and show running-config 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

%LCRED-3-COULDNT_ADD_REDUNDANT_IF: Error occurred while configuring redundant interface ([dec]/[dec]): [chars]

Explanation The specified error occurred during configuration of a redundant interface. The redundant configuration command was not successfully completed.

Recommended Action Verify that the command was correct. Verify the current redundancy configuration by entering the show redundancy linecard all and show redundancy linecard group all commands. If you think that the command was correct but failed anyway, copy the message exactly as it appears on the console or in the system log. Enter the show running-config, show redundancy linecard history, show redundancy linecard all, show processes memory, 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

```
%LCRED-3-EREVENT1: [chars] [hex]
```

Explanation This message is used for reporting invalid values for parameters or database members.

Recommended Action Check the redundancy configuration for the slot by entering the show redundancy linecard all and show redundancy linecard group all commands. Fix the configuration, if required, and re-execute the command, making sure that any command parameters are correct. If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the show redundancy linecard history 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

```
%LCRED-3-HWIDB_SUBBLOCK_CREATE_FAIL: Creation of hwidb subblock for [chars] i/f [dec]/[dec] failed.
```

Explanation Each redundant interface, whether active, standby, or virtual, has a hardware IDB subblock that stores redundancy information about that interface. If this subblock cannot be created, then creation of the redundant interface will fail.

Recommended Action Reenter the CLI that triggered the message. If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the show redundancy linecard group all and show redundancy linecard all 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

%LCRED-3-INVALID_DEBUG: Invalid debug type parameter [int] specified.

Explanation The function responsible for turning debugging on or off was called with an invalid debug type code.

Recommended Action Verify that the debug command is available by entering the debug redundancy lc ? command and try it again.

Error Message

%LCRED-3-IPC: [chars]

Explanation This is a general IPC error.

Recommended Action Check the redundancy configuration by entering the show redundancy linecard all command. If the configuration is not what you expected, repeat the commands. If the configuration is correct and this message recurs, try switching over the linecard if the standby LC is configured and ready. Otherwise, try resetting the linecard in the slot specified. If you still get the error, copy the message exactly as it appears on the console or in the system log. Enter the show redundancy linecard all and show processes memory 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

%LCRED-3-IPCPORT: Can't Create IPC port ([chars]) error ([chars]) IPC err([chars]).

Explanation Cannot create an IPC to receive traffic from peer.

Recommended Action Check the redundancy configuration by entering the show redundancy linecard all command. If the configuration is not what you expected, repeat the commands. If the configuration is correct and this message recurs, try switching over the line card if the standby LC is configured and ready. Otherwise, try resetting the line card in the slot specified. If you still get the error, copy the message exactly as it appears on the console or in the system log. Enter the show redundancy linecard all and show processes memory 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

%LCRED-3-LC_CANT_SET_TXRX: Unable to set Active/Standby Tx/Rx selection for Line Card [dec]/[dec].

Explanation The platform driver rejected a request to set the Tx/Rx selectors for a redundant linecard. The platform was unable to initialize the linecard Active/Standby states.

Recommended Action Check the redundancy configuration and try to remedy by CLI if it is not correct. Check the configuration by entering the show redundancy linecard all and show redundancy linecard group all commands. If the redundancy configuration cannot be corrected, then copy the message exactly as it appears on the console or in the system log. Enter the show redundancy linecard history, show version, and show running-config 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

%LCRED-3-LC_NEG_DONE_WITH_ILLEGAL_ROLE: Illegal Line Card redundancy role assignments found following role negotiation.

Explanation When line card role negotiation was done, an illegal line card redundancy role was assigned to it and/or its peer. There are four kinds of roles that can be assigned to a line card: Active, Standby, Wait, or None. The only legal combination of roles for a slot and its peer are as follows: Active-NONE, Active-Standby, WAIT-NONE. The rest are all illegal.

Recommended Action This is an informational message only. The line card redundancy system will take recovery action. No action is required.

Error Message

%LCRED-3-LC_PROG_RETURNED_ERROR: Progression attempt returned error for Line Card [dec]/[dec].

Explanation Attempt to complete progression has failed.

Recommended Action Check the redundancy configuration and try to remedy by CLI if it is not correct. Check the configuration by entering the show redundancy linecard all and show redundancy linecard group all commands. If the redundancy configuration cannot be corrected, then copy the message exactly as it appears on the console or in the system log. Enter the show redundancy linecard history, show version, and show running-config 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

%LCRED-3-LC_PROG_TO_INIT_ERROR: Unable to reset progression to INIT for Line Card [dec]/[dec].

Explanation An attempt to reinitialize progression has failed.

Recommended Action Check the redundancy configuration and try to remedy by CLI if it is not correct. Check the configuration by entering the show redundancy linecard all and show redundancy linecard group all commands. If the redundancy configuration cannot be corrected, then copy the message exactly as it appears on the console or in the system log. Enter the show redundancy linecard history, show version, and show running-config 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

%LCRED-3-LC_STATE_PROG_ERROR: Illegal event in redundant Line Card [dec]/[dec] state progression. Line Card will be reset.

Explanation An illegal event has occurred during redundant line card state progression.

Recommended Action This is an informational message only. The LCRED system will reset the line card to recover. No action is required unless the message recurs. 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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 redundancy linecard all, show redundancy linecard group all, show redundancy linecard history, show logging, and show tech-support commands and your pertinent troubleshooting logs.

Error Message

%LCRED-3-LC_STATE_PROG_FAILED: Redundant Line Card [dec]/[dec] state progression failure. Line card will be reset.

Explanation Redundant line card state progression has failed.

Recommended Action This is an informational message only. The LCRED system will reset the line card to recover. No action is required unless the message recurs. 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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 redundancy linecard all, show redundancy linecard group all, show redundancy linecard history, show logging, and show tech-support commands and your pertinent troubleshooting logs.

Error Message

%LCRED-3-LC_STATE_PROG_HARD_FAILURE: Redundant Line Card [dec]/[dec] state progression failed more than [dec] times in the past [dec] seconds. Line card is in a non-recoverable state.

Explanation Redundant line card state progression failure rate has exceeded the threshold.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show redundancy linecard all, show redundancy linecard group all, show redundancy linecard history, show version, and show running-config 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

%LCRED-3-LC_UP_WITH_ILLEGAL_ROLE: Illegal Line Card redundancy role assignments during linecard up.

Explanation When a line card came up, an illegal line card redundancy role was assigned to it and/or its peer. There are four kinds of roles that can be assigned to a line card: Active, Standby, Wait, or None. The only legal combination of roles for a slot and its peer are as follows: Active-NONE, Active-Standby, WAIT-NONE. The rest are all illegal.

Recommended Action This is an informational message only. The system will reset both line cards in the redundant pair to recover.

Error Message

%LCRED-3-MEMBERTWICE: LC : Request to add slot member [int] twice to group [int].

Explanation An attempt was made to add a member from the specified slot to a redundant interface group that already contains a member from that slot.

Recommended Action This is a user error. Double-check the configuration by entering the show redundancy linecard group all command and try the procedure again.

Error Message

%LCRED-3-NOINITMEM: Subsystem Init ([chars]) Failed due to unavailability of memory of size([dec])

Explanation Initialization of the LCRED subsystem has failed due to insufficient memory. This is indicative of system memory shortage. The problem is likely unrelated to line card redundancy.

Recommended Action Initiate recovery procedures as you would for any system that does not have sufficient memory to perform actions.

Error Message

%LCRED-3-NOIPCMEM: Cannot Allocate IPC memory to get message.

Explanation Cannot allocate memory to send redundancy control message. This is indicative of system memory shortage. The problem is likely unrelated to line card redundancy.

Recommended Action Initiate recovery procedures as you would for any system that does not have sufficient memory to perform actions.

Error Message

%LCRED-3-NO_MORE_PREALLOCATED_SUBBLOCK_MEMORY: Could not allocate redundancy subblock. Pre-allocated memory for subblock creation of [int] is exhausted.

Explanation The platform pre-allocates a pool of memory for creating redundancy subblocks via registry plfm_get_max_redundancy_sb(). This pool has been exhausted so no more redundancy subblocks can be created. This means that no more redundant slots or ports can be configured. However, when redundant slots or ports are unconfigured from redundancy, the subblocks are freed, and then other slots or ports could be configured for redundancy to replace them.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show running-config, show version, show hardware, and show processes memory 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

%LCRED-3-NO_SLOT_TO_DELETE: LC : Request to delete non-member slot [int] from redundancy group [int].

Explanation An attempt was made to delete a slot from a redundant line card group that does not contain the specified slot as a member.

Recommended Action Check the configuration by entering the show redundancy linecard group all command and try the procedure again.

Error Message

%LCRED-3-REMOVE_SLOT_OR_IF_FAILURE: Removal of redundant interface caused an unexpected condition for i/f ([chars]).

Explanation While removing a redundant interface (possibly during redundant line card removal) a software bug was encountered. Line card redundancy is now in an unknown state.

Recommended Action Check the line card redundancy configuration and try to remedy by CLI if it is not correct. Check the configuration by entering the show redundancy linecard all and show redundancy linecard group all commands. If the redundancy configuration cannot be corrected, then copy the message exactly as it appears on the console or in the system log. Enter the show redundancy linecard history, show version, and show running-config 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

%LCRED-3-SYNC_FAILURE_ISSU_NOT_OK: Could not send checkpoint message during [chars] sync because issu infrastructure deemed ISSU state is incorrect.

Explanation The ISSU infrastructure deemed the ISSU state of line card redundancy's ISSU client peer is incorrect.

Recommended Action If this message occurs once ISSU client negotiation is complete, and the system is up and running, reset the standby RP. If it occurs during system bringup, nothing needs to be done. The HA infrastructure should recover without intervention.

Error Message

%LCRED-3-UNMAPPED_IFINDEX: NULL/Invalid [chars] ifindex [hex] downloaded for interface group number [int].

Explanation The interface identifier specified for a member or virtual interface of a redundant interface group does not correspond to a known interface.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show redundancy linecard all, show redundancy linecard group all, and show redundancy linecard history 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

%LCRED-3-UPDATENOTSENT: The update message was not sent to the linecard(s)

Explanation An attempt was made to deliver an update to the LCRED database down to the line card(s), but the update could not be delivered. The LCRED database on the RP could be out of synchronization with that of the line card(s).

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show redundancy linecard all, show redundancy linecard group all, and show redundancy linecard history 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

%LCRED-3-VIFTWICE: LC : Request to add a second virtual interface to group [int].

Explanation An attempt was made to add a virtual interface to a redundant interface group that already has a configured virtual interface.

Recommended Action If this error was in response to a user command, then check the command and try again if it appears correct. If the error seems to be from some undefined action, then copy the message exactly as it appears on the console or in the system log. Enter the show redundancy linecard group all and show redundancy linecard history 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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. LDP Messages

Recommended Action The following are Label Distribution Protocol messages.

Error Message

%LCRED-3-VIF_HWIDB_CREATE_FAIL: Virtual hwidb creation failed from physical i/f ([chars]): [chars].

Explanation Creation of virtual hwidb has failed with the specified error.

Recommended Action Without the virtual hwidb (VIF), the interface will not be protected. Try the CLI that caused this error again. If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the show version, show running-config, show processes memory, show redundancy linecard all, show redundancy linecard group all, and show redundancy linecard history 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

%LCRED-4-PARTIAL_CONFIG_LOSS: Partial redundancy config loss while configuring redundant interface ([dec]/[dec])

Explanation During system reload, could not get hwidb for the secondary interface, so the secondary redundancy configuration will be lost. The primary interface will be active if it was parsed correctly.

Recommended Action Verify that primary interface is configured. Reconfigure the secondary interface for redundancy.

Error Message

%LC_10G-3-ACCESS_FAIL: [chars] Access Fail

Explanation A read or write operation to the LRC scratch pad register 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LC_10G-3-AFOVR_ERR: Autofailover Error[chars]
```

Explanation The optical switch has encountered an error during an autofailover 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

LC_10G Messages

Error Message

```
%LC_10G-3-AFOVR_EVNT: Autofailover event occurred [chars]
```

Explanation An autofailover event has occurred.

Recommended Action No action is required.

Error Message

```
%LC_10G-3-CDL_HEC_ERR_THR: CDL HEC Errors threshold [chars]
```

Explanation The threshold of allowable CDL HEC 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LC_10G-3-CRC_ERR_THR: CRC Errors threshold [chars]

Explanation The threshold of allowable 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LC_10G-3-ETH_DCC_LPBK_FAIL: EthernetDcc loopback Fail

Explanation A loopback operation through the Ethernet backplane 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LC_10G-3-IDPROM_ACCESS_FAIL: Idprom Access Fail

Explanation The ID of the PROM could not be read or checked.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LC_10G-3-INTERNAL_CRITICAL: [chars]

Explanation A critical error condition 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LC_10G-3-INTERNAL_ERROR: [chars]

Explanation An error condition 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LC_10G-3-INT_LPBK_FAIL: Internal Card loopback Fail

Explanation An loopback attempt that was internal to the card 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LC_10G-3-LASER_AUTO_SHUTDOWN: Auto Laser Shutdown [chars]

Explanation The laser has been automatically shut 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LC_10G-3-LASER_BIAS_ALARM: Optic Laser Bias Alarm [chars]

Explanation An error involving laser bias 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LC_10G-3-LASER_TEMP_ALARM: Optic Laser Temperature Alarm [chars]

Explanation An error involving the temperature of the optics laser 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LC_10G-3-LASER_TX_FAULT: Optic Laser Transmit Fault [chars]

Explanation An error involving optics laser transmission 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LC_10G-3-LOSS_OF_LOCK: Transceiver Loss of Lock [chars]

Explanation The transceiver has lost the lock onto the incoming 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LC_10G-3-LOSS_OF_SYNC: Transceiver Loss of Sync [chars]

Explanation The transceiver has lost its frame 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LC_10G-3-LPBK_THRU_PSC_FAIL: loopback through PSC Fail

Explanation A internal card loopback attempt through the PSC 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LC_10G-3-MIB_AFOVR_ERR_ALM: Optical Switch Error[chars] [chars] [chars]

Explanation An optical switch 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LC_10G-3-MIB_AFOVR_EVNT_ALM: AutoFailover Event [chars] [chars] [chars]

Explanation An autofailover event has occurred.

Recommended Action No action is required.

Error Message

%LC_10G-3-MIB_AUTO_LASER_SHUTDOWN: Auto Laser Shutdown [chars] [chars] [chars]

Explanation The laser has been shut down.

Recommended Action No action is required.

Error Message

%LC_10G-3-MIB_LASER_BIAS_ALM: Laser Bias Alarm [chars] [chars] [chars]

Explanation An error involving trunk laser bias 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LC_10G-3-MIB_LASER_TEMP_ALM: Laser Temperature Alarm [chars] [chars] [chars]

Explanation An error involving the temperature of the trunk laser 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LC_10G-3-MIB_LASER_TX_FLT_ALM: Laser Transmit Fault [chars] [chars] [chars]

Explanation An error involving trunk laser transmission 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LC_10G-3-MIB_LOSS_OF_LOCK_ALM: Loss of Lock [chars] [chars] [chars]

Explanation A loss-of-lock event 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LC_10G-3-MIB_LOSS_OF_SYNC_ALM: Loss of Sync [chars] [chars] [chars]

Explanation A loss-of-synchronization event 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LC_10G-3-SYML_ERR_THR: Symbol Errors threshold [chars]

Explanation The threshold of allowable symbol 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

LC_2P5G Messages

The following are Hamptons 2.6G trunk card-related messages.

Error Message

%LC_2P5G-2-INTERNAL_CRITICAL: [chars]

Explanation An internal critical error condition 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LC_2P5G-3-ACCESS_FAIL: Access Fail [chars]

Explanation A read or write operation to the LRC scratch pad register 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LC_2P5G-3-AFOVR_ERR: Autofailover Error [chars]

Explanation The optical switch failed to perform an autofailover 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LC_2P5G-3-CDL_HEC_ERR_THR: CDL HEC Errors threshold [chars]

Explanation The threshold of allowable CDL HEC errors has been exceeded.

Recommended Action Ensure that the cables connected to the Rx transceiver are plugged in and are not bent or twisted. Check the physical nature of the cables to ensure that they are in good condition. Check the physical state (the transmit laser power level) and the configuration of the remote end that is connected to the port associated with this message. If this message 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LC_2P5G-3-CRC_ERR_THR: CRC Errors threshold [chars]

Explanation The threshold of allowable CRC errors has been exceeded.

Recommended Action Ensure that the cables connected to the Rx transceiver are plugged in and are not bent or twisted. Check the physical nature of the cables to ensure that they are in good condition. Check the physical state (the transmit laser power level) and the configuration of the remote end that is connected to the port associated with this message. If this message 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LC_2P5G-3-ETH_DCC_LPBK_FAIL: EthernetDcc loopback Fail [chars]

Explanation A loopback operation through the Ethernet backplane 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

%LC_2P5G-3-IDPROM_ACCESS_FAIL: Idprom Access Fail [chars]

Explanation The ID of the PROM could not be read or checked.

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

Error Message

%LC_2P5G-3-INTERNAL_ERROR: [chars]

Explanation An internal error condition 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

%LC_2P5G-3-INT_LPBK_FAIL: Internal Card loopback Fail [chars]

Explanation A loopback operation that was internal to the card 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

%LC_2P5G-3-LASER_DEGRADATION_ALARM: Optic Laser Degradation Alarm [chars]

Explanation The transmission power of the optics laser module is degrading.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LC_2P5G-3-LASER_NO_LIGHT_ALARM: Optic Laser Loss of Light Alarm [chars]

Explanation The optics laser has experienced a loss of light.

Recommended Action Ensure that the cables connected to the Rx transceiver are plugged in and are not bent or twisted. Check the physical nature of the cables to ensure that they are in good condition. Check the physical state (the transmit laser power level) and the configuration of the remote end that is connected to the port associated with this message. If this message 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LC_2P5G-3-LASER_TX_FAULT: Optic Laser Transmit Fault [chars]

Explanation An optics laser transmission 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

```
%LC_2P5G-3-LASER_WAVE_LN_DEV_ALARM: Optic Laser Wavelength Deviation Alarm  
[chars]
```

Explanation The wavelength of the optics laser module has deviated.

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

Error Message

```
%LC_2P5G-3-LOSS_OF_LOCK: Transceiver Loss of Lock [chars]
```

Explanation The receiver has lost the lock on the incoming signal.

Recommended Action Ensure that the cables connected to the Rx transceiver are plugged in and are not bent or twisted. Check the physical nature of the cables to ensure that they are in good condition. Check the physical state (the transmit laser power level) and the configuration of the remote end that is connected to the port associated with this message. If this message 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LC_2P5G-3-LOSS_OF_SYNC: Transceiver Loss of Sync [chars]

Explanation The decoder has lost its frame synchronization.

Recommended Action Ensure that the cables connected to the Rx transceiver are plugged in and are not bent or twisted. Check the physical nature of the cables to ensure that they are in good condition. Check the physical state (the transmit laser power level) and the configuration of the remote end that is connected to the port associated with this message. If this message 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LC_2P5G-3-LPBK_THRU_PSC_FAIL: loopback through PSC Fail [chars]

Explanation An internal card loopback operation through the PSC 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LC_2P5G-3-MIB_AFOVR_ERR_ALM: Optical Switch Error[chars] [chars] [chars]

Explanation An autofailover operation for the optical switch 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LC_2P5G-3-MIB_CVRD_ERR_THR: CVRD Error Threshold Exceeded [chars] [chars]
[chars]
```

Explanation The threshold of allowable symbol 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LC_2P5G-3-MIB_LASER_DEG_ALM: Laser Degradation Alarm [chars] [chars] [chars]
```

Explanation The transmission power of the optics laser module is degrading.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LC_2P5G-3-MIB_LASER_TX_FLT_ALM: Laser Transmit Fault [chars] [chars] [chars]
```

Explanation An optics laser transmission 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LC_2P5G-3-MIB_LASER_WV_DEV_ALM: Laser Wavelength Deviation Alarm [chars] [chars] [chars]

Explanation The wavelength of the optics laser module has deviated.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LC_2P5G-3-MIB_LOSS_OF_LOCK_ALM: Loss of Lock [chars] [chars] [chars]

Explanation The receiver has lost its lock on the incoming signal.

Recommended Action Ensure that the cables connected to the Rx transceiver are plugged in and are not bent or twisted. Check the physical nature of the cables to ensure that they are in good condition. Check the physical state (the transmit laser power level) and the configuration of the remote end that is connected to the port associated with this message. If this message 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LC_2P5G-3-MIB_LOSS_OF_SYNC_ALM: Loss of Sync [chars] [chars] [chars]

Explanation The decoder has lost its frame synchronization.

Recommended Action Ensure that the cables connected to the Rx transceiver are plugged in and are not bent or twisted. Check the physical nature of the cables to ensure that they are in good condition. Check the physical state (the transmit laser power level) and the configuration of the remote end that is connected to the port associated with this message. If this message 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LC_2P5G-3-MIB_NO_LIGHT_ALM: Laser Loss of Light Alarm [chars] [chars] [chars]

Explanation An error involving a loss of light for the optics laser has occurred.

Recommended Action Ensure that the cables connected to the Rx transceiver are plugged in and are not bent or twisted. Check the physical nature of the cables to ensure that they are in good condition. Check the physical state (the transmit laser power level) and the configuration of the remote end that is connected to the port associated with this message. If this message 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LC_2P5G-3-SYML_ERR_THR: Symbol Errors threshold [chars] **Explanation** Symbol errors crossed threshold limit.

Recommended Action Check that the cables are connected to the Rx transceiver and are unbent and untwisted. Check the condition of the cables. Check the physical state (transmit laser power level) and configuration of remote end connected to the port associated. 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. LCINFO Messages

Recommended Action The following are line card crash information messages.

Error Message

%LC_2P5G-3-SYML_ERR_THR: Symbol Errors threshold [chars]

Explanation The threshold of allowable symbol errors has been exceeded.

Recommended Action Ensure that the cables connected to the Rx transceiver are plugged in and are not bent or twisted. Check the physical nature of the cables to ensure that they are in good condition. Check the physical state (the transmit laser power level) and the configuration of the remote end that is connected to the port associated with this message. If this message 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. LCFE Messages

Recommended Action The following are Fast Ethernet line card driver messages.

Error Message

%LC_2P5G-5-AFOVR_EVNT: Autofailover event occurred [chars]

Explanation An autofailover event has occurred.

Recommended Action No action is required.

Error Message

%LC_2P5G-5-LASER_AUTO_SHUTDOWN: Auto Laser Shutdown [chars]

Explanation The laser has been automatically shut down.

Recommended Action No action is required.

Error Message

%LC_2P5G-5-MIB_AFOVR_EVNT_ALM: AutoFailover Event [chars] [chars] [chars]

Explanation An autofailover event has occurred.

Recommended Action No action is required.

Error Message

%LC_2P5G-5-MIB_AUTO_LASER_SHUTDOWN: Auto Laser Shutdown [chars] [chars] [chars]

Explanation The laser has been automatically shut down.

Recommended Action No action is required.

LDP Messages

The following are Label Distribution Protocol (LDP) messages.

Error Message

%LDP-3-AUTOCFG: Interface [chars] is in an unexpected autoconfig state [hex], [chars] request.

Explanation An interface is in an unexpected LDP auto config state. This could impact the LDP session running on this 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 gathered information.

Error Message

%LDP-3-ISSU_XFORM: ISSU [chars] transformation failed for msg type ([dec])[chars].

Explanation LDP could not upgrade/downgrade a checkpointing 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LDP-3-ISYNC: [chars]

Explanation An unexpected error happened in LDP-IGP 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/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

```
%LDP-3-ISYNC_CHKPT: [chars]: : [chars] request failed ([chars])
```

Explanation An unexpected condition happened while (un)checkpointing an igp-sync-record.

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

Error Message

```
%LDP-3-MALFORMED_MSG: peer [chars]; format error for msg type [hex]
```

Explanation A malformed LDP message has been received from an LDP peer.

Recommended Action This is an informational message. The system will recover from this situation by terminating the TDP session and attempting to establish a new session with the peer. 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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LDP-3-RECONNECT: [chars]
```

Explanation An error occurred while parsing the incoming LDP Initialization message. The FT Reconnect Timer value received was greater than the locally-configured Forwarding State Holding Timer value.

Recommended Action Reconfigure the Forwarding State Holding Timer value. LFD Messages

Recommended Action The following are Label Forwarding Database (LFD) messages.

Error Message

%LDP-3-UNKNOWN_MPLS_APP: [chars] [chars] message from [chars]; [chars];

Explanation An LDP message with an unknown label type or address family has been received from a peer. The message 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. LFD Messages

Recommended Action The following are MFI Label Switching Database (LFD) messages.

Error Message

%LDP-4-ADV: Label advertisement mode (DU/DoD) mismatch with peer [chars], resolved to [chars].

Explanation A disagreement about the label distribution mode to be used with an LDP peer has been resolved according to the LDP protocol specification. For LCATM links, when there is a disagreement, the protocol specification requires that the session use Downstream on Demand mode. For frame-based links, when there is disagreement, the protocol requires that the session use Downstream Unsolicited mode.

Recommended Action This is an informational message. The system will recover from this situation by terminating the TDP session and attempting to establish a new session with the peer. If this message occurs repeatedly, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LDP-4-PTCL: peer [chars], [chars]

Explanation A violation of the LDP protocol by an LDP peer has been detected.

Recommended Action This is an informational message. The system will recover from this situation by terminating the TDP session and attempting to establish a new session with the peer. 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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LDP-5-CLEAR_CHKPT: Clear LDP bindings checkpoint state ([chars]) by [chars]

Explanation The checkpoint state for one or more LDP bindings has been reset.

Recommended Action No action is required.

Error Message

%LDP-5-CLEAR_NBR: Clear LDP neighbors ([chars]) by [chars]

Explanation One or more LDP neighbor sessions has been reset.

Recommended Action No action is required.

Error Message

%LDP-5-GR: [chars]

Explanation An LDP notice was generated for a graceful restart event.

Recommended Action No action is required.

Error Message

%LDP-5-NBRCHG: [chars] Neighbor [chars] is [chars]

Explanation An LDP neighbor has either come up or gone down. The message describes the change for it.

Recommended Action This informational message normally appears as routers and LDP neighbors go up or down. However, unexpected neighbor loss might indicate high error rates or high packet loss in the network and should be investigated.

Error Message

%LDP-5-PWDCFG: Password configuration changed for [chars]

Explanation An informational LDP notice was generated to report password configuration change for a neighbor.

Recommended Action No action is required.

Error Message

%LDP-5-PWDRO: Password rolled over for [chars]

Explanation An informational LDP notice was generated to report lossless password change for a neighbor.

Recommended Action No action is required.

Error Message

%LDP-5-SP: [chars]

Explanation An informational LDP notice was generated for a Session Protection event.

Recommended Action No action is required. LFD Messages

Recommended Action The following are Label Forwarding Database messages.

Error Message

%LES_FDDI-2-ILLEGAL: msgtxt_fddi_illegal

Explanation This error message is displayed when the router does not have enough I/O memory to support a FDDI interface. The FDDI interface requires at least 4MB of I/O memory.

Recommended Action Install the required amount of I/O memory. For maximum performance, Cisco recommends installing 8Mb of I/O memory for a single FDDI NIM, and 16MB of I/O memory if 2 FDDI NIMs are installed. With 4MB of I/O memory the system will create 256 FDDI buffers for a one FDDI interface or 384 buffers for two FDDI interfaces. With 8MB of I/O memory the system will create 512 FDDI buffers for either one or two FDDI interfaces. With 16MB of I/O memory the system will create 512 FDDI buffers for a one FDDI interface or 1024 buffers for two FDDI interfaces.

LEX Messages

Error Message

%LEX-3-NOTSENT: Serial line down, %s : %s not sent

Explanation The serial line went down, and the specified command was not sent to the LAN Extender.

Recommended Action Determine why the serial line went down. For example, was the cable pulled, or the LAN Extender powered off? The command will automatically be re-sent once the serial interface is operational.

Error Message

%LEX-3-RCMDNAK: %s : %s could not be processed by LAN Extender

Explanation The LAN Extender could not process the command from the host router. Possible causes are: The LAN Extender ran out of memory. The message from the host router is malformed. A request to write flash occurred while the LAN Extender was busy writing flash for a previous request. The size of a file to be downloaded is greater than the amount of flash memory available.

Recommended Action If the command was copy tftp lex unit-number or copy flash lex unit-number, make sure that the correct file, that is, a FLEX image file, is specified. Only a single copy request can be handled at one time. If the problem was caused by a temporary out-of-memory condition on the LAN Extender, re-enter the command.

Error Message

%LEX-3-RCMDREJ: %s : %s could not be processed by LAN Extender

Explanation The LAN Extender did not recognize the code for the specified remote command. This might occur if the user is running old LAN Extender software with newer host router software that has support for new LEX remote commands.

Recommended Action Update the LAN Extender software.

Error Message

%LEX-3-TIMEOUT: Retry count exceeded for %s : %s

Explanation The host router re-sent the given message as many times as specified in the lex retry-count command configuration variable, without receiving an acknowledgment from the LAN Extender. At this point, the host router gives up trying to send this particular remote command message.

Recommended Action Use the LEDs on the LAN Extender to determine if it is operational. Confirm that the lex timeout configuration command is set appropriately for the speed of the link.

LFD Messages

Error Message

%LFD-2-AVL: [chars] [hex]

Explanation An error involving an AVL tree operation 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LFD-2-FPIHANDLER3: [chars] [hex] [hex] [hex]
```

Explanation An error has been detected in the FPI 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LFD-2-WAVL: FPI type:[chars] [chars] [hex]
```

Explanation A wavelength tree operation 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. LINK Messages

Recommended Action The following are data link messages.

Error Message

```
%LFD-3-BADEXEC: Unexpected Code Execution: [chars] [dec]
```

Explanation An error involving unexpected execution of code 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LFD-3-BADFRRTYPE: illegal frr type: [dec]
```

Explanation An error involving an FRR request type 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LFD-3-BADLABELADD: Cannot add label - [chars].
```

Explanation Unable to create label due to reason given.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit at <http://www.cisco.com/cgi-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

```
%LFD-3-BADSHORTLABELADD: Cannot add short label: path_idx [dec], moi_type [dec]
```

Explanation Unable to create MFI feature space in FIB entry, so unable to store short path extension information there.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit at <http://www.cisco.com/cgi-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

%LFD-3-BROKERINITFAIL: Failed to initialise lte RP broker facility

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/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit at <http://www.cisco.com/cgi-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

%LFD-3-CHUNKMGR: chunk mgr: [chars] [hex]

Explanation An error involving the chunk manager 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LFD-3-CHUNKMGRALLOC: failed chunk alloc: [chars]

Explanation An error involving chunk allocation 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LFD-3-CHUNKMGRDEALLOC: failed chunk dealloc: [chars]
```

Explanation An error involving the freeing of a chunk 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LFD-3-EVTLOGBADSOURCE: Illegal log event source: [dec]
```

Explanation An illegal event in the log buffer 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LFD-3-FPIHANDLER: [chars] [hex] [hex]
```

Explanation An error has been detected in the FPI 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LFD-3-FPITYPEWRONG: Require fpi type [chars], get fpi type [chars]
```

Explanation An error involving unmatched FPI types 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LFD-3-INTFDB: intf db: [chars] [hex]
```

Explanation An interface DB 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LFD-3-INTFDB2: intf db: [chars] [hex] [hex]
```

Explanation An interface DB 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LFD-3-INVINSTALLER: Wrong installer [dec] for [chars] [dec]/[dec] update (was [dec])
```

Explanation Label was previously installed by different installer.

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

Error Message

```
%LFD-3-INVPLABELTYPE: Wrong label type %d for IP Label %d, table %d prefix %s, vrf %s
```

Explanation Label type is invalid for the indicated label table entry

Recommended Action Refer to the Bug Navigator at www.cisco.com to see if this condition has been previously reported and resolved in a later release. If not, gather the output of show version and show running-config and contact your Cisco technical support representative.

Error Message

```
%LFD-3-INVLABELTYPE: Wrong label type %d for non-ip LTE %d/%d
```

Explanation Label type invalid for non-ip label table 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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%LFD-3-INVLRWID: Wrong rwid %d for non-ip LTE %d/%d
```

Explanation Rewrite ID invalid for non-ip label table 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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case

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

Error Message

%LFD-3-INVXDRLLEN: Length [int] for [chars] field in LTE msg for [chars]

Explanation An error occurred when encoding the MPLS label information for the FEC in question. This could result in linecards having stale labels for this FEC.

Recommended Action Refer to the Bug Navigator at www.cisco.com to see if this condition has been previously reported and resolved in a later release. If not, copy the message exactly as it appears on the console or in the system log. Enter the **show version**, **show running-config** and **show mpls forwarding-table** commands to gather information 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LFD-3-LCXDRCLIENT: LTE distribution client: %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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LFD-3-LTABLEMEM: Cannot allocate new mpls table [dec] of size [dec] needed for entry [dec]

Explanation Insufficient contiguous memory was available for the MPLS forwarding table.

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

Error Message

%LFD-3-NONIPINFO: Non-ip info: %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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LFD-3-NOOCE: Attempt to get labels from OCE failed - [chars].

Explanation Calling function has provided insufficient information to get labels.

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

Error Message

%LFD-3-NORESOURCE: [chars] [dec]

Explanation A resource failure 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LFD-3-NULLADJACENCY: NULL Adjacency

Explanation An adjacency with a null value has been encountered.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LFD-3-NULLFIBIDB: NULL FIB IDB: [chars] [dec]

Explanation A FIB IDB with a null value has been encountered.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LFD-3-ORPHANIPLTE: Found an IP LTE with no [chars] - label [dec]/[dec].

Explanation Every IP LTE must have an associated fib 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. Also perform a search of the Bug Toolkit at <http://www.cisco.com/cgi-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

```
%LFD-3-ORPHANNONIPLTE: Found a non-owned non-IP LTE of ptype [dec] - label [dec]/[dec].
```

Explanation Every non-IP LTE must be owned.

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

Error Message

```
%LFD-3-REWMGR: Rewrite Manager: [chars] [hex]
```

Explanation An error involving the rewrite manager 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LFD-3-REWMGR2: [chars] [hex] [hex]
```

Explanation A rewrite lookup attempt has failed because of an inconsistency in the FPI.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LFD-3-SM: [chars] [dec]

Explanation An error involving the state machine 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LFD-3-SMBADEVENT: Unexpected event [chars] for state [chars]

Explanation The LFD received an event that was unexpected for its state. The state of the LFD, and the unexpected event, are specified 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LFD-3-UPDATEHANDLER2: [chars] [hex] [hex]

Explanation An error involving the update handler 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LFD-3-UPDATEHANDLER3: [chars] [hex] [hex] [hex]
```

Explanation An error involving the update handler 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LFD-3-UPDATEHANDLERFPI: No handler installed: fpi=[dec] handler type=[chars]
```

Explanation No handler has been 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LFD-3-XDRBADMAGIC: xdr message for %s spilled out of allocated static storage
```

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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LFD-4-NOFIBIDB: [chars] - ifnum [dec]

Explanation The FIB IDB is missing on the line card.

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

Error Message

%LFD-4-OWNCHANGED: Owner changed for [chars] [dec]/[dec] from [dec] to [dec]

Explanation Label was previously installed by different installer.

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

Error Message

%LFD-4-RESOURCE: [chars]

Explanation MPLS is not supported by the platform.

Recommended Action No action is required.

Error Message

%LFD-4-UNSUPPORTED: MPLS not supported by platform for this slot

Explanation MPLS is either not needed or not handled by the platform for this card.

Recommended Action No action is required.

Error Message

%LFD-4-UNSUPPORTEDRW: Unexpected rewrites seen where MPLS is not supported by platform for this slot

Explanation MPLS is either not needed or not handled by the platform for this card and should not handle rewrites.

Recommended Action No action is required.

Error Message

%LFD-5-FRRISSULOG: FRR is not ISSU compatible, notified by %s

Explanation ISSU negotiation results for FRR not 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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LFD-6-RESOURCE: %s

Explanation MPLS software is disabled on LC

Recommended Action No action is required.

Error Message

%LI-4-DEDICATED_MODE: Slot [dec] can not switch to LI dedicated mode because there are SPAs in it.

Explanation A SIP-400 can be configured as LI dedicated service card. But it can only switch to dedicated mode if all SPAs in it are un-plugged. Otherwise it will stay in non-dedicated mode.

Recommended Action Un-plug all the SPAs in the SIP-400. It will automatically switch to LI dedicated mode.

LIBT2F Messages

Error Message

%LIBT2F-2-NEW_CONTEXT: A new text2fax context could not be created

Explanation An internal error occurred in the initialization of the text2fax engine. The fax transmission will be aborted.

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LIBT2F-3-ENGINE_FAILED: The text2fax engine failed

Explanation This occurred most likely due to a memory limitation or illegal data being passed into the text2fax engine. The fax transmission will be aborted

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LIBT2F-3-GETBUFFER_FAILED: Cannot allocate a packet from shared memory

Explanation The system is running low on packet memory. The fax cannot be sent 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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LIBT2F-3-NULL_BUFFER: A text buffer is NULL

Explanation An internal error occurred in the text buffer processing. The fax transmission be aborted.

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LIBTIFF-3-BAD_DIALPEER: Invalid dial peer tag %d

Explanation Invalid mmoip dial peer tag

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LIBTIFF-3-ENGINE_FAILED: The tiff engine failed

Explanation This occurred most likely due to a memory limitation or illegal data being passed into the tiff engine. The fax transmission will be aborted

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LIBTIFF-3-GETBUFFER_FAILED: Cannot allocate a packet from shared memory

Explanation The system is running low on packet memory. The fax cannot be sent correctly

Error Message

%LIBTIFF-3-INVALID_BUFFER: A tiff buffer is invalid

Explanation An internal error occurred in the tiff buffer processing. The fax transmission will be aborted.

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LIBTIFF-3-NEW_CONTEXT: A new tiff context could not be created

Explanation An internal error occurred in the initialization of the tiff engine. The fax transmission will be aborted.

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LIBTIFF-3-NULL_BUFFER: A tiff buffer is NULL

Explanation An internal error occurred in the tiff buffer processing. The fax transmission will be aborted.

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LIBTIFF-4-COPY_QUALITY: Bad copy quality on tty%d

Explanation Noisy phone lines or a bad modem caused this error

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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

LICENSE Messages

Error Message

%LICENSE-1-ENFORCEMENT: Feature %s %s running without a License. UDI=%s

Explanation Your system is running a feature that is licensed. Running a feature without a license will create support and legal issues.

Recommended Action Please buy and install the license for the feature immediately. If you are seeing this message after installation, contact TAC with show license file and show license detail output

Error Message

%LICENSE-1-REQUEST_FAILED: License request for feature %s %s failed. UDI=%s

Explanation Your system is trying to run a feature without a license.

Recommended Action Please buy and install the license for the feature immediately

Error Message

%LICENSE-2-EXPIRED: License for feature %s %s has expired %s. UDI=%s

Explanation License for the feature specified has expired

Recommended Action If this message recurs, customer should buy the license from Cisco since feature will not run

Error Message

%LICENSE-2-IPC_INIT: License IPC subsystem could not be initialized: %s

Explanation License IPC subsystem could not be initialized. The reason for failure is displayed after :

Recommended Action If this error message recurs, please copy the message and contact the customer service, See whether the system resources are available

Error Message

%LICENSE-2-LIC_STORAGE: %s

Explanation The IOS licensing subsystem does not have a primary storage

Recommended Action If this error message recurs, please copy the message and contact the customer service.

Error Message

%LICENSE-2-LIC_STORAGE_CORRUPT: %s UDI=%s

Explanation The IOS licensing subsystem detected corrupted storage

Recommended Action If this error message occurs, please reinstall all the licenses. If you do not have the licenses, please contact Cisco with the correct UDI to get all the licenses issued for this particular device.

Error Message

%LICENSE-2-NO_MEM: No memory available for %s

Explanation The IOS licensing subsystem could not obtain the memory it needed.

Recommended Action If this error message recurs, attempt to reduce memory usage by reducing the number of router features, or interfaces, enabled. Alternatively, add more memory. To display total memory usage for a router enter show memory summary at the privileged command line prompt. To display buffer usage enter show buffers at the prompt.

Error Message

%LICENSE-2-UNRECOVERABLE: The IOS license storage on this device was not recovered. UDI=%s

Explanation The IOS license storage on this device was not recovered

Recommended Action If this error message occurs, please reinstall all the licenses.

Error Message

%LICENSE-2-VLS_ERROR: '%s' failed with an error - rc = %d - '%s'

Explanation The IOS licensing subsystem encountered an error with the VLS api

Recommended Action If this error message recurs, please copy the message and and contact the customer service.

Error Message

%LICENSE-3-IMPLICIT_LIC: %s

Explanation The IOS licensing subsystem encountered an error while initializing/handling the implicit licenses

Recommended Action If this error message recurs, please copy the message and and contact the customer service.

Error Message

%LICENSE-3-IPC_PORT: License %s IPC port %s failed: %s

Explanation License IPC port could not be created. The reason for failure is displayed after :

Recommended Action If this error message recurs, please copy the message and and contact the customer service, See whether the system resources are available.

Error Message

%LICENSE-3-LIC_PROCESS_CREATION_FAILED: %s

Explanation The IOS licensing subsystem was unable to create a process

Recommended Action If this error message recurs, please copy the message and and contact the customer service, See whether the system resources are available.

Error Message

%LICENSE-3-SLAVE_REGISTER: License Slave device registration failed : %s

Explanation License Slave registration failed. The reason for failure is displayed after :

Recommended Action If this error message recurs, please copy the message and and contact the customer service, See whether the system resources are available.

Error Message

%LICENSE-4-EXPIRING: License for feature %s %s will expire in %s. UDI=%s

Explanation License for the feature specified will expire in the specified time.

Recommended Action If this message recurs, customer should buy license for the feature from Cisco since feature will not run after license expiry.

Error Message

%LICENSE-4-INSTALL_EXPIRED: Expired license is loaded for feature: %s %s. UDI=%s; StoreIndex=%s

Explanation An expired license is loaded or installed in the system

Recommended Action If you are seeing this message, please buy and install a license for this feature if you plan to use the feature. %LICENSE-4-LIC_AGENT_OFF : License Agent is turned off. UDI=%s

Explanation The License Agent on this device is not running

Recommended Action Please check the device configuration if you need to enable it.

Error Message

%LICENSE-4-PRECEDENCE: Setting precedence for feature %s failed with error : %d

Explanation Setting precedence for a grace period license failed. This will cause customer to use wrong license for the same feature

Recommended Action If this error message recurs, please copy the message and contact the customer service.

Error Message

%LICENSE-6-ANNOTATED: License for feature %s %s has been annotated. UDI=%s; StoreIndex=%s; Comment=%s

Explanation Feature was annotated on this device

Recommended Action none.

Error Message

%LICENSE-6-COUNT: Feature %s %s license count changed from %d to %d.

Explanation The feature's maximum licensable count has changed

Recommended Action This is just an informational message to denote count change for particular feature.

Error Message

%LICENSE-6-EULA_ACCEPTED: EULA for feature %s %s has been accepted. UDI=%s; StoreIndex=%s

Explanation End User License Agreement was accepted on this device

Recommended Action none.

Error Message

%LICENSE-6-INSTALL: Feature %s %s was installed in this device. UDI=%s;
StoreIndex=%s

Explanation Feature was installed on this device

Recommended Action none %LICENSE-6-RECOVERED : The IOS license storage on this device was recovered. UDI=%s

Explanation The IOS license storage on this device was recovered

Recommended Action none

Error Message

%LICENSE-6-REMOVE: Feature %s %s was removed from this device. UDI=%s;
StoreIndex=%s

Explanation Feature was removed from this device

Recommended Action none.

Error Message

%LICENSE-6-REVOKED: License for feature %s %s has been revoked. UDI=%s;
StoreIndex=%s

Explanation A license is revoked from the system

Recommended Action This is just an informational message to log a message when a license has been revoked.

Error Message

%LICENSE-6-VIOLATION: Feature %s %s count violation - count = %d, usage count = %d.

Explanation The feature's count is less than the current usage count

Recommended Action This is just an informational message to denote count change for particular feature.

LIC_AGENT Messages

Error Message

%LIC_AGENT-3-MEMORY: %s

Explanation License Agent subsystem has experienced a problem getting the required memory to complete this operation.

Recommended Action Check system memory for other memory allocation errors and contact Technical support for problem resolution. In the absence of IOS errors upgrading the memory in the network device may be required.

Error Message

%LIC_AGENT-3-UNKNOWN_EVENT: event %d, %s

Explanation License Agent tried to execute an unknown event.

Recommended Action Contact technical support for problem resolution.

Error Message

%LIIN-3-SET_ACCESS_FAIL: Installing LIIN interface access control failed

Explanation This error happens when IOS failed to set the access control function for the LIIN, possibly due to IOSd out of memory or corruption. In this case, LIIN interface setup will not proceed, will not operate properly and cannot be recovered. Persistent access features and interactive commands will not 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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LIIN-3-SET_TABLEID_FAIL: Installing %s LIIN interface tableid failed

Explanation This error happens when IOS failed to set tableid into linux kernel, possibly due to either IOSd or kernel out of memory or corruption. In this case, LIIN interface will not have VRF installed for the associated address family. The LIIN interface will not operate properly and cannot be recovered. Persistent access features and interactive commands will not 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/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

%LIIN-3-VRFADD_FAIL: Problem creating vrf

Explanation The LIIN config process failed to allocate a mandatory iVRF. The LIIN interface will not operate properly and cannot be recovered. Persistent access features and interactive commands will not 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/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

%LIIN-3-VRFMODIFY_FAIL: Problem adding LIIN interface to vrf table

Explanation The LIIN config process failed to assign the LIIN interface to its mandatory iVRF. The LIIN interface will not operate properly and cannot be recovered. Persistent access features and interactive commands will not 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/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

%LIIN-3-SET_ACCESS_FAIL: Installing LIIN interface access control failed

Explanation This error happens when IOS failed to set the access control function for the LIIN, possibly due to IOSd out of memory or corruption. In this case, LIIN interface setup will not proceed, will not operate properly and cannot be recovered. Persistent access features and interactive commands will not 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/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

%LIIN-3-SET_TABLEID_FAIL: Installing [chars] LIIN interface tableid failed

Explanation This error happens when IOS failed to set tableid into linux kernel, possibly due to either IOSd or kernel out of memory or corruption. In this case, LIIN interface will not have VRF installed for the associated address family. The LIIN interface will not operate properly and cannot be recovered. Persistent access features and interactive commands will not 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/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/pegi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LIIN-3-VRFADD_FAIL: Problem creating vrf

Explanation The LIIN config process failed to allocate a mandatory iVRF. The LIIN interface will not operate properly and cannot be recovered. Persistent access features and interactive commands will not 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/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/pegi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LIIN-3-VRFMODIFY_FAIL: Problem adding LIIN interface to vrf table

Explanation The LIIN configuration process failed to assign the LIIN interface to its mandatory iVRF. The LIIN interface will not operate properly and cannot be recovered. Persistent access features and interactive commands will not 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/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/pegi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case

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

Error Message

%LSMPI-4-INJECT_FEATURE_ESCAPE: Egress [chars] packet delivered via legacy inject path

Explanation A packet with a CPP supported L3 encapsulation (such as IP) was produced by IOS but delivered to CPP via the L2/legacy inject path instead of the proper L3 inject path. For this packet, outbound features will not be applied and packet accounting will likely 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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LINECARD-3-NRP_BADSTATUS: NRP slot %d subslot %d invalid Mailbox status area contents or unreachable.

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LINECARD-3-NRP_CONFIG: NRP slot [dec] subslot [dec] invalid Mailbox config area contents or unreachable.

Explanation The mailbox configuration area contents are invalid or 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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LINECARD-3-NRP_CRASHING: NRP slot %d subslot %d crashing.

Error Message

%LINECARD-3-NRP_CRASHREBOOT: NRP slot %d subslot %d crashed and rebooted.

Explanation

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LINECARD-3-NRP_NONOP: NRP slot [dec] subslot [dec] non-operational.

Explanation An NRP slot on the line card 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LINECARD-3-NRP_SECONDARYDEAD: NRP slot %d subslot %d reports EHSA secondary down.

Error Message

%LINECARD-3-NRP_SECONDARYUP: NRP slot %d subslot %d reports EHSA secondary up.

Error Message

%LINECARD-3-NRP_SECONDARY_TO_PRIMARY: NRP slot %d subslot %d EHSA secondary to primary cutover.

Error Message

%LINEPROTO-5-UPDOWN: Line protocol on Interface %s, changed state to %s

Explanation The data link level line protocol changed state.

Recommended Action No action is required.

LINK Messages

Error Message

%LINK-0-REENTER: Fatal reentrancy, level=%d, intfc=%s

Explanation An internal software error occurred. The system code tried to access a critical data structure which was 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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LINK-2-BADVCALL: Interface %s, undefined entry point

Explanation An internal software error occurred. The high-level system code tried to use an unimplemented entry point with the virtual interface descriptor block (IDB) driver.

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case

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

Error Message

%LINK-2-INTVULN: In critical region with interrupt level=%d, intfc=%s

Explanation An internal software error occurred. The high-level system code tried to call this routine with interrupts enabled.

Recommended Action Copy the message exactly as it appears on the 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/pegi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LINK-2-LINEST: No linestate vector for %s

Explanation An internal software inconsistency 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/pegi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LINK-2-NOSOURCE: Source idb 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/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/pegi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

%LINK-3-BADENCAP: Interface %s, Bad encapsulation code (%d)

Explanation The lower level software was unable to write a MAC header for a datagram. A probable cause is configuration 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LINK-3-BADMACREG: Interface %s, non-existent MACADDR registry for link %d

Explanation An attempt to map a network level address to a MAC level address 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LINK-3-BOGUSENCAP: msgtxt_badencap

Explanation A serial interface has been configured with an unknown encapsulation.

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LINK-3-COMPREG: Interface %s, non-existent (de)compression registry. Packet dropped

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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LINK-3-EMPTYPAK: Interface %s, empty packet dequeued; linktype %d, queue %d.

Explanation This message indicates 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LINK-3-FCS_ERROR: [chars] [chars] [chars] [chars]

Explanation The FCS error rate has exceeded the configured 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. 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LINK-3-IDBLISCRE: Unable to create %s interface list

Explanation This message indicates 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LINK-3-IDBLISINS: Not able to insert interface %s into %s list

Explanation This message indicates 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LINK-3-LINK_FAULT: [chars] [chars] [chars] [chars]

Explanation The link state for the port is inactive (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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LINK-3-TOOSMALL: Interface %s, Output runt packet of %d bytes

Explanation An output packet was detected that was smaller than the minimum allowable datagram size. An error in another driver or an error in the system software probably triggered this 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LINK-3-UPDOWN: Interface %s, changed state to %s

Explanation The interface hardware went either up or down.

Recommended Action If the state change was unexpected, confirm the configuration settings for the interface.

Error Message

%LINK-4-BADQID: Interface %s, bad output queue ID specified (%d). Packet dropped

Explanation This message indicates 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LINK-4-BRIDGECONFLICT: Interface %s, encapsulated BPDU recvd from %e

Explanation An FCIT running in nonencapsulating transparent mode detected an FDDI bridge running in encapsulation mode on the same fiber. This is an unstable situation and should be corrected. The incoming interface is displayed, along with the FDDI MAC address in standard form.

Recommended Action Upgrade the errant interface to full transparent mode. Copy the error message exactly as it appears, and report it to your Cisco technical support representative.

Error Message

%LINK-4-FDDI STAT: Interface %s, FDDI state %s detected

Explanation There was a state change on the FDDI ring.

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LINK-4-NOMAC: A random default MAC address of %e has been chosen. Ensure that this address is unique, or specify MAC addresses for commands (such as 'novell routing') that allow the use of this address as a default.

Explanation An addressing inconsistency occurred.

Recommended Action Make sure that this address is unique, or specify MAC addresses for commands such as novell routing that allow the use of this address as a default.

Error Message

%LINK-4-NOSSB: SSB deleted with timer running

Explanation An internal software error has occurred. The problem has been corrected, and router operation has not been impaired.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. LOGIN Messages

Recommended Action The following are login messages.

Error Message

%LINK-4-TOOBIG: Interface %s, Output packet size of %d bytes too big

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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LINK-5-BOOTP: %s address %i, resolved by %i

Explanation An interface's IP address was successfully learned dynamically through BootP. The first address is the learned IP address. The second IP address is the IP address of the BootP server that provided the 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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LINK-5-CHANGED: Interface %s, changed state to %s

Explanation The interface hardware changed 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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LINK-5-LOOPSTATUS: Interface %s, %s

Explanation The interface entered or exited 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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LINK-5-RARP: %s address %i, resolved by %i

Explanation The Reverse Address Resolution Protocol (RARP) resolved an IP 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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LINK-5-REMLoop: Interface %s, remote loop %s %s

Explanation The interface entered or exited a remote 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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. %LINK-5-SLARP : %s address %i, resolved by %i

Explanation The Serial Line Address Resolution Protocol (SLARP) resolved an IP 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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case

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

Error Message

%LINK-5-SLARP: [chars] address [IP_address], resolved by [IP_address]

Explanation The SLARP has resolved an IP address.

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

%LINK-6-BERTMSGS: [chars]

Explanation BERT related information 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LINK-6-BERTSTATUS: Interface %s, %s

Explanation BERT is completed for this 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/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

%LLC-2-UNEXPECT: LLC2 : %s UNEXPECTED EVENT

Explanation An internal software error was found. A software component is trying to use LLC2 structures that do not exist.

Recommended Action Record the configuration and any information that would be useful in recreating the error and call your technical support representative.

Error Message

%LLDP-4-LLDP_NEW_ENTRY: Neighbor record not committed - malloc failure

Explanation LLDP entry creation failed.

Recommended Action Run memory diagnostics. LNM Messages

Recommended Action The following are the link noise monitor messages.

Error Message

%LLIST-3-OFFLIST: %s from 0x%x, 0x%x not on list

Explanation An internal inconsistency was detected when an attempt was made to remove an item from a list not on the list.

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

Error Message

%LLIST-3-ONLIST: %s to 0x%x, 0x%x on list

Explanation An internal inconsistency was detected when an attempt was made to add an item to a list already on the list.

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

Error Message

%LNE_INFO-6-BGP_MSG: %s

Error Message

%LNE_INFO-6-EIGRP_MSG: %s

Error Message

%LNE_INFO-6-IGRP_MSG: %s

Error Message

%LNE_INFO-6-ISIS_MSG: %s

Error Message

%LNE_INFO-6-OSPF_MSG: %s

Error Message

%LNE_INFO-6-RIP_MSG: %s

LNМ Messages

Error Message

%LNM-2-REMEXCEED: Interface [chars], noise exceeded above removal threshold

Explanation Noise on the link has exceeded above the threshold value configured for link removal

Recommended Action This link requires administrative attention.

Error Message

%LNM-2-REMEXCEEDLASTLINK: Interface [chars], Last link in bundle, noise exceeded above removalthreshold

Explanation Noise on the link has exceeded above the threshold value configured for link removal. However, this link is the last link in the multilink bundle and it is not removed from the service.

Recommended Action This link requires administrative attention.

Error Message

%LNM-2-REMFAILED: Interface [chars], failed to remove link from bundle

Explanation Noise on the link has exceeded above the threshold value configured for link removal. However, this link is not removed from the MLP bundle

Recommended Action No Action is required.

Error Message

%LNM-2-REMIMPROVE: Interface [chars], noise improved below removal threshold

Explanation Noise on the link has improved and is below the threshold value configured for link removal.

Recommended Action No Action is required.

Error Message

%LNM-2-REMOVE: Interface [chars] removed from bundle. Noise exceeded above remove threshold

Explanation Noise on the link has crossed the threshold value configured for link removal. This link is taken out of the MLP bundle. This is critical status for the link. This link is under monitoring state and will be added to the bundle again when the noise level is below the configured value.

Recommended Action This link requires administrative attention.

Error Message

%LNM-2-RESTORE: Interface [chars] restored to bundle. Noise improved below removal threshold

Explanation Noise on the link has improved below the threshold value configured for link removal. This link is restored back to MLP bundle.

Recommended Action No action is required.

Error Message

%LNM-2-RESTOREFAILED: Interface [chars], failed to restore link to the bundle

Explanation Noise on the link has improved and is below the threshold value configured for link removal. However, the link restore back to the MLP bundle failed

Recommended Action No Action is required. LRE_CPE Messages

Recommended Action The following are LRE CPE initialization messages.

Error Message

%LNM-3-GENEVENT: [chars]

Explanation An Error has occurred in the link noise monitoring.

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

Error Message

%LNM-3-LNM_NULLPTR: Controller [chars], driver_data not initialized

Explanation Noise monitoring not properly set up for this 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/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

%LNM-3-MAJWARNEXCEED: Interface [chars], noise exceeded above major warning threshold

Explanation Noise on the link has exceeded above the threshold value configured for major warning level.

Recommended Action This link requires administrative attention.

Error Message

%LNM-3-MAJWARNIMPROVE: Interface [chars], noise improved below major warning threshold

Explanation Noise on the link has improved and is below the threshold value configured for major warning level.

Recommended Action No Action is required.

Error Message

%LNM-3-MINWARNEXCEED: Interface [chars], noise exceeded above minor warning threshold

Explanation Noise on the link has exceeded above the threshold value configured for minor warning level.

Recommended Action This link requires administrative attention.

Error Message

%LNM-3-MINWARNIMPROVE: Interface [chars], noise improved below minor warning threshold

Explanation Noise on the link has improved and is below the threshold value configured for minor warning level.

Recommended Action No Action is required.

Error Message

%LNM-4-WARNEXCEED: Controller [chars], noise exceeded LCV warning threshold [dec] / PCV threshold [dec], duration [dec]

Explanation Noise level on the E1/T1 link has exceeded the warning threshold.

Recommended Action Link quality has degraded. Contact T1/E1 link service provider.

Error Message

%LNM-4-WARNIMPROVE: Controller [chars], noise improved below LCV threshold [dec] / PCV threshold [dec], duration [dec]

Explanation Noise level on the E1/T1 link has improved below the warning threshold.

Recommended Action Link noise level has improved. LOGIN Messages

Recommended Action The following are Login authentication messages.

Error Message

%LNM-5-DISABLED: Interface [chars], noise monitoring disabled for [chars]

Explanation Link Noise Monitoring has been disabled on the specified T1/E1 interface.

Recommended Action This is an information message to notify that Link Noise Monitoring has been disabled on the T1/E1 link. No user action is required.

Error Message

%LNM-5-ENABLED: Interface [chars], noise monitoring enabled for [chars]

Explanation Link Noise Monitoring has been enabled on the specified T1/E1 interface.

Recommended Action This is an information message to notify that Link Noise Monitoring has been enabled on the T1/E1 link. No user action is required.

Error Message

%LNMC-3-BADCLSI: %s primitive not valid for lnm %s %s

Explanation A LAN network manager system 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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LNMC-3-BADCLSI CNF: %s Invalid confirm %s %s

Explanation A LAN network manager system 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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LNMC-3-BADCLSIDATALEN: %s Bad data len = %d %s

Explanation A LAN network manager system 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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LNMC-3-BADCLSIHDRLEN: %s Bad header len = 0x%x %s

Explanation A LAN network manager system 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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%LNMC-3-BADCLSIIDTYPE: %s Invalid ID type = 0x%x %s
```

Explanation A LAN network manager system 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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. _ERR
%LNMC-3-BADCLSIIND : %s Invalid indication %s, %s

Explanation A LAN network manager system 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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%LNMC-3-BADCLSIIND: [chars] Invalid indication [chars], [chars]
```

Explanation A LAN network manager system 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

```
%LNMC-3-BADCLSIIPRIMTYPE: %s Invalid primitive type = 0x%x %s
```

Explanation A LAN network manager system 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/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/pegi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

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

Explanation A LAN network manager system 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/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/pegi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LNMC-3-BADCLISISAP: %s Bad clsi SAP id = %x %s

Explanation A LAN network manager system 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/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/pegi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

LOADER Messages

Error Message

%LOADER-0-HEADER: Loading file [chars]:

Explanation This message precedes other messages relating to loading a file. It is a header to identify the name of the file being loaded.

Recommended Action Copy this message and the following messages exactly as they appear on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%LOADER-0-INVALIDIOS: IOS version incompatible with CIP - must be at least [dec].[dec]

Explanation The version of Cisco IOS software in use is incompatible with this CIP microcode image.

Recommended Action The Cisco IOS software must be updated to match the CIP 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

%LOADER-0-LOADMAP_DATA1: Ver: [chars] Rev: [dec] Segment: [chars]

Explanation This message identifies the segment whose section information follows.

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

%LOADER-0-LOADMAP_DATA2: [hex] [hex] [dec] [chars]

Explanation This message provides data for addresses, sizes, and so on, of modules loaded into the CIP storage.

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

%LOADER-0-LOADMAP_DATA3: [chars]

Explanation This message displays the compile information for the specified segment.

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

%LOADER-0-LOADMAP_EMPTY1: Loader initialization is not complete, no segments loaded.

Explanation The loader has not been initialized; therefore, no modules are loaded in CIP storage.

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

%LOADER-0-LOADMAP_EMPTY2: No segments have been loaded.

Explanation The loader has not loaded any modules into CIP storage.

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

%LOADER-0-LOADMAP_HEAD0: Segment Load Map

Explanation This message precedes and introduces data listing the map of modules loaded into CIP storage. It also acts as a header for the displayed data.

Recommended Action Copy the error message and the lines of data exactly as they appear on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%LOADER-0-LOADMAP_HEAD1: Start End Size Name

Explanation This message precedes and introduces data listing the map of modules loaded into CIP storage. It also acts as a header for the displayed data.

Recommended Action Copy the error message and the lines of data exactly as they appear on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%LOADER-3-ABSERR: Error: not handled - Symbol [chars] is absolute

Explanation The loader does not handle variables of this 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

%LOADER-3-ALOCER1: Error: Allocating storage - load fails

Explanation There is not enough memory to load this 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. More storage will probably be needed. You might use the current storage more efficiently by running a different combination of features.

Error Message

%LOADER-3-ALOCER2: Error: Did not allocate storage - loading of data failed.

Explanation There is not enough memory to load this 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. More storage will probably be needed. You might use the current storage more efficiently by running a different combination of features.

Error Message

%LOADER-3-ATFERR: Error: atf array overflow

Explanation The ATF array is too small. The ATF array is an array of areas to be freed when an attempted load fails.

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

%LOADER-3-BADSHT: Error: Section header type [hex]([dec]) not understood

Explanation The input file is not in the proper format.

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

%LOADER-3-BADVERS: [chars]: Invalid segment version: [chars]

Explanation The segment version does not match the rest of the currently loaded 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

%LOADER-3-BAKEXP: Error: Deleting external symbol [chars] from the exported table.

Explanation The symbols should have been deleted from the table, but they were not. This will probably cause problems during future file loads.

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

%LOADER-3-BIGEND: Error: Input is not big endian

Explanation The input file is not the correct type for loading.

Recommended Action Check the input file type. If the file type is correct, 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

%LOADER-3-BINDERR: Error: Bind value in symbol table entry not understood

Explanation The loader cannot handle variables of the type given.

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

%LOADER-3-COMERR: Error: type not handled, must be .scommon

Explanation The loader cannot handle input files of the type given.

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

%LOADER-3-COMMIX: Error: common variable [chars] matches name of non-common loaded variable.

Explanation An error has occurred in the input files.

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

%LOADER-3-COMPER: Error: Compiled for incorrect target machine

Explanation The input file is not the correct type for loading.

Recommended Action Check the input file type. If the file type is correct, 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

%LOADER-3-DREADE: Error: Reading in program data

Explanation An error has prevented the loader from reading a section of the 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

%LOADER-3-DUPEXP: Error: Duplicate exported external symbol [chars] not allowed

Explanation The file being loaded attempted to export a symbol that had already been exported by a previously loaded file. There is a conflict between loadable files and the kernel.

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

%LOADER-3-EIDENT: Error: File header has unknown data in e_ident area

Explanation The input file is not in the correct format needed for loading.

Recommended Action Check the input file format. If the format is correct, 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

%LOADER-3-ELF32: Error: Input is not an ELF32 file

Explanation The input file is not in the correct format needed for loading.

Recommended Action Check the input file format. If the format is correct, 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

%LOADER-3-ELFH: Error: Cannot read ELF header from input file

Explanation The loader could not read the module header information from the input file.

Recommended Action Check the input file format. If the format is correct, 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

%LOADER-3-ERR16H: Error: processing HI16 LO16 pair. Low without High

Explanation The loader cannot handle relocation entries of the type given.

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

%LOADER-3-ERR16M: Error: processing HI16 LO16. Low [hex] does not match High [hex]

Explanation The loader cannot handle relocation entries of the type given.

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

%LOADER-3-ERRCNR: Error: Cannot relocate - required symbol [chars] is not resolved

Explanation A required symbol is missing.

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

%LOADER-3-FCLOSE: Warning: File close failed, code = [dec]

Explanation Loading is complete, but the close process 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

%LOADER-3-FILESIZE: Unable to access image file

Explanation The CIP has failed to access necessary image files.

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

%LOADER-3-FOPEN: Error: Cannot open the input file '[chars]'.

Explanation An error occurred during an attempt to open a file to be loaded.

Recommended Action Confirm that the file exists. If the file does not exist, create it if possible. If the problem persists, 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

%LOADER-3-FOPENBZ: Cannot open [chars] - busy (code [dec]), have tried every 5 secs for a minute.

Explanation A required file is currently in use. The open process was retried every 5 seconds for a minute before failing.

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

%LOADER-3-FOPENER: Error: file ([chars]) open failure code [dec]

Explanation A required file cannot be opened.

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

%LOADER-3-FREADE: Error: reading, offset: [hex] size: [hex]([dec])

Explanation The loader could not read the input file. The load 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

%LOADER-3-GPPROB: Error: Allocation of GP relative space problem: [hex]([dec]) left, [hex]([dec]) needed.

Explanation The space needed for the allocation of a larger area has been exhausted.

Recommended Action Sufficient space should be allocated in advance. 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

%LOADER-3-GREADE: Error: reading in GP relative section data

Explanation An error prevented the loader from reading a section of the 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

%LOADER-3-HDRSIZ: Error: this size header entry cannot be handled.

Explanation The file is not in the proper format. The loader cannot handle it.

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

%LOADER-3-HDRVER: Error: Input is not current version

Explanation The object file format of the input file is not the correct version.

Recommended Action Check the file format version. If the file version is correct, 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

%LOADER-3-HILO16MX: Error: HI/LO16 relocation table exceeded max of [dec]

Explanation There is not enough space for the new allocation. Sufficient space should be allocated in advance.

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

%LOADER-3-HREADE: Error: Cannot read headers from the file

Explanation An error occurred during an attempt to read the file headers.

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

%LOADER-3-INSUFF: Error: insufficient space for suballocation: [hex]([dec]) left, [hex]([dec]) needed.

Explanation There is not enough space for the new allocation.

Recommended Action Sufficient space should be allocated in advance. 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

%LOADER-3-LOADRC: Error: Return code is [hex]([dec])

Explanation This message displays the error level on the load failure.

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

%LOADER-3-MAXRSE: Error: too many Resident Symbol Tables

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

%LOADER-3-MAXSEC: Error: Total number of sections has exceeded pre-allocated space for [dec] entries.

Explanation A preallocated memory area is not large enough for loading.

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

%LOADER-3-MAXSTRT: Error: Too many string tables

Explanation A preallocated memory area is not large enough for loading.

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

%LOADER-3-MAXSYMT: Error: Too many symbol tables

Explanation A preallocated memory area is not large enough for loading.

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

%LOADER-3-NOBITS0: Error: NOBITS but size [dec] is not 0, not understood

Explanation Either the loader cannot process the input file or the file is not in the proper format.

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

%LOADER-3-NODSO: Error: section contains dynamic shared objects

Explanation A section of the input file contains dynamic shared objects. The input file cannot have dynamic shared objects.

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

%LOADER-3-NOELF: Error: Input is not an ELF file

Explanation The input file is not in the correct format.

Recommended Action Check the input file format. If the format is correct, 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

%LOADER-3-NOERES: Error: Could not resolve external symbol [chars]

Explanation A reference to an external symbol from the file being loaded cannot be resolved.

Recommended Action Define all prerequisite external symbols before loading the file. If problems persist, 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

%LOADER-3-NOPREFIX: Unable to determine microcode image name

Explanation The CIP is unable to compose the microcode image name.

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

%LOADER-3-NOPRG: Error: No code to handle program headers

Explanation The input file is not in the correct format.

Recommended Action Check the input file format. If the format is correct, 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

%LOADER-3-NOSECH: Error: No section headers to process

Explanation The input file is not in the proper format.

Recommended Action Check the input file format. If the format is correct, 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

%LOADER-3-NOSO: Error: section contains symbols conflicting with shared objects

Explanation A section of the input files contains symbols that conflict with shared objects. The input file cannot have shared objects.

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

%LOADER-3-NOTRE: Error: File is neither relocatable nor executable

Explanation The input file is not in the correct format.

Recommended Action Check the input file format. If the format is correct, 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

%LOADER-3-NOVERS: [chars]: No entry for 'loader_segment_version'

Explanation The loader requires that a file to be loaded must have an entry, loader_segment_version, containing a specific structure.

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

%LOADER-3-READERR: Error: file read failure code [dec]

Explanation An error occurred while the file was being read.

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

%LOADER-3-RELFLG: Error: Cannot handle the flags in the relocation entry

Explanation The loader cannot handle relocation entries of this 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

%LOADER-3-RELREAD: Error: Cannot read relocation entries

Explanation The loader could not read part of the 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

%LOADER-3-RELTYP: Error: relocation type [hex]([dec]) not recognized

Explanation The loader cannot handle this type of relocation.

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

%LOADER-3-RELTYP2: Error: relocation type R_MIPS_[chars] not handled.

Explanation The loader cannot handle this type of relocation.

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

%LOADER-3-RESERR: [chars] [dec] external symbols cannot be resolved

Explanation Either the prerequisite files are not loaded or the loader cannot recognize some external symbols that are referenced.

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

%LOADER-3-SECERR: Error: Cannot handle section [chars]

Explanation The loader cannot process this type of section of the code.

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

%LOADER-3-SEEKER: Error: file seek failure code [dec]

Explanation A file seek 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

%LOADER-3-SHFLAGE: Error: no storage allocated - sh_flags did not indicate how

Explanation The loader cannot handle this 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

%LOADER-3-SHNHIPE: Error: not handled -End appl specific range of indices

Explanation The loader cannot handle variables of this 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

%LOADER-3-SHNHIR: Error: not handled - End reserved range of indices

Explanation The loader cannot handle variables of this 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

%LOADER-3-SIZERR1: Error: common variable [chars] has a size incompatible with loaded variable.

Explanation The loader cannot allocate a larger variable to an already loaded smaller variable.

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

%LOADER-3-SORBER: Error: type not handled, must be .sdata or .sbss.

Explanation The loader cannot handle this type of 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

%LOADER-3-SREADE: Error: Cannot read in symbol string

Explanation The loader could not read a needed section of the 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

%LOADER-3-SREADS: Error: Cannot read in symbol table

Explanation An error prevented reading a part of the file that is necessary for loading.

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

%LOADER-3-STOTHER: Error: Problem: a symbol table entry is using field ST_OTHER

Explanation The loader cannot handle this 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

%LOADER-3-STREXE: Error: Strings exceed string table area allocated [dec] [dec]

Explanation A preallocated memory area is not large enough for loading.

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

%LOADER-3-SUNDERR: Error: not handled - Small undefined symbol

Explanation The loader cannot handle variables of this 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

%LOADER-3-SYMEXE: Error: Symbols exceed symbol table area allocated [dec] [dec]

Explanation A preallocated memory area is not large enough for loading.

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

%LOADER-3-SYRERR: Error: Relocation entry symbol, [hex]([dec]), is not in symbol table

Explanation This is an error in the input 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

%LOADER-3-TSHSIZ: Error: total sections headers [hex]([dec]) too large for pre-allocated area [hex]([dec]).

Explanation A preallocated memory area is not large enough for loading.

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

%LOADER-3-TYPERR: Error: Type value in symbol table entry not understood

Explanation The loader cannot handle variables of this 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

%LOADER-3-USRERR: Error: not handled - Undefined section reference

Explanation The loader cannot handle variables of this 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

%LOADER-3-VARHIP: Error: Symbol is HIPROC variable - not handled

Explanation The loader cannot handle variables of this 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

%LOADER-3-VARLOP: Error: Symbol is LOPROC variable - not handled

Explanation The loader cannot handle variables of this 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. LOGIN Messages

Recommended Action The following are login messages.

Error Message

%LOADER-6-LOADING: [chars] -- [dec] bytes

Explanation The CIP has successfully loaded a segment image.

Recommended Action No action is required.

Error Message

%LOGGER-3-TEST1: Non rate limited message test

Error Message

%LOGGER-3-TEST2: Rate limited message test

Error Message

%LOGGING_REDIRECT_ISSU-2-GET_BUFFER: Logging Redirect ISSU client failed to get buffer for message. Error: %d (%s)

Explanation The Logging Redirect 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. 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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 nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show logging and show checkpoint client)

Error Message

```
%LOGGING_REDIRECT_ISSU-2-INIT: Logging Redirect ISSU client initialization failed to %s. Error: %d (%s)
```

Explanation The Logging Redirect 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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%LOGGING_REDIRECT_ISSU-2-SEND_NEGO_FAILED: Logging Redirect ISSU client failed to send negotiation message. Error: %d (%s)
```

Explanation The Logging Redirect 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. 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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 nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show logging and show checkpoint client)

Error Message

```
%LOGGING_REDIRECT_ISSU-2-SESSION_NEGO: Logging Redirect ISSU client encountered unexpected client nego_done. Error: %d (%s)
```

Explanation An ISSU-compliant client transitions through a series of internal states. The Logging Redirect 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. 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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 nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show issu session and show issu negotiated capability)

Error Message

```
%LOGGING_REDIRECT_ISSU-2-SESSION_REGISTRY: Logging Redirect ISSU client failed to register session information. Error: %d (%s)
```

Explanation The Logging Redirect 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. 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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 nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show issu capability entries and show issu session and show issu negotiated capability)

Error Message

```
%LOGGING_REDIRECT_ISSU-3-INVALID_SESSION: Logging Redirect ISSU client does not have a valid registered session.
```

Explanation The Logging Redirect 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. 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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 nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show issu capability entries and show issu session and show issu negotiated capability)

Error Message

%LOGGING_REDIRECT_ISSU-3-MSG_NOT_OK: Logging Redirect ISSU client Message Type %d is not compatible

Explanation The Logging Redirect 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. 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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 nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show issu message group and show issu session and show issu negotiated version)

Error Message

%LOGGING_REDIRECT_ISSU-3-MSG_SIZE: Logging Redirect ISSU client failed to get the MTU for Message Type %d. Error: %d (%s)

Explanation The Logging Redirect ISSU client failed to calculate the MTU for the specified message. The Logging Redirect 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. 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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 nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show issu message group and show issu session and show issu negotiated version)

Error Message

%LOGGING_REDIRECT_ISSU-3-SESSION_UNREGISTRY: Logging Redirect ISSU client failed to unregister session information. Error: %d (%s)

Explanation The Logging Redirect 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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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 nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show issu session and show issu negotiated capability)

Error Message

```
%LOGGING_REDIRECT_ISSU-3-TRANSFORM_FAIL: Logging Redirect ISSU client %s
transform failed for Message Type %d. Error: %d (%s)
```

Explanation The Logging Redirect 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 Logging Redirect 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. 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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 nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show issu session and show issu negotiated version)

Error Message

```
%LOGGING_REDIRECT_TEST-6-TESTMSG: This is a testing error message. Please ignore
it.
```

Explanation This error message is only for testing purpose.

Recommended Action No action is required.

Error Message

```
%LOGIN-3-TOOMANY_AUTHFAILS: Too many Login Authentication failures have occurred
in the last one minute on the line [dec].
```

Explanation The number of authentication failures during the last one-minute interval has exceeded the configured maximum. The error might indicate an attempt to gain unauthorized access to the device.

Recommended Action Make sure it is not by any malicious attempt to gain access to the device.
LRE_CPE Messages

Recommended Action The following are LRE CPE initialization messages.

Error Message

%LOVE-3-LOVELETTER: Error in love letter processing for port [dec] ([dec])

Explanation An attempt to transfer statistics to the router from the CMCC card has failed.

Recommended Action The CMCC card tried to recover by dropping the buffer that contained the statistics. However, it is possible that one or more buffers were lost in the process. 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

%LOVE-3-NOMEM: No memory available for Love Letter processing

Explanation The CMCC card does not have enough memory to start the love letter (operating status or configuration message) processing. Love letters are used to transmit channel statistics to the Cisco IOS software. No love letters will be transmitted by this CMCC card.

Recommended Action Verify the amount of memory installed on the channel adapter and upgrade if necessary. LPD Messages

Recommended Action The following are line printer daemon (LPD) messages.

Error Message

%LPD-3-MANYLF: Line %t, packet has too many newlines to convert

Explanation An internal buffer did not have enough room to add all the necessary carriage returns to a packet of LPD data destined for a printer configured with a `newline-convert` command. This message is unlikely to occur with a file containing valid data.

Recommended Action Check the file being printed to see whether it contains valid, printable data.

LRE Messages

Error Message

%LRE_CPE-3-INVALIDMODE:
CPE on interface [chars] is in invalid mode [chars].

Explanation The CPE is in an inconsistent mode. For example, the model number may imply a MAC mode while the CPE is reporting a PHY mode.

Recommended Action Enter `show controllers lre cpe mfg` command to verify that the CPE model number string is correct. Enter the `hw-module slot slot-number lre upgrade remote` command, with slot-number being the slot number of the affected line card, to ensure that the CPE has the latest supported firmware. If the model number and firmware revision of the CPEs are correct, enter the `shutdown` command, followed by the `no shutdown` command, in interface configuration mode to force the switch to reread the CPE information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show controllers lre cpe mfg** commands and your pertinent troubleshooting logs.

Error Message

```
%LRE_CPE-3-INVALIDPATCH:  
CPE on interface [chars] has invalid LRE firmware.
```

Explanation The LRE firmware header does not have a valid signature, or the header information on the specified firmware is inconsistent with the contents of the firmware

Recommended Action Upgrade the firmware on the CPE to the latest supported one by entering the **hw-module slot slot-number lre upgrade remote** command, with slot-number being the slot number of the affected line card.

Error Message

```
%LRE_CPE-3-INVALIDPHY:  
CPE on interface [chars] has an unsupported Ethernet PHY.
```

Explanation The Ethernet PHY device on the CPE that is attached to the interface specified in the error message is not supported. The switch cannot recognize the PHY identifier of the PHY devices on the CPE. The reason for this condition could be one of the following:

- The Cisco IOS software version that is operational on the switch is not compatible with this CPE.
- The CPE is not a Cisco-supported CPE.
- The switch did not correctly read the PHY identifier from the CPE.

Recommended Action Verify that the CPE is a one that is supported by Cisco. Enter the **show controllers lre cpe mfg** command to verify that the CPE model number string is correctly set. If the Cisco IOS software version and CPE model number look correct, enter the **shutdown** command, followed by the **no shutdown** command, in interface configuration mode to force the switch to read the PHY identifier again. As a last resort, power cycle the CPE. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show controllers lre cpe mfg** commands and your pertinent troubleshooting logs.

Error Message

```
%LRE_CPE-3-NOVERCKSUM:
Could not fetch CPE firmware version and checksum on interface [chars].
```

Explanation The system could not obtain the firmware version and checksum of the CPE. If the CPE has the latest firmware, and the CPE Model Number is correct, the most likely cause for this error is that the LRE link between the switch and the CPE is of poor quality.

Recommended Action Enter **show controllers lre cpe mfg** command to verify that the CPE model number string is correct. Enter the **hw-module slot slot-number lre upgrade remote** command, with slot-number being the slot number of the affected line card, to ensure that the CPE has the latest supported firmware. If the model number and firmware revision of the CPEs are correct, enter the **shutdown** command, followed by the **no shutdown** command, in interface configuration mode to force the switch to reread the CPE information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show controllers lre cpe mfg** commands and your pertinent troubleshooting logs.

Error Message

```
%LRE_CPE-3-UNKNOWNMODEL:
CPE has unrecognizable model number [chars] on interface [chars]
```

Explanation The model number string in the CPE does not match a known CPE model number.

Recommended Action Enter the **show controllers lre cpe mfg** command to examine the model number of the CPE. Verify that the model number is a Cisco-supported one. Enter the **shutdown** command, followed by the **no shutdown** command, in interface configuration mode to force the switch to read the PHY identifier again. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show controllers lre cpe mfg** commands and your pertinent troubleshooting logs.

Error Message

```
%LRE_CPE-3-WRONGAPPVER:
CPE on interface [chars] reported unsupported version of application firmware
[chars].
Minimum application firmware version needed [chars]
```

Explanation Each CPE requires a currently-supported application firmware version for it to function correctly. This CPE has a application firmware version that predates the earliest supported version. Note that application firmware is not currently used on the CPE and this message is for future 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.

Error Message

```
%LRE_CPE-3-WRONGBOOTVER:
CPE on interface [chars] reported unsupported version of bootloader firmware
[chars].
Minimum bootloader firmware version needed [chars]
```

Explanation Each CPE requires a currently-supported bootloader firmware version for it to function correctly. This CPE has a bootloader firmware version that predates the earliest supported version.

Recommended Action Upgrade the bootloader firmware on the CPE to a recent version that supports the current requirements by entering the command **hw-module slot slot-number lre upgrade remote** command, with slot-number being the slot number of the affected line card. If the CPE firmware upgrade does not solve the problem, force the switch to re-read the bootloader firmware version by entering the **shutdown** command, followed by the **no shutdown** command, in interface configuration mode. As a last resort, power cycle the CPE. If this 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. contact your technical support representative.

Error Message

```
%LRE_CPE-3-WRONGPATCH: CPE on interface [chars] has wrong patch version [hex].
Patch version [hex] or higher is needed for this CPE.
```

Explanation Each CPE requires a currently-supported patch version for it to function. This CPE has a patch version that predates the earliest supported version. This condition might occur because the switch was upgraded with the latest Cisco IOS Software image, but the CPE firmware has not been upgraded.

Recommended Action Upgrade the patch on the CPE to the latest supported version by entering the command **hw-module slot slot-number lre upgrade remote** command, with slot-number being the slot number of the affected line card. LRE_LINK Messages

Recommended Action The following are LRE link messages.

Error Message

```
%LRE_CPE-5-SSNCHANGED:
CPE unit on interface [chars] changed.
```

Explanation The CPE system serial number has changed. This condition usually indicates that the CPE unit on this interface has been replaced.

Recommended Action No action is required.

Error Message

%LRE_LINK-3-PROFILE_FAILURE: Interface [chars], profile [chars] failure

Explanation The interface specified in the error message did not achieve a link with the attached profile.

Recommended Action If the link failure was unexpected, check and confirm the profile settings for the interface.

Error Message

%LRE_LINK-3-UPDOWN: Interface [chars], changed state to [chars]

Explanation The interface hardware either has become active (came up) or has become inactive (gone down).

Recommended Action If the state change was unexpected, confirm the configuration settings for the interface. LRE_LOG Messages

Recommended Action The following are LRE log messages.

Error Message

%LRE_LINK-4-HEALTH_MON: Interface [chars], had crossed certain monitored thresholds

Explanation The link status monitor for the interface specified in the error message has detected conditions that have crossed the configured thresholds.

Recommended Action Enter the show controllers lre link monitor command to obtain more information on this error. If the change in operating conditions was unexpected, confirm the configuration settings for the interface.

Error Message

%LRE_LOG-7-LRE_LOGGING: LRE Log:Interface [chars]: State: [chars], Event: [chars], Data: [chars].

Explanation The system has changed its state. The error message text provides more information on the nature of the change.

Recommended Action No action is required. LRE_UPGRADE Messages

Recommended Action The following are LRE upgrade messages.

Error Message

%LRE_UPGRADE-2-LOCAL_LOAD_FAILURE: The system failed to load the firmware for local PHY controller:[dec]

Explanation An internal system error has occurred while the firmware for a local PHY controller was being downloaded.

Recommended Action Power cycle the switch. If this message 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LRE_UPGRADE-3-INIT_SYSTEM: Upgrade module failed to initialize

Explanation The LRE upgrade module 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LRE_UPGRADE-3-LOCAL_FAILURE: Upgrade of local controller [chars] failed

Explanation The LRE upgrade is unable to download firmware to a local 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LRE_UPGRADE-4-INIT_RESOURCE: [chars]
```

Explanation The LRE upgrade module cannot locate a required resource.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LRE_UPGRADE-4-TERMINATE: Upgrade on [chars] terminated
```

Explanation The CPE was disconnected or changed in the middle of an upgrade.

Recommended Action No action is required.

LS1010_CCM Messages

The following are Catalyst 8510 Multiservice Switch Router (MSR)/LightStream 1010 Traffic Shaping Carrier Access Module (TSCAM) software subsystem messages.

Error Message

```
%LS1010_CCM-2-INTERNAL_CRITICAL: [chars]
```

Explanation The Catalyst 8510 MSR/LightStream 1010 TSCAM TSCAM software subsystem has encountered an internal software error. The message contains text that helps identify the nature 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LS1010_CCM-3-INTERNAL_ERROR: [chars]

Explanation The Catalyst 8510 MSR/LightStream 1010 TSCAM software subsystem has encountered an internal software error. The message contains text that can be used to help identify the nature 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LS1010_CCM-4-INTERNAL_WARNING: [chars]

Explanation The Catalyst 8510 MSR/LightStream 1010 TSCAM software subsystem has encountered an internal software error. The message contains text that can be used to help identify the nature 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

LSD Messages

The following are MPLS Forwarding Infrastructure (MFI) Label Switching Database (LSD) messages.

Error Message

%LSD-2-APP_NOTSUPP: [chars] interface does not support app [chars]

Explanation The interface does not support the application that is 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. Search for resolved software issues using the Bug Toolkit at

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

Error Message

%LSD-2-AVL: [chars] [hex]

Explanation An error involving an AVL tree operation 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

%LSD-2-FPIHANDLER: [chars] [hex]

Explanation An error involving the FPI handler 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

%LSD-2-INVALID_VAR: [chars]

Explanation The function has received invalid parameters.

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

<http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LSD-2-INVALID_VAR2: [chars] [hex] [hex]
```

Explanation The function has received invalid parameters.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LSD-2-RESOURCE: [chars]
```

Explanation A system resource error has occurred.

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

Error Message

```
%LSD-2-TESTAPP2: Test app error: [chars]: [hex] [hex]
```

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

Error Message

%LSD-2-WAVL: FPI type:[chars] [chars] [hex]

Explanation An error involving a wavelength tree operation 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. LSD_CLIENT Messages

Recommended Action The following are MPLS Forwarding Infrastructure (MFI) Label Switching Database (LSD) client messages.

Error Message

%LSD-3-APPMGR: [chars] [hex]

Explanation An error involving the application manager 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LSD-3-BADEXEC: Unexpected Code Execution: [chars] [dec]

Explanation An error involving unexpected execution of code 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LSD-3-CHUNKMGR: chunk mgr: [chars] [hex]

Explanation A chunk manager 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LSD-3-CLIENT_CONN: [chars]

Explanation A client connection 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LSD-3-CLIENT_CONN2: [chars] [hex] [hex]

Explanation A client connection 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LSD-3-EVTLOGBADSOURCE: Illegal log event source: [dec]

Explanation An illegal event has been found in the log buffer.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LSD-3-INTF_DB: [chars]

Explanation An interface DB 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LSD-3-INTF_DB2: [chars] [hex] [hex]

Explanation An interface DB 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LSD-3-LABEL: [chars] [dec]
```

Explanation A label operation 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LSD-3-LABEL2: [chars] [hex] [hex]
```

Explanation An error involving a label 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LSD-3-MULTISERVICEREQ: Multiple outstanding service requests: [dec] [dec]
```

Explanation A service request was submitted, but one service request is already outstanding.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LSD-3-REWMGR: Rewrite Manager: [chars] [hex]

Explanation An error involving the rewrite manager 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LSD-3-REWMGR2: [chars] [hex] [hex]

Explanation An attempt to look up a rewrite has failed because of an inconsistency in an FPI.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LSD-3-UPDTELISTMGR2: [chars] [dec] [dec]

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

Error Message

```
%LSD-3-UPDATERLISTMGREXEC: Illegal exec: [chars] [hex]
```

Explanation An error involving illegal execution of code 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LSD-4-BADAPI: [chars] from [chars]
```

Explanation The LSD has received a message with invalid parameters.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LSD-4-LABELFREETO: requested free timeout ([int] ms) by [chars] limited to: [int] ms
```

Explanation The timeout period for the MPLS application label has exceeded the maximum configured time.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LSD-4-LABEL_RESOURCE: label range [dec]-[dec] exhausted

Explanation The MPLS application is attempting to allocate more labels than the system configuration will allow.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LSD_CLIENT-2-INVALID_VAR: [chars]

Explanation A function has received parameters that 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 issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LSD_CLIENT-2-MSGHANDLERERR: Client=[dec] Msg type=[dec] Error=[chars]

Explanation An error involving the message handler 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LSD_CLIENT-2-NOMSGHANDLER: Client=[dec] Msg type=[dec]
```

Explanation No message handler has been registered for the 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LSD_CLIENT-2-XDREXEC: [chars] [dec]
```

Explanation Illegal code has been executed in the XDR 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LSD_CLIENT-2-XDREXEC2: [chars] [hex] [hex]
```

Explanation Illegal code has been executed in the XDR 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. LSD_HA Messages

Recommended Action The following are MFI Label Switching Database (LFD) High Availability (HA) messages.

Error Message

```
%LSD_CLIENT-3-BADEXEC: Unexpected Code Execution: [chars] [dec]
```

Explanation An error involving unexpected execution of code 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LSD_CLIENT-3-CLIENTAPI: Client API: [chars] [dec]
```

Explanation An unexpected client API 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LSD_CLIENT-3-DUPLICATEFPI: Duplicate FPI of type: [chars]
```

Explanation A duplicate FPI 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LSD_CLIENT-3-GETLFDDEVTLGMSGSIZE: Get LFD event log info message size too large: [dec]
```

Explanation The message size is too large to fit into the XDR buffer.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LSD_CLIENT-3-GETLFDQMSGSIZE: Get LFD queue info message size too large: [dec]
```

Explanation The message size is too large to fit into the XDR buffer.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LSD_CLIENT-3-INVALID_VAR: [chars]
```

Explanation Function received invalid parameters.

Recommended Action Refer to the Bug Navigator at www.cisco.com to see if this condition has been previously reported and resolved in a later release. If not, copy the message exactly as it appears on the console or in the system log. Enter the **show version** and **show running-config** commands to gather information 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%LSD_CLIENT-3-PCHUNK2: [chars]: [chars] [hex] [hex]
```

Explanation An error involving chunk parameters 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LSD_CLIENT-3-RWID2: [chars]: [hex] [hex]
```

Explanation An error occurred while an ID was being rewritten.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LSD_CLIENT-3-SAMETYPEVRRFFPI: Same type and same vrf FPI of type: [chars]
```

Explanation FPIs that have the same type and same VRF table name have 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LSD_CLIENT-3-UNEXPECTED_CLIENT_RPLY_MSG: Unexpected client reply message: [dec]
```

Explanation A client reply message was received when one was not 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LSD_CLIENT-3-UNEXPECTED_RPLY_MSG: Unexpected reply message: [dec]
```

Explanation A server reply message was received when one was not 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LSD_CLIENT-3-UTIL2: [chars]: [hex] [hex]
```

Explanation An error involving utilities 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LSD_HA-2-CF: [chars][dec]

Explanation A CF-related 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LSD_HA-2-RESOURCE: [chars]

Explanation A system resource error has occurred.

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

Error Message

%LSD_HA-2-RF: [chars][dec]

Explanation An RF-related 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LSD_HA-3-GENERAL: [chars]

Explanation A function has received invalid parameters.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LSD_HA-3-INVALID_VAR: [chars]

Explanation A function has received invalid parameters.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LSD_HA-3-LABEL_RANGE_DB: [chars]

Explanation An error has occurred in the label range database.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LSD_HA-3-UNSENT_MSG_DB: [chars]

Explanation An error has occurred in the unsent message database.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LSMPI-4-INJECT_FEATURE_ESCAPE: Egress %s packet delivered via legacy inject path

Explanation A packet with a CPP supported L3 encapsulation (such as IP) was produced by IOS but delivered to CPP via the L2/legacy inject path instead of the proper L3 inject path. For this packet, outbound features will not be applied and packet accounting will likely 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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%LSPV-3-COMM_UNKNOWN_RC: Unexpected oce return code

Explanation Comm module - unexpected oce return code encountered.

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

Error Message

%LSPV-3-TP_ECHO_REQUEST: MPLS-TP Echo request unsupported

Explanation An MPLS-TP echo request has been ignored because MPLS-TP is not supported on 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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

LSS Messages

Error Message

%LSS-0-INTERNAL_PANIC: %s

Explanation A Panic Condition.

Error Message

%LSS-1-INTERNAL_ALERT: %s

Explanation A condition that should be corrected immediately.

Error Message

%LSS-1-SDM: %s %s

Explanation LSS SDM Alert - protocol region reached limit. Cannot accept anymore entries. Need to reconfigure protocol regions, and reload

Recommended Action Reconfigure SDM region sizes and reload

Error Message

%LSS-2-INTERNAL_CRITICAL: %s

Explanation Critical Conditions

Error Message

%LSS-3-CHANNELSTUCK: %s channel %d %s is stuck. This port has stuck %d times since last boot.

Explanation Informational

Recommended Action If portstuck reload is not enabled, manually reload the interface or OIR the card.

Error Message

%LSS-3-CONN_EMPTY_STATUS: Conn empty detected %s. This port has had conn empty problems %d times since last boot

Explanation Informational

Recommended Action If portstuck reload is not enabled, manually reload the interface or OIR the card.

Error Message

%LSS-3-CONN_PKT_STATUS: %s %s

Explanation Informational

Error Message

%LSS-3-CONN_STATUS: %s %s

Explanation Informational

Error Message

%LSS-3-INTERNAL_ERROR: %s

Explanation Errors %LSS-3-PORTSTUCK : Interface %s is portstuck This port has stuck %d times since last boot.

Explanation Informational

Recommended Action If portstuck reload is not enabled, manually reload the interface or OIR the card

Error Message

%LSS-3-PORTSTUCK_LIMIT: This port has exceeded the port-stuck/ conn-empty limit of %d as configured by the epc portstuck-reload-count command. This port will remain in init state until a OIR or user initiated download is done.

Error Message

%LSS-4-HARDWARE_WARNING:

***** ATM Router Module(ARM) not supported with ASP hardware version less than 6.0. Please upgrade ASP hardware version to atleast 6.0 with FC-PFQ feature card. ATM Router Module(ARM) in slot %d is not operational . *****

Explanation Cat8510 ASP hardware with version less than 6.0 doesnot support ATM Router Modules(ARM)

Recommended Action Upgrade ASP hardware version to atleast 6.0 with FC-PFQ card.

Error Message

%LSS-4-INTERFACE: (Interface %s) %s

Explanation Per interface Warning

Error Message

%LSS-4-INTERNAL_WARNING: %s

Explanation Warning

Error Message

%LSS-4-LSIPC: %s %d

Explanation LSIPC warning - LSIPC is timing out. uCode on that interface may not be responding

Recommended Action Possibly E-PAM is not responding

Error Message

%LSS-4-MACIPC: %s %d

Explanation MAC Learn/Age IPC warning - MAC Learn or Age IPC dropped. The IOS bridge table and the L2 Cam entries are inconsistent

Recommended Action Do clear bridge

Error Message

%LSS-6-INTERNAL_EVENT: %s

Explanation Informational

Error Message

%LSS-7-IFCB2IDB: SWIDB == NULL for Root VC (%d,%d); Leaf VC (%d,%d)

Explanation LSS IFCB2IDB Alert

Error Message

%LSS-7-INTERNAL_ASSERT: %s: %s Assertion Failure - File %s Line %d

Explanation Assertion

Error Message

%LSS-7-LEAFNULL: Null leaf_p: vpi %d, vci %d

Explanation LSS LEAFNULL Alert

Error Message

%LSS-7-VC2LEG: VC to LEG translation failure: vpi %d, vci %d

Explanation LSS VC2LEG Alert

Error Message

%LSS-7-VC_IDB: Interface: %s

Explanation LSS VC_IDB Alert

LYRA Messages

Error Message

%LYRA-0-FATAL_INTR: LYRA: fatal interrupt: int status [hex], int mask [hex]

Explanation Enhanced Address Recognition Logic may not be functioning because of a fatal interruption. EARL can no longer forward any packets. The interface status and the interface mask, respectively, are specified in the error message.

Recommended Action After this error message is displayed, 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.

Error Message

%LYRA-1-SCP_Q_CREATE_FAIL: Failed to create LYRA SCP queue

Explanation An attempt to create an internal queue has failed.

Recommended Action Reboot your system. If you receive this message repeatedly, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LYRA-1-TASK_CREATE_FAIL: Failed to create LYRA fatal interrupt patch task

Explanation An attempt to spawn a task has failed.

Recommended Action Reboot your system. If you receive this message repeatedly, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. M32X Messages

Recommended Action The following are M32X Basic Rate Interface (BRI) trunk card messages.

Error Message

%LYRA-2-L2L3_SEQ_ERR: L2 Seq #[hex], L3 Seq #[hex], L2L3 Mismatch seq #[hex]

Explanation A Lyra Layer 2-to-Layer 3 sequence error occurred, but the system recovered. The Layer 2 sequence, The Layer 3 sequence, and the Layer 2-to-Layer 3 mismatched sequence are specified in the error message.

Recommended Action No action is required unless throughput is reduced. If throughput is reduced, reboot the system.

Error Message

```
%LYRA-2-PARITY_ERR: LYRA: parity intr #[dec]: address [hex], Data: [hex], [hex], [hex], [hex]
```

Explanation The system detected a parity error while accessing the forwarding table. The parity interruption, The address where the error occurred, and four variables providing data about the error, respectively, are specified 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/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%LYRA-2-RESET_LC: Resetting the linecard [dec]. Error code [dec]
```

Explanation The system failed to receive a Switch-Module Configuration Protocol response. The system is resetting the indicated module. The module number is specified in the error message.

Recommended Action No action is required.

Error Message

```
%LYRA-2-SEQ_ERR: [chars] seq. error: Seq #[hex], Intr. status #[hex], Cntrl1 #[hex], Cntrl2 #[hex]
```

Explanation A Lyra ASIC sequence error occurred, but the system recovered. The type of sequence error, the sequence, control register 1, and control register 2, respectively, are specified in the error message.

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

Error Message

%LYRA-4-INV_MSG: Received [chars] message from slot [dec]

Explanation A message has been received from an invalid line 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LYRA-4-INV_REG: LYRA: Attempt to [chars] invalid register

Explanation An internal error has occurred. An attempt has been made to read or write to an invalid Lyra register.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%LYRA-4-MEDUSA_SEQ_ERR: Sequence error detected by Medusa. Applying recovery patch

Explanation The Medusa ASIC detected a sequence error. The system is applying a recovery patch. This message might occur during online insertion and removal or during periods of high traffic.

Recommended Action 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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. M32X Messages

Error Message

%M32X-1-AR_TIMEOUT: M32X controller [dec], channel [hex]: No Reponse from device.
Action Request Timeout

Explanation The action request for a particular has failed after retry and has timed out.

Recommended Action No action is required.

Error Message

%M32X-1-DWNLDCKSM: M32X: Download checksum error (sent = 0x%x, received = 0x%x

Explanation The download of the internal microcode to the M32X failed to checksum correctly. This usually indicates a hardware failure of the M32X.

Recommended Action Perform a power cycle. 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%M32X-1-DWNLDLDFL: M32X down load failed.

Explanation The M32X trunk card failed. It could not download its operational microcode.

Recommended Action Perform a power cycle. 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%M32X-1-INITFAIL: M32X slot [dec]: Init Failed at [chars]

Explanation The M32X trunk card 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%M32X-1-NOTCMLPT: M32X download failed to complete.

Explanation The M32X trunk card has failed. It could not download its operational microcode.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%M32X-1-NOTREADY: Not ready for download.

Explanation The M32X trunk card did not respond when commanded to download its operational microcode.

Recommended Action Perform a power cycle. 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%M32X-1-STARTFAIL: %s: Channel enable failed

Explanation A software or hardware error occurred. The M32X trunk card is not responding to commands used to initialize 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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%M32X-1-STOPFAIL: %s: Channel disable failed

Explanation A software or hardware error occurred. The M32X trunk card failed to respond to a request to disable 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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%M32X-3-MBXREAD: M32X: Stale msg in [chars] - mbx0:[hex] mbx1:[hex] mbx2:[hex]

Explanation The M32X has not responded to a message within a specified time.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%M32X-3-NOTM32X: Device reported [hex]

Explanation A hardware error occurred involving the PCI interface for an M32X trunk card. If the error is originating from a M32X trunk card, this error is due to a malfunction.

Recommended Action If it is an M32X trunk card, this condition due to a malfunction. Or another PCI device may have been mistaken for an M32X. MACL Messages

Recommended Action The following are MPLS access list messages.

Error Message

%M32X-3-PANIC: M32X : Exception %d, trace %d

Explanation A software or hardware error has occurred in the M32X trunk 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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%M32X-3-TOOSMALL: M32X : %s - packet was less than two bytes
```

Explanation An output packet was detected that was smaller than the minimum allowable datagram size. An error in another driver or an error in the system software probably triggered this 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%M32X-5-REMLoop: M32X controller %d, channel %d: remote loopback %s, %s
```

Explanation The interface entered or exited a remote loopback.

Recommended Action No action is required.

Error Message

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

Explanation Authentication failed.

Recommended Action No action is required.

Error Message

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

Explanation Authentication succeeded.

Recommended Action No action is required.

Error Message

```
%MACL-2-NOMEMORY: Alloc fail for acl-config buffer. Disabling distributed mode on  
lc
```

Explanation A buffer could not be allocated to send an access list configuration down to the line cards.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show chunks** command. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MACL-2-WRONGREQUEST: Invalid request to allocate chunk of size [dec]
```

Explanation An ACL chunk was requested that exceeded the maximum allowable size.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show chunks** command. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MACL-2-WRONGSIZE: Incorrect length acl ipc xdr of type=[chars] len=[dec] received
```

Explanation The RP has sent an ACL configuration message that is of an incorrect size for that message 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

MACSEC Messages

Error Message

%MACSEC-3-VIOLATION_RESTREARN: Attempt to move [enet] from [[chars]] to [[chars]]

Explanation The MAC address specified in the system message is currently learned on the first ethernet service instance specified in the system message. An ethernet frame with the same MAC address has now been encountered on the second ethernet service instance. This is a violation of MAC Security policy.

Recommended Action If the MAC address has to be permitted to be re-learned on the second service instance, remove the address from the list of addresses permitted on the first service instance (if applicable), and clear the address from the MAC Address Table. If this is a genuine violation, no action is needed on the device; instead, locate the cause for the violation and remove it.

Error Message

%MACSEC-3-VIOLATION_SHUT_INST_DENIED: Attempt to learn denied address [enet] on [chars]. Service instance will be shutdown.

Explanation The ethernet service instance specified in the system message has been configured for shutdown-mode MAC Security, and has been configured to deny the MAC address specified in the system message. A frame was received from this denied MAC address. The address has not been learned, and additionally the service instance has been shutdown.

Recommended Action If the MAC address has to be permitted to be learned, remove the address from the list of denied addresses on the service instance. Otherwise, this is a genuine violation and no action is needed on the device; instead, locate the cause for the violation and remove it. Once the violation cause has been identified and resolved, re-enable the service instance.

Error Message

%MACSEC-3-VIOLATION_SHUT_INST_LIMIT: Attempt to learn [enet] on [chars] caused configured service instance limit ([int]) to be exceeded. Service instance will be shutdown.

Explanation The ethernet service instance specified in the system message has been configured for shutdown-mode MAC Security, and is not allowed to learn addresses beyond the limit specified in the system message. This service instance received a frame with unknown source MAC address, and if this address is learned it would cause the limit to be exceeded. The address has not been learned, and additionally the service instance has been shutdown.

Recommended Action If the MAC address has to be permitted to be learned, either increase the MAC Security limit configured on the service instance, or clear the MAC address table for the affected bridge-domain to give this address a chance to be learned. If this is a genuine violation, no action is needed on the device; instead, locate the cause for the violation and remove it. Once the violation cause has been identified and resolved, re-enable the service instance.

Error Message

%MACSEC-3-VIOLATION_SHUT_RELEARN: Attempt to move [enet] from [[chars]] to [[chars]], shutting down the latter

Explanation The MAC address specified in the system message is currently learned on the first ethernet service instance specified in the system message. An ethernet frame with the same MAC address has now been encountered on the second ethernet service instance. This is a violation of MAC Security policy, and as a result the second service instance will be shut down.

Recommended Action If the MAC address has to be permitted to be re-learned on the second service instance, remove the address from the list of addresses permitted on the first service instance (if applicable), and clear the address from the MAC Address Table. If this is a genuine violation, no action is needed on the device; instead, locate the cause for the violation and remove it. Once the violation cause has been identified and resolved, re-enable the service instance. MC3810_DSX1 Messages The following are MC3810 DSX1 subsystem error messages.

Error Message

%MACSEC-4-VIOLATION_RESTR_BD_LIMIT: Attempt to learn [enet] on [chars] caused configured bridge-domain limit ([int]) to be exceeded.

Explanation The bridge-domain specified in the system message is not allowed to learn addresses beyond the limit specified in the system message. A service instance belonging to this bridge-domain received a frame with unknown source MAC address, and if this address is learned it would cause the bridge-domain limit to be exceeded. The address has not been learned.

Recommended Action If the MAC address has to be permitted to be learned, either increase the MAC Security limit configured on the bridge-domain, or clear the MAC address table for the affected bridge-domain to give this address a chance to be learned. If this is a genuine violation, no action is needed on the device; instead, locate the cause for the violation and remove it.

Error Message

%MACSEC-4-VIOLATION_RESTR_INST_DENIED: Attempt to learn denied address [enet] on [chars].

Explanation The ethernet service instance specified in the system message has been configured for restrict-mode MAC Security, and has been configured to deny the MAC address specified in the system message. A frame was received from this denied MAC address. The address has not been learned.

Recommended Action If the MAC address has to be permitted to be learned, remove the address from the list of denied addresses on the service instance. Otherwise, this is a genuine violation and no action is needed on the device; instead, locate the cause for the violation and remove it.

Error Message

%MACSEC-4-VIOLATION_RESTR_INST_LIMIT: Attempt to learn [enet] on [chars] caused configured service instance limit ([int]) to be exceeded.

Explanation The ethernet service instance specified in the system message has been configured for restrict-mode MAC Security, and is not allowed to learn addresses beyond the limit specified in the system message. This service instance received a frame with unknown source MAC address, and if this address is learned it would cause the limit to be exceeded. The address has not been learned.

Recommended Action If the MAC address has to be permitted to be learned, either increase the MAC Security limit configured on the service instance, or clear the MAC address table for the affected bridge-domain to give this address a chance to be learned. If this is a genuine violation, no action is needed on the device; instead, locate the cause for the violation and remove it.

Error Message

%MACSEC-4-VIOLATION_RESTR_SYS_CFG_LIMIT: Attempt to learn [enet] on [chars] caused system limit ([int]) to be exceeded.

Explanation It is not allowed to learn addresses beyond the system limit that allows number of permitted + sticky addresses to be configured in the system. A service instance received a frame with unknown source MAC address, and if this address is learned it would cause the system limit to be exceeded. The address has not been learned.

Recommended Action If the MAC address has to be permitted, remove some of permitted or sticky addresses from configuration for the affected service instance to give this address a chance to be learned. If this is a genuine violation, no action is needed on the device; instead, locate the cause for the violation and remove it.

Error Message

%MACSEC-4-VIOLATION_RESTR_SYS_LIMIT: Attempt to learn [enet] on [chars] caused system limit ([int]) to be exceeded.

Explanation It is not allowed to learn addresses beyond the system limit. A service instance received a frame with unknown source MAC address, and if this address is learned it would cause the system limit to be exceeded. The address has not been learned.

Recommended Action If the MAC address has to be permitted to be learned, clear the MAC address table for the affected service instance or bridge-domain to give this address a chance to be learned. If this is a genuine violation, no action is needed on the device; instead, locate the cause for the violation and remove it.

MAC_LIMIT Messages

Error Message

%MAC_LIMIT-4-PORT_DROP: %s with Configured limit %ld has currently %ld entries

Explanation The Number of entries for the port has gone below or is equal to the allowed number

Recommended Action Depends of the Network admin

Error Message

%MAC_LIMIT-4-PORT_ENFORCE: Enforcing limit on %s with Configured limit %ld

Explanation The Number of entries for the port has exceeded the allowed number and the enforce to limit action is configured

Recommended Action Depends of the Network admin

Error Message

%MAC_LIMIT-4-PORT_EXCEED: %s with configured limit %ld has currently %ld entries

Explanation The Number of entries for the port has exceeded the allowed number

Recommended Action Depends of the Network admin

Error Message

%MAC_LIMIT-4-VLAN_DROP: Vlan %d with configured limit %ld has currently %ld entries

Explanation The Number of entries for a vlan has gone below or is equal to the allowed number

Recommended Action Depends of the Network admin

Error Message

%MAC_LIMIT-4-VLAN_ENFORCE: Enforcing limit on Vlan %d with configured limit %ld

Explanation The Number of entries for a vlan has exceeded the allowed number and the enforce to limit action is configured Depends of the Network admin.

Recommended Action %MAC_LIMIT-4-VLAN_EXCEED : Vlan %d with configured limit %ld has currently %ld entries

Explanation The Number of entries for a vlan has exceeded the allowed number

Recommended Action Depends of the Network admin

Error Message

%MAC_MOVE-4-NOTIF: Host %e in vlan %d is flapping between port %s and port %s

Explanation The system has found the specified host moving between the specified ports.

Recommended Action Check the network for possible loops.

MAILBOX Messages

Error Message

%MAILBOX-3-BADCHKSUM: Checksum failed. Expected = 0x%02x, calculated = 0x%02x. Ignoring PDU.

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

%MAILBOX-3-BADECHO: Echo-response did not match echo-request!

Explanation The data received from an ECHO_RESPONSE protocol data unit (PDU) did not match the original data provided in the ECHO_REQUEST. Usually, this message is seen during initialization, and indicates a catastrophic failure of the mailbox interface. See MAILBOX-3-INITFAIL for more information.

Recommended Action Confirm the router module installation. Make sure the software revision on the management module and the router module carrier card is up-to-date. If the error persists, call your technical support representative for assistance.

Error Message

%MAILBOX-3-BADPDU: PDU of type %s received. Invalid or unsupported. Ignoring.

Explanation The protocol data unit (PDU) received was valid, but the type is not supported in the current software implementation. It will be ignored.

Recommended Action Informational message only. No action required.

Error Message

%MAILBOX-3-INITFAIL: Mailbox initialization failure. %s Mailbox offline.

Explanation A catastrophic failure involving the initialization of the administrative mailbox occurred. The mailbox will be taken offline and remain in that state until a router module reset, or a system reload, occurs. At that time, initialization will again be attempted. Note that the functionality of the router, that is, its ability to receive and forward packets, is not affected by this error.

Recommended Action Confirm the router module installation. Make sure the software revision on the management module and the router module carrier card is up-to-date. If the error persists, call your technical support representative for assistance.

Error Message

%MAILBOX-3-NOECHO: Echo-request timed out. No response received. Mailbox offline.

Explanation An ECHO_RESPONSE was not received in the appropriate time after the generation of an ECHO_REQUEST. This failure only occurs during mailbox initialization, and indicates a problem between the communication path of the router module and its carrier card.

Recommended Action Confirm the router module installation. Make sure the software revision on the management module and the router module carrier card is up-to-date. If the error persists, call your technical support representative for assistance.

Error Message

%MAILBOX-3-OFFLINE: %s mailbox is offline. Interrupt ignored.

Explanation This message is generated when an attempt is made by the management module to communicate with an offline mailbox. When it appears, it indicates a problem exists between the perceived state of the mailbox from the router's side versus the management module's side.

Recommended Action Issue a system-wide reset on the management module. If the error persists, call your technical support representative for assistance.

Error Message

%MAILBOX-3-TIMEOUT: Intra-PDU timeout occurred on %s mailbox data.

Explanation A timeout occurred while sending or receiving the characters of a protocol data unit (PDU). The entire PDU will be ignored.

Recommended Action Informational message only. No action required.

Error Message

%MAILBOX-6-INITOK: Mailbox initialization successful.

Explanation This message is generated after a router reload to indicate the mailbox was successfully initialized.

Recommended Action Informational message only. No action required.

Error Message

```
%MAILBOX-7-MBOXDEBUG: %s
```

Explanation This message header is paired with general debugging messages used to provide information about the functionality of the mailbox. To enable mailbox debugging, issue the command `debug mailbox`.

Recommended Action Advisory message only. No action required.

Error Message

```
%MAILBOX-7-ONLINE: %s mailbox coming online.
```

Explanation This message is generated only when mailbox debugging is enabled. It provides information about the state of each incoming or outgoing mailbox.

Recommended Action Advisory message only. No action required.

Error Message

```
%MAILBOX-7-READ: Reading 0x%02x from carrier.
```

Explanation This message is generated only when mailbox debugging is enabled. It provides very low-level information about the incoming mailbox data stream.

Recommended Action Advisory message only. No action required.

Error Message

```
%MAILBOX-7-WRITE: Writing 0x%02x to carrier.
```

Explanation This message is generated only when mailbox debugging is enabled. It provides very low-level information about the outgoing mailbox data stream.

Recommended Action Advisory message only. No action required.

MAINBOARD Messages

Error Message

```
%MAINBOARD-3-CF_RESET_FAILED: flash1 reset failed
```

Explanation Reset of the compact flash has failed.

Recommended Action Reload the router. If the message does not recur, no further action is required. Transient errors can occur due to unusual environmental conditions. 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/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

%MAINBOARD-0-ECC_MULTIPLE: An uncorrectable multiple bit error has occurred in DRAM at location [hex].

Explanation The memory is corrupt and unstable. The router will force a reload. This may be a transient error.

Recommended Action Reload the router. If the message does not recur, no further action is required. Transient errors can occur due to unusual environmental conditions. If the message recurs, gather information by entering the show platform error, show version, show run, show platform 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/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

%MAINBOARD-1-UNKNOWN_WIC: wic card in location [dec]/[dec] has an unknown id [hex]

Explanation The Cisco IOS 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 determine if 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/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. MAINBOARD_GE Messages

Recommended Action The following are the MAINBOARD_GE messages.

Error Message

%MAINBOARD-2-HDLC_ERR: An error has occurred in HDLC Gasket [dec]: HDLC Error Status Register == [hex]

Explanation Unavailable.

Recommended Action Unavailable.

Error Message

%MAINBOARD-2-HDLC_STI_ERR: An error has occurred in the HDLC STI Gasket [dec]:
HDLC STI Error Status Register == [hex]

Explanation Unavailable.

Recommended Action Unavailable.

Error Message

%MAINBOARD-2-HWIC_CRC_ERR: A CRC error has occurred in HWIC Gasket [dec], Error
Status reg0 == [hex],

Explanation Unavailable.

Recommended Action Unavailable.

Error Message

%MAINBOARD-2-INITFAIL: [chars] [dec] failed

Explanation This is a hardware/software error. The router may not be able to function normally.

Recommended Action Reload 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

%MAINBOARD-2-MSI_ALLOC_ERR: Cannot allocate the MSI interrupt type [dec], name
[chars]

Explanation The Message Signalled Interrupt (MSI) is part of the PCIe standard. Before enabling the MSI interrupt, the application must allocate MSI interrupt resource. This software error could be caused by a duplicated MSI interrupt allocation. The application may not function correctly after this 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 gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show platform interrupt, show version, show run commands and your pertinent troubleshooting logs.

Error Message

%MAINBOARD-2-MSI_DEALLOC_ERR: Cannot deallocate the MSI interrupt - slot [dec], source [dec], type [dec], number [dec]

Explanation The application can release the MSI interrupt resource when the application does not need it. This interrupt resource becomes unusable after this 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/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 platform interrupt, show version, show run commands and your pertinent troubleshooting logs.

Error Message

%MAINBOARD-2-MSI_PARA_ERR: MSI API Parameter check failure - [chars]: slot [dec], source [dec], type [dec], number [dec]

Explanation The application passes incorrect parameters to the platform MSI interrupt API routines. This error will cause failure in MSI interrupt allocation, deallocation, enabling, or disabling. The application will not function correctly after this 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/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 platform interrupt, show version, show run commands and your pertinent troubleshooting logs.

Error Message

%MAINBOARD-2-PARITY: An uncorrectable parity error has occurred in the [chars] component at location [hex].

Explanation An internal component experienced a parity error. Reload the router to restore data integrity.

Recommended Action Unavailable.

Error Message

%MAINBOARD-2-SCCFAIL: Failed to start SCC for port [dec] on interface [chars]

Explanation The Cisco IOS software failed to initialize or restart a Serial Communication Controller (SCC) of the indicated serial interface.

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/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

%MAINBOARD-2-SCC_RAM_PARITY_ERR: An uncorrectable parity error has occurred in the SCC : RAM Parity Interrupt Status Register == [hex].

Explanation The SCC experienced a parity error. To restore data integrity, the router must be reloaded.

Recommended Action Unavailable.

Error Message

%MAINBOARD-2-SCC_STI_ERR: An error has occurred in the SCC STI : STI Error Status Register == [hex]

Explanation Unavailable.

Error Message

%MAINBOARD-3-CLK2_INVALID_REFERENCE: Attempt to enable/disable clock unsuccessful due to [chars]

Explanation The clock generator device has been accessed for an invalid reference.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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

%MAINBOARD-3-EEPROM_ERROR: Attempt to [chars] EEPROM [dec] number of bytes at offset [hex]. This exceeds the device memory capacity

Explanation An attempt to access the EEPROM exceeds the device memory 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/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

%MAINBOARD-3-I2CACC_ERROR: Device @ [hex] on I2C bus [dec] is trying to [chars] while locked by device @ [hex]

Explanation An invalid attempt to access data over an I2C bus has been made. The access will fail, and no valid data will be 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/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

%MAINBOARD-3-I2CBN_ERROR: Initialization of invalid I2C bus ([dec]) attempted

Explanation Initialization of an invalid bus is attempted. This is 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/tac>. With 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

```
%MAINBOARD-3-I2CRW_ERROR: [chars] failure - Device @ [hex], offset [hex] on I2C bus [dec]
```

Explanation An error occurred while accessing the I2C slave 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/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

```
%MAINBOARD-3-I2CTBLN_ERROR: Device table[[dec]] uses invalid bus no.([dec])
```

Explanation This is a programming or an internal error. The I2C table contains invalid bus number. The router will not operate 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. 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

```
%MAINBOARD-3-I2CTBL_ERROR: Device table[[dec]] and device index([dec]) mismatch.
```

Explanation This is a programming/internal error. The table and index must align. The router will not operate 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. 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

%MAINBOARD-3-I2C_ACCESS_ERROR: The [chars] buffer passed to the [chars] device driver is not valid.

Explanation An invalid buffer has been passed to the device driver. The operation will 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/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

%MAINBOARD-3-INVALIDHW: Invalid hardware type - [chars]

Explanation The router hardware is invalid.

Recommended Action Check if the loaded image supports this board.

Error Message

%MAINBOARD-3-INVALID_TXRX: [chars] doesn't support different tx speed ([dec]) and rx speed ([dec])

Explanation The software does not support different TX speed and RX speeds.

Recommended Action Configure the TX speed and RX speed to be equivalent.

Error Message

%MAINBOARD-3-MUX_INVALID_ACCESS: Attempt to enable the port no [dec] on Mux while the port no [dec] is already enabled

Explanation An attempt was made to enable a port on the Multiplexer which was not disabled previously. Two devices might be trying to access the Mux simultaneously. This is an unexpected internal software error.

Recommended Action Retry the operation. If the error persists, unplug the device on the port causing the conflict. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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

%MAINBOARD-3-MUX_INVALID_DEVICE: Attempt to access invalid port on I2C Mux

Explanation An attempt was made to enable an invalid port on the I2C Multiplexer.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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

%MAINBOARD-3-NOMEMORY: No memory for [chars] of unit [dec]

Explanation The router does not have enough memory to perform the function.

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

Error Message

%MAINBOARD-3-RTC_BATTERY_FAILURE: Real Time Clock (RTC) oscillator problem detected, possibly caused by RTC battery failure

Explanation The Real Time Clock has been reset due to battery 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/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

%MAINBOARD-3-RTC_CHIP_NOT_RESPONDING: RTC (real time clock) chip is not responding

Explanation The Real Time Clock through the I2C BUS timed out. The calendar functionality may 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/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

```
%MAINBOARD-3-RTC_FAILURE: [chars] onboard Real Time Clock chip failed
```

Explanation A read/write failure to the RTC chip has occurred. This could happen due to high system load. The calendar related functionality may 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/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

```
%MAINBOARD-3-SCCRESET: Reset of Serial communication controller failed on interface [chars]
```

Explanation The SCC failed to reset because an internal error occurred. The indicated interface on the WIC module will not be functional and the traffic through that interface 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/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

```
%MAINBOARD-3-TEMP_SEN_INVALID_REFERENCE: Temperature sensor @ [hex] not available, operation unsuccessful.
```

Explanation An attempt was made to read the temperature value from a device which is not a temperature sensor.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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

%MAINBOARD-4-ECC_SINGLE: A corrected single bit error has occurred in DRAM at location [hex]

Explanation A single bit error has occurred in DRAM, and it has been corrected. The system will still operate normally, and the operation can continue without interruption. Single bit ECC errors in the main DRAM memory can occur from time to time due to external environmental factors. If this does not frequently recur, it is of no concern and operation can continue.

Recommended Action No action is required, unless the condition recurs frequently. If this message recurs frequently, DRAM replacement should be considered. Gather information by entering the show platform error, show version, show run, show platform 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/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

%MAINBOARD-4-NO_WLAN: C1941W expects wireless LAN module but no WLAN module installed

Explanation This is an C1941 platform with a wireless LAN module, but the wireless LAN module does not exist.

Recommended Action Install a wireless LAN module.

Error Message

%MAINBOARD-5-NON_SECURED_SM_COOKIE: Non secured I2C based SM cookie read is not supported on this platform.

Explanation The SM must have secured I2C based cookie. Non secured cookie based SM is not supported on this platform.

Recommended Action No action is required.

Error Message

%MAINBOARD-7-TEST_COMMAND_RUN: User executed an unsupported test command - [chars].

Explanation The test command is not supported and can cause the router to malfunction.

Recommended Action This test command should not be run without the complete knowledge of the feature and/or the hardware.

Error Message

%MAINBOARD_GE-3-ALLOCINTERRUPT: [chars], Interrupt Allocation failed

Explanation An error occurred due to a failure in allocating the receive interrupt handler.

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

%MAINBOARD_GE-3-DEALLOCINTERRUPT: [chars], Interrupt Deallocation failed

Explanation An error occurred due to a failure in deallocating the receive interrupt handler.

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

%MAINBOARD_GE-3-ENABLEINTERRUPT: [chars], Interrupt Enabling failed

Explanation An error occurred while enabling the receive interrupt 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/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

%MAINBOARD_GE-3-FPAPOOLALLOC: [chars], FPA, IOS POOL ALLOCATION FAILED

Explanation FPA, IOS Pool allocation failed, IOS exiting. Crash Dump.

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

%MAINBOARD_GE-3-INVALID_UNIT: [chars] [dec]

Explanation An invalid GE unit has been passed.

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

%MAINBOARD_GE-3-MACINIT: [chars], MAC init failed, [chars]

Explanation The Ethernet device driver tried to initialize the Ethernet controller, but the controller initialization 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/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

%MAINBOARD_GE-3-MACSTOP: [chars], MAC stop failed, [chars]

Explanation The Ethernet device driver tried to stop the Ethernet controller, but the controller did not stop properly.

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

%MAINBOARD_GE-3-PHYBUSY: [chars], PHY is not responding

Explanation The Ethernet device driver tried to access a register on the Ethernet PHY device, but the PHY did not respond to the register access on time.

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

%MAINBOARD_GE-3-PHYCONFIG: [chars], PHY configuration failed

Explanation The Ethernet device driver tried to configure the Ethernet PHY device, but the PHY configuration 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/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

%MAINBOARD_GE-3-PHYPOWERUP: [chars], PHY powerup failed

Explanation The Ethernet device driver tried to power up the Ethernet PHY device, but the PHY power up 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/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

%MAINBOARD_GE-3-PHYRESET: [chars], PHY reset failed

Explanation The Ethernet device driver tried to reset the Ethernet PHY device, but the PHY reset 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/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

%MAINBOARD_GE-3-POOLINIT: [chars] [dec] [chars]

Explanation There is an error during mainboard initialization of GigabitEthernet interface. Because of this error, the interface and part of the router may not be operational.

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

%MAINBOARD_GE-3-RXQERROR: [chars], Rx queue error on queue [dec]

Explanation The Ethernet controller has encountered a receive queue error.

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

%MAINBOARD_GE-3-SHUTDOWN: [chars] [dec] [chars]

Explanation There is an error during shutdown of GigabitEthernet interface. Because of this error, the interface and part of the router may not be operational.

Recommended Action If this error occurs during warm reload or while booting the Cisco IOS software over network, perform a reload and reboot Cisco IOS software from the compact flash. 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

%MAINBOARD_GE-3-TXQERROR: [chars], Tx queue error on queue [dec]

Explanation The Ethernet controller has encountered a transmit queue error.

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

%MAINBOARD_GE-5-EXCESSCOLLISION: [chars], excessive collision error

Explanation The number of collisions exceeded the limit of 16 during the frame transmission. This temporary condition is due to heavy Ethernet traffic, a duplex mismatch, or a non-standard Ethernet controller on the Ethernet segment.

Recommended Action Check the duplex setting, and change the configuration. If system self-corrects, no action is required.

Error Message

%MAINBOARD_GE-5-LATECOLLISION: [chars], late collision error

Explanation During frame transmission, a collision occurred at an unexpected time. This condition is due to a duplex mismatch or a non-standard Ethernet controller on the Ethernet segment.

Recommended Action Check the duplex setting, and change the configuration. No action is required, if the condition corrects itself.

Error Message

%MAINBOARD_GE-5-OVERRUN: [chars], receive overrun error

Explanation While receiving a frame, the local buffer of the Ethernet controller exceeded the permitted amount of data. Data could not be transferred to the host memory fast enough to keep up with the data input rate. This condition is usually temporary and depends on transient peak loads within the system.

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

%MAINBOARD_GE-5-TOOBIG: [chars], Tx pak is too big, [dec] bytes

Explanation A packet greater than the assigned MTU size of this interface was queued up for transmission. The system will recover on its own.

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

%MAINBOARD_GE-5-TOOSMALL: [chars], Tx pak is too small, [dec] bytes

Explanation A small packet (less than 2 bytes) was queued up for transmission. The interface cannot handle such small packets for transmission. The system will recover on its own.

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

%MAINBOARD_GE-5-UNDERRUN: [chars], transmit underrun error

Explanation While transmitting a frame, the local buffer of the Ethernet controller ran out of data. Data could not be transferred from the host memory fast enough to keep up with the data output rate. This condition is usually temporary and depends on transient peak loads within the system. The system will recover on its own.

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. MAINBOARD_SFP Messages

Recommended Action The following are the MAINBOARD_SFP messages.

Error Message

%MAINBOARD_SFP-3-FAILURE: Transceiver module SFP is failed in [chars] port.

Explanation An initialization failure occurred for the small form-factor pluggable (SFP) transceiver module for the interface specified in the error message. This condition could be caused by a software, firmware, or hardware problem. As a result of the error, the module is disabled. This may be a transient error due to improperly seated SFP module.

Recommended Action Attempt to reseal 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/tac>. With 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

%MAINBOARD_SFP-3-NOT_IDENTIFIED: Unidentified transceiver module in [chars] port.

Explanation The 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 which could not be correctly interpreted. As a result of the error, the module is disabled.

Recommended Action Replace the SFP with a compatible one.

Error Message

%MAINBOARD_SFP-3-SNMP_REG_FAIL: [chars] SNMP high capacity counter register failed

Explanation SNMP high counter registration is 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/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

%MAINBOARD_SFP-4-NON_CISCO_SFP: Unsupported SFP transceiver module found on board.

Explanation The system detected that a non-Cisco SFP transceiver module is inserted. The SFP should not be used and replaced immediately with a Cisco supported one. If Cisco determines that a fault or defect can be traced to the use of third-party transceiver, Cisco may withhold support under warranty or a Cisco support program.

Recommended Action If the error is due to a transceiver 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/tac>. With 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

%MAINBOARD_SFP-4-UNSUPPORTED_TRANSCEIVER: Unsupported transceiver found in [chars]

Explanation The module was identified as an unsupported non-Cisco transceiver.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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

%MAINBOARD_SFP-6-CHANGED: Transceiver module SFP type is changed in [chars] port.

Explanation A small form-factor pluggable (SFP) transceiver module has been changed to a different type.

Recommended Action This is an informational message only. No action is required.

Error Message

%MAINBOARD_SFP-6-INSERTED: Transceiver module [chars] SFP is inserted in [chars] port.

Explanation A small form-factor pluggable (SFP) transceiver module has been inserted.

Recommended Action This is an informational message only. No action is required.

Error Message

%MAINBOARD_SFP-6-REMOVAL: Transceiver module SFP is removed from [chars] port.

Explanation A small form-factor pluggable (SFP) transceiver module has been removed.

Recommended Action This is an informational message only. No action is required. MARS_NETCLK Messages

Recommended Action The following are Network Clocking messages.

Error Message

%MARINA-1-CREATE_INBAND_IDB_FAIL: Failed to initialize Inband IDB

Error Message

%MARINA-4-BADFLASH: Unsupported flash type in the bootflash - [chars].

Explanation The flash chips in the Flash SIMM are not supported by the platform.

Recommended Action Contact your Cisco technical support representative to update your system. MATREGISTORS Messages

Recommended Action The following are messages relating to register problems.

Error Message

%MARS_NETCLK-3-CLK_SWITCH: [chars] of Controller [dec]/[dec] Clock during Clock Switching has failed

Explanation An error was encountered during the switch from one clock to another.

Recommended Action If this 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

%MARS_NETCLK-3-CLK_TRANS: Network clock source transitioned from priority [dec] to priority [dec]

Explanation The clock source has changed.

Recommended Action No action is required.

Error Message

%MARS_NETCLK-3-CONFLICT: The current config conflicts with existing config in [chars].

Explanation A user input error has occurred during clock configuration.

Recommended Action Check the configuration of the controllers and the network clocks. If this 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

%MARS_NETCLK-3-HOLDOVER: [chars] Holdover for Controller [dec]/[dec]

Explanation The current clock source signal is out of range.

Recommended Action Ensure that the controller receives a valid clock source signal. 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

%MARS_NETCLK-3-HOLDOVER_TRANS: Holdover timer exceeded for Controller [dec]/[dec]

Explanation The current clock source signal went out of range and has transitioned to another clock source.

Recommended Action Ensure that a valid clock is provided to the controller. 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.
MBRI Messages

Recommended Action The following are messages relating to multi-BRI (MBRI) port modules.

Error Message

%MARVEL_HM-3-HM_RULES_RELOAD: Health Monitor causing a reload due to [chars]

Explanation The Health Monitor rules have determined that a reload will now 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

```
%MARVEL_HM-3-INFORM_ACTIVE_AND_RELOAD_ERR: Attempt to inform Active and reload  
this unit failed
```

Explanation An attempt was unsuccessful to inform the Active and then perform a reload of 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. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. MASTER_LED Messages

Recommended Action The following are Master LED messages.

Error Message

```
%MASTER_LED-3-(-1): Failed to create the '[chars]' process to turn on the Master  
LED
```

Explanation Due to an internal error, an IOS process cannot be created to illuminate the Master LED on the front panel of the RSC. This error has no other side effects on the system functionality except that Master LED is not lit when the RSC becomes a master controller.

Recommended Action If possible, reload the RSC to recover from 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

%MASTER_LED-3-NO_PROCESS: Failed to create the '[chars]' process to turn on the Master LED

Explanation Due to an internal error, an IOS process cannot be created to illuminate the Master LED on the front panel of the RSC. This error has no other effects on system functionality except that the Master LED is not lit when the RSC becomes a master controller.

Recommended Action If possible, reload the RSC to recover from 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/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.

MATREGISTORS Messages

Error Message

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

Explanation The system has failed to read a register. If this error is occurring with all features on the switch, then this is 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

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

Explanation The system has failed to write a register. If this error is occurring across the board with all features on the switch, then this is 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. MBUS Messages

Recommended Action The following are maintenance bus (MBus) messages.

Error Message

```
%MBRI-1-CHANINITFAIL: %s %s failed
```

Explanation The MBRI network module failed to complete initialization.

Recommended Action Please make sure there is sufficient memory available in the router. If you continue to get this message, copy the error message exactly as it appears, and report it to your technical support representative.

Error Message

```
%MBRI-1-INITFAIL: Port Adapter in bay %d, shutting down PA
```

Explanation The MBRI network module failed to complete initialization.

Recommended Action Please make sure there is sufficient memory available in the router. If you continue to get this message, copy the error message exactly as it appears, and report it to your technical support representative.

Error Message

```
%MBRI-1-TIMERPOOL_EMPTY: %s could not get timer element
```

Explanation The requested operation could not be accomplished because a global pool of timer elements was empty. This may be due to a transient condition of certain system activity.

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

Error Message

```
%MBRI-3-NOTMBRI: Bay %d device ID seen as %#x, expected %#x
```

Explanation The network module hardware reports that a non-MBRI port module was detected

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

Error Message

%MBRI-3-UNKNOWN_STATE: %s layer1 state is %d

Explanation The MBRI driver detected an invalid Layer 1 condition

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

Error Message

%MBUF-0-MFREEx2: mfree: mbuf [hex] already free'd from pc=[hex] ra=[hex]
@ (pc=[hex]ra=[hex])

Explanation A request was made to free a memory buffer that was already free.

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

%MBUF-0-PANIC: panic[[chars]@[dec]] in [chars]: [chars]

Explanation An unexpected internal error has occurred in the TCP/IP stack.

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. MBUS Messages

Recommended Action The following are CMCC maintenance bus (MBus) messages.

Error Message

%MBUS-0-CLKFAIL: Switched Primary Clock to [chars] ; FS error in slot [int]

Explanation A hardware failure has occurred. The primary clock for the system had to be switched because frame synchronization errors were detected in the specified slot. The switch will take place under the conditions described below. Note that when the switch to a new clock is made, the RP and CSC combination is not known to have failed previously. The switch is made when the following are true: The GRP/primary CSC detects frame synchronization failures.

Explanation The GLC/SFC/Secondary CSC detects frame synchronization failures. These switchovers are rate-limited to once every 10 minutes.

Explanation A card can cause only one switchover. The inability of the card to detect frame synchronizations from the primary clock is a catastrophic failure that makes it inoperable on the fabric. The condition will usually manifest itself as a CRC error in the FIA, resulting in transfer errors over the fabric.

Recommended Action Run diagnostics on the specified card and the original primary CSC if possible. If fabric errors persist, remove the CSC, 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

`%MBUS-0-DOWNREV: [chars] [dec] [chars]`

Explanation The specified module is of a downlevel version. This fabric downloader, MBUS Agent RAM or another component could be the cause of this condition. The error message text specifies more information regarding this condition.

Recommended Action Ensure that the fabric downloader or the other version specified in the error message text is synchronized with the one from the current Cisco IOS software release that is running on the primary GRP. Enter the upgrade all slot-number command, with slot-number being the slot number of the line card, to synchronize the version of the MBUS agent RAM, the fabric downloader, and other components on the line card. A system reload will correct this condition most of the time. However, in some rare circumstances, a power cycle is required to recover the line card. Ensure that enough route memory is present on the line card to support your Cisco IOS software release. More information is available at Upgrading Line Card Firmware on a Cisco 12000 Series Router at the URL <http://www.cisco.com/warp/public/63/17.html>.

Error Message

`%MBUS-0-FABINIT: Failed to initialize switch fabric infrastructure`

Explanation The switch fabric infrastructure has failed to initialize. At least one CSC must be detected and configured.

Recommended Action Insert a CSC card. If a CSC card is present, verify that it is seated correctly and power-cycle or reboot the Internet router. If the condition persists, 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

`%MBUS-0-FAB_FAILURE: Unrecoverable fabric error detected on switch card [int]`

Explanation Errors have been detected by the line card or RP from the specified switch card. However, because of the lack of redundancy in the fabric, this card cannot be removed.

Recommended Action Replace this switch card. 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

`%MBUS-0-GRP_NO_FRAMESYNC:`

Explanation The GRP has not seen the frame synchronizations within the required intervals. The GRP must see frame synchronizations every 1.04 milliseconds.

Recommended Action Power-cycle the Internet router. If condition persists, 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

%MBUS-0-NOCARDS: No Cards detected in slots 1 - [dec]

Explanation No cards were detected. At least the GRP must be discovered by the MBus.

Recommended Action Power-cycle the Internet router and retry. 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

%MBUS-0-NOCSC: [chars]

Explanation At least one CSC must be present in the system.

Recommended Action If necessary, insert a CSC in slot 16 or 17 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

%MBUS-0-NOFABCARD: There must at least be a CSC card in slot 16 or 17.

Explanation No fabric card was detected in the system.

Recommended Action If necessary, insert a CSC in slot 16 or 17 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

%MBUS-0-NOIMAGE: [chars]

Explanation The image was missing in the bundle linked with this Cisco IOS image. The image is required for downloading. A missing image usually signifies a build 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

%MBUS-0-OLD_SCA: Old SCA found on clock switch card (CSC) in slot [dec]

Explanation The CSC is an old or nonproduction card.

Recommended Action Obtain a new CSC from your Cisco technical support representative.

Error Message

%MBUS-0-REGISTRY: Failed to create registry [chars] [chars]

Explanation The specified registry could not be created. This is a catastrophic error for this feature. This condition requires the intervention of a Cisco software developer for a solution.

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

%MBUS-0-SELFDISCOVER: Unknown GRP slot number. Power cycle the GSR and retry

Explanation At least the local GRP must be discovered by the MBus.

Recommended Action Power-cycle the Internet router and retry.

Error Message

%MBUS-2-CLKSTATUS: Slot [dec] [chars]

Explanation The slot clock has changed its redundancy state. If the card has lost its redundancy state, it can still operate with the other clock. This problem may be localized to the line card or may be a global event caused by a malfunctioning CSC card. In the latter case, all line cards will show this condition.

Recommended Action Verify that the other clock is correctly using the show controller clock command.

Error Message

%MBUS-2-CLKSYNC: [chars] could not lock to [chars]. Clocks could not be configured as redundant

Explanation An attempt to lock the fabric clocks has failed. A hardware failure has occurred. This message indicates that clock or scheduler redundancy cannot be achieved in this configuration. If this failure occurs during the boot process, the system primary clock will be chosen by a majority rule; that is, the primary clock will be the clock to which the majority of the cards are synchronized. If this failure occurs during an OIR event, the initial primary clock will be maintained. Cards that do not synchronize to the selected primary clock will not operate over the fabric. Use the show controller clock command to check the clock configuration for the individual cards.

Recommended Action Replace or reinsert the CSCs and try again. If the condition persists, 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

%MBUS-2-DNLDFAIL: [chars] download to slot [dec]

Explanation The specified image could not be downloaded to the card. The card will be automatically reset and the download retried.

Recommended Action Try resetting, power-cycling, or reinserting the card. If the condition persists, 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

%MBUS-2-FIRMWARE: RAM version download to slot %d failed

Explanation The RAM version of the MBUS agent firmware could not be downloaded to specified slot. This may be a software or hardware bug.

Recommended Action Submit a bug with as much information as possible including the console output at the time of the error.

Error Message

%MBUS-2-LAUNCHERR: [chars] for Slot [dec] status [hex]

Explanation The specified module could not be successfully launched.

Recommended Action Reset the line card. If the condition persists, copy the error message exactly as it appears, along with previous error messages and report it to your Cisco technical support representative.

Error Message

%MBUS-2-NORESPONSE: From [chars] agent in slot [dec]. [chars]

Explanation The interface to the MBus agent firmware is no longer responding. 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

`%MBUS-3-BADCLK: Slot [dec] does not see fabric clock from [chars] Card will not operate on fabric using this clock`

Explanation The slot does not see the fabric clock. The slot must see the fabric clock from at least one of the CSCs. If just one CSC is present, the card must synchronize to that clock to operate on the fabric. If two CSCs are present, the following cases are possible. If the CSCs were configured to be redundant, the card will function if it can synchronize to at least one of the clocks. The card will be configured to use that clock in the nonredundant mode. If the CSCs are not redundant (when one CSC is defective), the whole chassis will be configured for one of the two CSCs and all the cards must synchronize to the primary CSC. A card that has failed to synchronize to the selected primary CSC will not operate over the fabric. Note that if two CSCs are present, they will be configured as redundant unless the clocks fail to lock. That error message should have been reported earlier in the process.

Recommended Action Verify that the card is seated correctly. Try to reset or power-cycle the card. Run diagnostics for the card if possible. If the condition persists, copy the error message exactly as it appears along with previous error messages and report it to your Cisco technical support representative.

Error Message

`%MBUS-3-CSCCLK: Fab CLOCK FPGA in Slot [dec] did not see all Fabric Clocks.
FAB_CLK_FPGA_fabClkSts Register = [hex] If bit 0 of the register is set implies
clk_0 is bad if bit 1 of the register is set implies clk_1 is bad Fabric Clocks
could not be configured as redundant.`

Explanation There are two CSCs in the system, but they cannot synchronize with each other. They are therefore configured as nonredundant.

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

`%MBUS-3-CSC_ONLY: Slot [dec] can only have CSC cards`

Explanation Slots 16 and 17 can contain only CSCs.

Recommended Action Remove any card that is not a CSC from the specified slot. If you are sure it is a CSC card, verify that the EEPROM is programmed correctly. To read the EEPROM contents, use the `show diags details` command and report the output to your Cisco technical support representative.

Error Message

%MBUS-3-EEPROM: Failed read EEPROM location [hex] in slot [dec] [chars]

Explanation An attempt to read the EEPROM contents in the specified slot has failed. The line card is most likely not recognized.

Recommended Action Ensure that the line card is supported in your current Cisco IOS software release. Attempt to reseat the line card. If the EEPROM is still not recognized, the upgrade all slot-number command, with slot-number being the slot number of the line card, to synchronize the version of the MBUS agent RAM, the fabric downloader, and other components on the line card. You might also reload or power cycle the router to try to recover the line card. If the problem still occurs, copy the error message text 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

%MBUS-3-GETMSGFAIL: Failed getting process message from MBUS device [int] -- [chars]

Explanation An MBus message and an error message were sent back. 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

%MBUS-3-INCORRECT_CONT_ID: The programmed MBUS CONTROLLER ID [hex] does notmatch the gmac version [chars].

Explanation The MBus controller ID should match the GMAC 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

%MBUS-3-INSUFF_BW: Insufficient fabric bandwidth to launch and operate card in slot [dec]

Explanation Some line cards (for example, 4 Port E.D. Packet over SONET OC-12c/STM-4 and 1 Port E.D. Packet over SONET OC-48c/STM-16) cannot operate in quarter-bandwidth mode. Full fabric bandwidth must be available to launch and operate these line cards. Full fabric bandwidth is

typically achieved by either one CSC and three SFCs, or two CSCs and two SFCs. To obtain fully redundant, full-fabric bandwidth, you must use a configuration of two CSCs and three SFCs. In any case a minimum of one CSC and three or more additional switch cards (CSC or SFC) are required for full-fabric bandwidth.

Recommended Action Make sure the CSCs and SFCs are properly inserted and in good working condition. Ensure that there is a total of four working switch cards and that at least one switch card is a CSC. If any switch card is missing or nonoperational, contact your Cisco technical support representative.

Error Message

`%MBUS-3-IOSCRASH: Slot [dec]`

Explanation The ROM monitor reports that the Cisco IOS software on the line card has crashed.

Recommended Action The line card is automatically reset by the GRP. If the problem persists, try reinserting the line card. If this error message recurs, run diagnostics on the line card.

Error Message

`%MBUS-3-MISMATCHED_FABCONF: Master GRP Fabric Config: Switch Cards [hex] Master Clock [hex] Line Card [dec] Fabric Config: Switch Cards [hex] Master Clock [hex]`

Explanation The fabric configurations for the cards are assigned by the master GRP. The configurations may be temporarily different during reconfiguration of fabric (such as the insertion, removal, or malfunction of switch cards) because the GRP has changed its configuration but has not yet notified the line card. The line card may modify its FIA configuration without changing its bandwidth mode. In addition, it is permissible for the line card to have a different primary clock if there are two CSCs that are configured as redundant.

Recommended Action No action is required.

Error Message

`%MBUS-3-MSGTOOBIG: Message type %u to %u has length %u (exceeds %u)`

Explanation Software called `send_mbus_msg` with a length greater than 254. This is a software bug.

Recommended Action Submit a bug with as much information as possible including the console output at the time of the error.

Error Message

`%MBUS-3-NOFABCLK: Slot [dec] does not see any fabric clock Card will not operate on fabric`

Explanation The slot must see the fabric clock from at least one of the CSCs.

Recommended Action Reset, power-cycle, or reinsert the card. If the error persists, copy the error message exactly as it appears, along with previous error messages. and report it to your Cisco technical support representative.

Error Message

%MBUS-3-NOPROCESS: Failed creating User LED Process

Explanation The call to create a user LED process failed when creating the process used to handle the timers for the user commands to write to the LEDs. The only effect of this failure is that the user commands to write LED messages will not work, but there may be more serious problems if the Cisco IOS software is having trouble creating processes during initialization.

Recommended Action Reboot the router. If the condition persists but is confined to this process, ignore the problem and continue.

Error Message

%MBUS-3-READREG: Failed to read register [hex] in slot [dec] [chars]

Explanation An attempt to read the register in the specified slot has failed.

Recommended Action Check other error messages that follow.

Error Message

%MBUS-3-REGISTER: Status change from unknown register [hex] in slot [dec] Value = [hex]

Explanation A register that was not being monitored has indicated a status change. This is probably a software error.

Recommended Action If the condition persists, 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

%MBUS-3-SC_REMOVED: Switch card [int] being removed from fabric configuration.

Explanation Errors have been detected by the line card or the RP from the switch card specified in this log message. This card has been removed from the fabric configuration and has been powered down.

Recommended Action Remove or replace this clock switch card and contact your Cisco technical support representative.

Error Message

%MBUS-3-SFC_ONLY: Slot [dec] can only have SFC cards

Explanation Slots 18 through 20 can contain only SFCs.

Recommended Action Remove cards that are not SFCs from the specified slot. If you are sure it is an SFC, verify that the EEPROM is programmed correctly. Use the show diags details command to read the EEPROM contents and report it to your Cisco technical support representative.

Error Message

%MBUS-3-SFLOCK: CSC in Slot [dec] failed to phase lock CSC_FPGA_MCLK = [hex] bit 5 of the register is set Fabric Clocks could not be configured as redundant

Explanation The specified CSC was to be designated as the secondary clock, but it failed to phase-lock with the primary clock. The primary and secondary clocks are therefore not configured in the redundant mode.

Recommended Action Copy the error message exactly as it appears, along with previous error messages, and report it to your Cisco technical support representative.

Error Message

%MBUS-3-TIMEOUT: Timed out waiting for MBUS response from device [int] -- [chars]

Explanation An MBus message that was sent has timed out while waiting for a response. This error could be caused by possible hardware or software problems. Some of the hardware that could cause this problem are the MBus module on RP, the slot it was sending the message to, and the GRP.

Recommended Action If the message is infrequent, no action is necessary. If the problem always is associated with a single slot or MBus device, Cisco recommends that you replace the MBus module or the whole FRU (such as the line card or power supply). If the problem is associated with many different slots or MBus devices, it is recommended that you replace the RP MBus module or the whole GRP. If replacing hardware does not solve the problem, or if the problem is persistent or involves frequent timeouts, 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

%MBUS-3-UNKNOWN_REGISTER: Status change message for register %x in slot %d, value = %x

Explanation The MBUS agent for the specified slot reported a status change for a register that is no longer being monitored.

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MBUS-3-WAKEUP: Could not set wake up reason (pid=[int]) -- [chars]

Explanation The process wakeup reason was changed while sending an MBus message and waiting for a response. An error has occurred in getting the current wakeup reason for the process. This problem was caused by an error in the scheduler or some other software bug in the MBus code.

Recommended Action Report this problem to a Cisco technical support representative, providing the exact error message text in addition to the traceback that accompanies it. If the problem recurs frequently, reload the router.

Error Message

%MBUS-5-REBOOT: [chars] [dec] [chars]

Explanation The line card is being reset because it was not downloaded or configured by this GRP. The GRP must be able to synchronize with the line card state in order to prevent a reset of the entire chassis on every boot of the GRP. This condition will also occur when the GRP is booted with a newer (potentially incompatible) version of Cisco IOS software. The line card will be reset and a compatible image downloaded.

Recommended Action Avoid a reboot of the GRP when the line cards are configured and running.

Error Message

%MBUS-6-CSC_OVER_BKPL: [chars] overriding backplane nvram chassis type [chars]

Explanation The CSC represents a different chassis type from what is programmed into the chassis backplane NVRAM.

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

%MBUS-6-DISCOVERED_CARDS: [dec] [chars] present in [hex] (bitmask)

Explanation This message reports the list of discovered cards.

Recommended Action No action is required.

Error Message

%MBUS-6-FABCONFIG: Switch Cards [hex] (bitmask) Primary Clock is [chars] Fabric Clock is [chars] Bandwidth Mode : [chars]

Explanation The Switching fabric (both SFC and CSC) is configured as specified in the error message text. The primary clock is either a CSC0 (slot 16) or CSC1 (slot17). The fabric clock might be redundant if a second Clock Scheduler Card is present. The bandwidth mode might be full if at least 4 SFCs or CSCs are used. More information on this messages can be found at Cisco 12000

Series Internet Router: Switch Fabric at the URL
http://www.cisco.com/en/US/products/hw/routers/ps167/products_tech_note09186a00801e1da7.shtml

Recommended Action This is an informational message only. No action is required.

Error Message

%MBUS-6-FIA_CONFIG: Switch Cards [hex] (bit mask); Primary Clock [chars]

Explanation The FIA was configured as specified in this message.

Recommended Action No action is required.

Error Message

%MBUS-6-FIA_STATE: [chars]

Explanation The FIA has been halted.

Recommended Action No action is required.

Error Message

%MBUS-6-GRP_STATUS: [chars] [dec] [chars]

Explanation This message provides GRP master or slave status information.

Recommended Action No action is required.

Error Message

%MBUS-6-MODEL_INVALID: Chassis Model invalid [dec] (CSC types([hex],[hex])
invalid for override)

Explanation The model type programmed into the backplane NVRAM was invalid. The CSCs in the chassis also contained invalid model types.

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

%MBUS-6-OIR: [chars] [chars] [dec]

Explanation An OIR event was detected as specified in the message.

Recommended Action No action is required.

Error Message

%MBUS-6-STATECHANGE: New state is '%s'

Explanation This is an informational message. The DSI changed state with respect to MBUS control and became either a master or a slave. In a dial shelf with just one DSI, it must always be a master.

Recommended Action None

Error Message

%MBUS-6-SWITCHED_FABCLK: Slot [dec] switched to [chars]

Explanation The selected clock has changed state on the card. If the slot was configured with a redundant clock, then this is the new clock for this card. It should continue functioning in nonredundant mode. If the redundancy mode is maintained, the clock should not switch (unless there is an external user specification or command forcing it to do so).

Recommended Action No action is required.

Error Message

%MBUS-6-UNUSED_SFC: In slot [dec]

Explanation The set bandwidth mode does not require the specified SFC. The switch fabric card will be ignored for the configuration. Removing the SFC will not alter the system performance.

Recommended Action Ensure that the bandwidth mode of the fabric is the expected bandwidth.

Error Message

%MBUS_SYS-0-REGISTRY: Failed to create registry %s %s

Explanation The specified registry could not be created. This is a catastrophic error for this feature. This needs a developer's intervention for a solution.

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

Error Message

%MBUS_SYS-3-ENQUEUE: Failed to queue message from slot %d stream %d

Explanation Failed to enqueue a message from the interrupt for process level software. The message will be dropped. This points to a potential problem in the mbus process level message handling. This can occur if there are problems with the mbus process specifically or there maybe general IOS process related issues. This may also happen if the mbus process is not scheduled for extended periods of time and there is heavy MBUS traffic.

Recommended Action If this is a persistent problem, either the mbus process is dead or there are other IOS related problems. Consider rebooting the GRP if possible.

Error Message

```
%MBUS_SYS-3-MAXSIZE: Message from slot %d stream %d of length %d max message size %d
```

Explanation Message from a slot exceeded maximum message size and hence will be dropped. This should not happen during normal operations.

Recommended Action Verify health of MBUS using show mbus counters and the show mbus can-error commands. If any particular card shows errors and this condition persists, try reloading the card if possible. The error counts in the show mbus commands can be cleared using clear mbus-statistics.

Error Message

```
%MBUS_SYS-3-MSGINVCHN: MBUS invalid channel selected
(dev=%u, type=%u, channel=%d, len=%u)
```

Explanation Software tried to send a message on a invalid MBUS channel.

Recommended Action Submit a bug with as much information as possible including the console output at the time of the error. %MBUS_SYS-3-MSGTOOBIG : MBUS message length too big (dev=%u,type=%u,len=%u)

Explanation Software tried to send a message with a length greater than 254.

Recommended Action Submit a bug with as much information as possible including the console output at the time of the error.

Error Message

```
%MBUS_SYS-3-MSGTOOBIG: MBUS message length too big
(dev=[int], type=[int], len=[int])
```

Explanation The software tried to send a message with a length greater than the maximum message size of 254.

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

```
%MBUS_SYS-3-NOBUFFER: Message from slot %d in stream %d dropped
```

Explanation Message from the slot was dropped as there were no MBUS buffers available. Either the messages are coming too fast or the process level message handling is not draining messages quickly enough.

Recommended Action This condition should correct itself. Check if the GRP is being inundated by messages from the chassis. If the condition persists, consider rebooting the GRP.

Error Message

%MBUS_SYS-3-NOCHANNEL: Failed to allocate MBUS channel for over 10 secs

Explanation No MBUS channel could be allocated for sending messages. There is either very heavy MBUS traffic or there is a hardware problem. If there is temporary heavy traffic, the condition will clear itself. In case of hardware errors either the mbus agent has died or the hardware interface to the mailbox is not draining messages. Resetting the processor (including agent) may clear the problem. If the problem persists the card probably has hardware problems and needs diagnosis.

Recommended Action Power cycle the card. If problem persists the card probably has a hardware problem.

Error Message

%MBUS_SYS-3-REASSEMBLY: Error slot %d, stream %d %s

Explanation A reassembly error was detected for the given slot/stream combination. Either the slot/stream combination was incorrect (so it gave an invalid reassembly buffer index) or the first/last (or last few) packet(s) was/were lost. The message will be dropped which may cause errors for the application running over MBUS. This condition should correct itself. No action is required.

Error Message

%MBUS_SYS-3-SEQUENCE: Sequencing error (slot %d, stream %d): expected %d, received %d

Explanation An incorrect sequence number was detected in a multi packet message. This could happen if the source packetized the message incorrectly (unlikely) or one/more packets got dropped.

Recommended Action Check if there is excessive MBUS activity, copious printing from a line card etc. The command show mbus counters can provide lost message count.

Error Message

%MBUS_SYS-3-TIMEOUT: Timeout on mbus request. Dest = %u, type = %u, addr = 0x%x

Explanation Failed to receive a response from a mbus request. This could be either a request for a eeprom field or a register read.

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

Error Message

%MBUS_SYS-3-TXERR: Failed to transmit MBUS message for over 10 secs

Explanation Message could not be transmitted since all the transmit buffers are full for ever 10 seconds. This may be a temporary problem if there is heavy MBUS traffic. Otherwise it is probably a hardware problem. Either the mbus agent is not responding or the hardware interface is not generating interrupts.

Recommended Action If this is a persistent problem power cycle the card. If the problem still continues it is likely to be a hardware problem and needs diagnosis.

Error Message

%MBUS_SYS-3-UNEXPECTED: Unexpected response key = %u, current key = %u

Explanation Received an unexpected response to a read register or read eeprom.

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

Error Message

%MC3810_DSX1-3-ERROR: [chars]

Explanation This message can take many forms. It provides information about a software error.

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

Error Message

%MC3810_DSX1-5-MC3810_NOTICE: [chars]

Explanation Notification message.

Recommended Action No action is required.

Error Message

%MCAST-3-GROUP_IP_INVALID: MCAST: Invalid group_ip in SSO sync msg for LTL
type=[dec], index [hex]

Explanation System 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

%MCAST-4-MET_THRESHOLD_EXCEEDED: Multicast Expansion table has exceeded [dec]% of its capacity and is reaching its maximum

Explanation The percentage of entries in the multicast expansion table exceeds 98%. If the multicast expansion table reaches the maximum capacity, multicast routes and outgoing interfaces that do not have space in the hardware are forwarded by the software.

Recommended Action No action is required.

Error Message

%MCAST-6-ADDRESS_ALIASING_FALLBACK: Address Aliasing detected for group [enet] on vlan [dec] from possible source ip [IP_address] source mac [enet]

Explanation Multicast packets have a destination that aliases a special Layer 2 entry. This condition can signify a possible denial-of-service attack and overwhelm the CPU.

Recommended Action Remove the entry for which address aliasing was detected from the Layer 2 table.

Error Message

%MCAST-6-ADDRESS_ALIASING_NORMALMODE: Address Aliasing timer expired reinstalling entry for group [enet] on vlan [dec]

Explanation An Layer 2 entry has been reinstalled. This reinstallation was performed after a time period that is dependent on the group for which address aliasing was being detected.

Recommended Action Reinstall in the Layer 2 table the entry for which address aliasing was detected.

Error Message

%MCAST-6-ETRACK_LIMIT_EXCEEDED: %s snooping was trying to allocate more explicit-tracking entries than what allowed (%d)

Explanation The allocation of explicit-tracking entries is bounded to avoid the IGMP/MLD snooping hogs the system resources

Recommended Action Reduce the number of (s,g) channels or number of receivers. When explicit-tracking database is overflow, new membership for any channel will not be tracked and it may cause high leave latency when those members leave a channel. Another alternative is to increase the limit from the config mode through the CLI 'ip igmp snooping limit track '. But note increasing the value of max-entries could create crash due to high use of system resources

Error Message

%MCAST-6-GC_LIMIT_EXCEEDED: %s snooping was trying to allocate more Layer 2 entries than what allowed (%d)

Explanation The allocation of layer 2 entries is bounded to avoid the IGMP snooping hogs the system resources

Recommended Action Less IP groups need to be sent, even because the groups that goes beyond the limit aren't learned from IGMP snooping. Another alternative is to set the limit from the config mode through the CLI 'ip igmp snooping l2-entry-limit '. Increasing the value of max-entries could create crash due to high use of system resources.

Error Message

%MCAST-6-IGMP_CGMP_MODE: IGMP snooping now is running in IGMP_CGMP mode on vlan %d

Explanation IGMP snooping has detect a switch or a router that use the CGMP protocol so it is changed in a modality that allow also to this devices to work

Recommended Action Nothing the system is working properly.

Error Message

%MCAST-6-IGMP_ONLY_MODE: IGMP snooping now is running in IGMP_ONLY mode on vlan %d

Explanation IGMP snooping now is running on a network where there aren't devices that use the CGMP protocol so can run in a modality where isn't necessary to support them

Recommended Action Nothing the system is working properly.

Error Message

%MCAST-6-IGMP_PKT_DROPPED: IGMP : IGMP Queue full (high packet rate/CPU busy), dropped %ld packet(s) in last 5 minutes

Explanation The IGMP packet queue is not able to accomodate further packets. The packet will be dropped without processing.

Recommended Action The IGMP packet rate is so high the packets are being dropped Reduce the rate to prevent the packet drops.

Error Message

%MCAST-6-IGMP_RATE_LIMIT_DISABLE: IGMP : enabling Snooping on Vlan(%d), IGMP messages will not be rate limited

Explanation After throttling the IGMP messages on the vlan for a certain period, we re-enable snooping hoping the user has fixed the rate on the offending vlan and reduced the CPU load.

Recommended Action None.

Error Message

%MCAST-6-IGMP_RATE_LIMIT_ENABLE: IGMP : Incoming IGMP message rate (%d pps) exceeded max threshold(%d pps), disabling Snooping on Vlan(%d) for %d secs

Explanation The incoming rate of IGMP messages exceeded the max configured threshold. Snooping will be disabled on all high rate Vlans to bring down the aggregate rate on all remaining vlans below the threshold.

Recommended Action Reduce the rate of IGMP messages on all the high rate Vlans. This will ease CPU load.

Error Message

%MCAST-6-L2_HASH_BUCKET_COLLISION: Failure installing (G,C)-index:
([enet],[dec])-[hex] Protocol :[dec] Error:[dec]

Explanation After Layer 2 collisions are detected, a timer is started for a specified interval, and this error message prints on the console.

Recommended Action No action is required.

Error Message

%MCAST-6-MLD_ADDRESS_ALIASING_FALLBACK: Address Aliasing detected for %e on vlan %d from possible src-ip %P dst-ip %P src-mac %e

Explanation Multicast packets with destination that aliases a special L2 entry can represent a possible denial of service attack and overwhelm the CPU, we need to take care of them

Recommended Action Remove from the L2 table the entry for which address aliasing was detected.

Error Message

%MCAST-6-MLD_ADDRESS_ALIASING_NORMALMODE: Address Aliasing timer expired
reinstalling entry for group %e on vlan %d

Explanation After a certain time dependent on the group we detected address aliasing for, we reinstall the correspondent L2 entry

Recommended Action Reinstall in the L2 table the entry for which address aliasing was detected.

Error Message

%MCAST-6-MLD_RATE_LIMIT_DISABLE: MLD : enabling Snooping on Vlan(%d), MLD messages will not be rate limited

Explanation After throttling the MLD messages on the vlan for a certain period, we re-enable snooping hoping the user has fixed the rate on the offending vlan and reduced the CPU load.

Recommended Action None.

Error Message

%MCAST-6-MLD_RATE_LIMIT_ENABLE: MLD : Incoming MLD message rate (%d pps) exceeded max threshold(%d pps), disabling Snooping on Vlan(%d) for %d secs

Explanation The incoming rate of MLD messages exceeded the max configured threshold. Snooping will be disabled on all high rate Vlans to bring down the aggregate rate on all remaining vlans below the threshold.

Recommended Action Reduce the rate of MLD messages on all the high rate Vlans. This will ease CPU load.

Error Message

%MCAST_RP-4-MPLS_PIM_RATE_LIMIT: [chars] when [chars] will reprogram hardware setting for PIM. Please reapply PIM rate-limiter.

Explanation **Router Guard** or **PIM Snooping** features require the Catalyst 6500 hardware to be programmed in a manner different from MPLS. Hence these two features are incompatible with MPLS. When either **Router Guard** or **PIM snooping** is enabled while MPLS is ON, PIM rate-limiter will not work properly. To fix this issue unconfigure and reconfigure the rate-limiter back using **show mls rate-limit multicast ipv4 pim** command. The same solution applies to the situation when both **Router Guard** and **PIM snooping** are disabled and MPLS is being turned ON.

Recommended Action Unconfigure and reconfigure back PIM rate-limiter by entering the **show mls rate-limit multicast ipv4 pim** command.

Error Message

%MCAST_RP-4-MPLS_PIM_SNOOPING: The MPLS and PIM Snooping features do not work together. Please disable either one.

Explanation The PIM Snooping feature requires the Catalyst 6500 hardware to be programmed in such a way that PIM register messages with MPLS tags might be lost.

Recommended Action Unconfigure either MPLS or PIM Snooping.

Error Message

%MCE-3-ADDR_CMPR: [chars]

Explanation A MCE address compression 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MCE-3-GTM: [chars]

Explanation MCE GTM interaction 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MCE-3-TCAM_FULL_MERGE: [chars]

Explanation MCE TCAM Full 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MCE-3-TCAM_FULL_NOMERGE: [chars]. Try 'hw-mod tcam compile'

Explanation MCE TCAM Full 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MCE-3-V6_ACL: [chars]

Explanation MCE IPv6 ACL TCAM 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MCE-5-TCAM_CARVE: [chars]: [dec]

Explanation MCE TCAM Carve 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

%MCE-5-TCAM_DRV: [chars]

Explanation MCE TCAM driver 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

%MCE_HQF_NP_CLIENT-2-FATAL: NP Client [chars] : [chars] ([dec], [dec])

Explanation NP Client software detected a critical programming error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech** and **show log** 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

%MCE_HQF_NP_CLIENT-3-ALLEXISTS: NP Client Previously Defined Software Element - [chars]: [chars] [chars]

Explanation The NP Client has detected a previously defined software element.

Recommended Action Try to reload the IOS image on the affected card or platform. If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the **show tech** and **show log** 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

```
%MCE_HQF_NP_CLIENT-3-HQF_NP_CLIENT_GENERAL: [chars] error detected: [chars] [hex]
[hex]
```

Explanation A software programming error for the HQF NP Client was detected.

Recommended Action This software programming error is not considered fatal to the operation of the TT NPs. The software is designed to detect and report the error condition. If this message recurs, reset the affected device. Copy the message exactly as it appears on the console or in the system log. Enter the **show tech** and **show log** 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%MCE_HQF_NP_CLIENT-3-INITFAIL: NP Client Initialization Failed - [chars]: [chars]
[chars]
```

Explanation NP Client could not initialize memory needed to service one or more Network Processors.

Recommended Action This error might indicate that an incompatibility exists between the NP firmware and the associate IOS image. Try to reload the IOS image on the affected card or platform. If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the **show tech** and **show log** 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%MCE_HQF_NP_CLIENT-3-MAXEXCEED: NP Client Max Services Exceeded - [chars]: [chars]
[chars]
```

Explanation The maximum number NP Client services have been exceeded.

Recommended Action Change the configuration to reduce the number of services configured. If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the **show tech** and **show log** 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MCE_HQF_NP_CLIENT-3-METADATA: [chars] failed: [chars] [[chars]] [chars]

Explanation Processing of the Metadata for the specified Network Processor failed. The specified Network Processor will fail to operate.

Recommended Action Try to reload the Network Processor microcode. If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the **show tech** and **show log** 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MCE_HQF_NP_CLIENT-3-NOMEM: Memory Allocation Failure - [chars]: [chars] [chars]

Explanation NP Client could not allocate required memory needed to service one or more Network Processors.

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. Try to reload the IOS image on the affected card or platform. If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the **show tech** and **show log** 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MCE_HQF_NP_CLIENT-3-NOTFOUND: NP Client Software Element Not Found - [chars]:
[chars] [chars]

Explanation The NP Client could not locate a required software element.

Recommended Action Try to reload the IOS image on the affected card or platform. If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the **show tech** and **show log** 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MCE_HQF_NP_CLIENT-3-NOTSUP: NP Client Feature Not Supported - [chars]: [chars]
[chars]

Explanation The NP Client does not support the specified feature.

Recommended Action Verify that the correct IOS image is loaded on the affected card or platform for the configured features. If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the **show tech** and **show log** 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MCE_HQF_NP_CLIENT-3-NPUNKNOWN: NP Client Unsupported NP - [chars]: [chars]
[chars]

Explanation NP Client detected an unsupported NP.

Recommended Action Verify that the correct IOS image is loaded on the affected card or platform for the configured features. If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the **show tech** and **show log** 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MCE_HT-1-INITFAIL_NOBUF: [chars], buffer replacement failed, no buffers available

Explanation The HyperTransport data plane driver could not secure replacement buffers packet reception.

Recommended Action The router either requires more packet memory - consider upgrade. Or some software module is holding onto the receive buffers and not releasing them back to the driver. 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MCE_HT-1-RESFAIL: [chars]

Explanation The HyperTransport data plane driver failed to get resources to attach its data structures to the global table. System is running low on 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MCE_HT-3-HTDPERR: CPU [dec] HTDP error [chars]: [chars]

Explanation The Cobalt3 HTDP generated 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MCE_HT-3-NOTCOB3: Device ID seen as [hex], expected [hex]. Bus number [hex]
device number [hex].

Explanation The software could not recognize the data plane 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MCE_HT-3-TOOBIG: attempt to send giant packet on [chars] ([dec] bytes from offset [dec], max allowed [dec])

Explanation A process inside the router is attempting to send an oversized 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MCP_UPGRADE_ROMMON-0-ROMMON_UPGRADE_FAIL: ROMMON upgrade failed: partition %s

Explanation An attempt to upgrade the ROMMON (ROM monitor) failed. The current partition is not the upgraded partition.

Recommended Action Check the system messages for any indication of the source of the ROMmon problem. If you do not find any additional information indicating a correctable 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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

MCT1E1 Messages

The following are CT1/CE1 shared port adapter messages.

Error Message

```
%MCT1E1-2-CMD_DROP: [chars], cmd: [dec], arg0: [dec], arg1: [dec] arg2: [dec],  
arg3: [dec], vc: [dec] reason: [chars]
```

Explanation The SPA driver dropped a configuration command. One or more interfaces or controllers associated with the SPA may not be configured correctly.

Recommended Action Please check the configuration of the interfaces and controllers and correct the configuration if necessary. If the condition persists, copy the error message exactly as it appears, and report it to your technical support representative. Please also supply a show tech-support at that time.

Error Message

```
%MCT1E1-2-EV_DROP: [chars], cmd: [dec], arg0: [dec], arg1: [dec] arg2: [dec] arg3:  
[dec] reason [chars]
```

Explanation The SPA driver dropped an event notification command. Counters or line protocols for one or more interfaces or controllers might be incorrect.

Recommended Action Restart any interfaces or controllers that are down. 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%MCT1E1-3-AUTODNR: [chars] failed for slot [dec] bay [dec] err [dec]
```

Explanation AUTODNR/USNDNR process has failed. The SPA and LC are out of sync. 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/tac>. With 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.

Error Message

%MCT1E1-3-BAD_SIZE_ERR: [chars]: [dec] [chars] events on HDLC Controller were encountered. The SPA is being Restarted.

Explanation The SPA driver detected an error event on the HDLC controller.

Recommended Action If the condition persists, copy the error message exactly as it appears. Next research and attempt to resolve the issue using the SPA hardware troubleshooting documentation as well as the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl or contact your Cisco technical support representative. Be sure to provide the the information you have gathered and a show tech-support to your support representative, or attach it to your case in non-zipped, plain text format (.txt).

Error Message

%MCT1E1-3-BATCH_CMD_INVALID_TAG: [chars]: Invalid tag value [dec] at index [dec].

Explanation The SPA driver detected invalid tag value in a batch command.

Recommended Action The SPA driver has detected invalid command format from RP. If the ports on the SPA are not operating as expected, power down and reseal the indicated SPA card. If the condition persists, copy the error message exactly as it appears. Next research and attempt to resolve the issue using the SPA hardware troubleshooting documentation as well as the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl or contact your Cisco technical support representative. Be sure to provide the the information you have gathered and a show tech-support to your support representative, or attach it to your case in non-zipped, plain text format (.txt).

Error Message

%MCT1E1-3-BERT_OPERATION_ERR: [chars]: BERT operation error on interface [chars] - [chars].

Explanation The SPA reported failure during BERT operation. The current BERT operation will be terminated, but the affected interface might not be operational, if that is the case, enter the **shutdown** and then **no shutdown** to let the interface try to recover from this failure.

Recommended Action If manual **shutdown** and then **no shutdown** of the interface does not restore the operation, then SPA will need to be reloaded to recover from this failure state.

Error Message

%MCT1E1-3-BERT_STOP_ERR: [chars]: Failed to stop BERT operation on interface [chars] - [chars].

Explanation The SPA failed to stop the BERT operation on the indicated interface. The interface might not be functional after this event, if that is the case, enter the **shutdown** and **no shutdown** commands to let the interface try to recover from this failure.

Recommended Action If manual **shutdown** and then **no shutdown** of the interface does not restore the operation, then SPA will need to be reloaded to recover from this failure state.

Error Message

%MCT1E1-3-CMD_FAILED: [chars]: Failed to send command '[chars]' to SPA - [chars].

Explanation The SPA driver could not successfully send a cmd to firmware.

Recommended Action The SPA driver has detected a command failure. If the ports on the SPA are not operating as expected, power down and reseal the indicated SPA card. If the condition persists, copy the error message exactly as it appears. Next research and attempt to resolve the issue using the SPA hardware troubleshooting documentation as well as the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl or contact your Cisco technical support representative. Be sure to provide the the information you have gathered and a show tech-support to your support representative, or attach it to your case in non-zipped, plain text format (.txt).

Error Message

%MCT1E1-3-COR_MEM_ERR: [chars]: [dec] correctable [chars] memory error(s) encountered. The error has been corrected and normal processing should continue. The memory address of most the recent error is: [hex]

Explanation The SPA driver detected a correctable memory error on the SPA card.

Recommended Action The SPA has encountered a correctable memory error on the SPA card. The error has been corrected and normal processing should continue. The hexadecimal memory address of the most recent error is specified in the message text on the console or in the system log. If the condition persists, copy the error message exactly as it appears. Next research and attempt to resolve the issue using the SPA hardware troubleshooting documentation as well as the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl or contact your Cisco technical support representative. Be sure to provide the the information you have gathered and a show tech-support to your support representative, or attach it to your case in non-zipped, plain text format (.txt).

Error Message

```
%MCT1E1-3-FPGA_CNTR_ERR: [chars]: [dec] [chars] error(s) encountered.
```

Explanation The SPA driver detected an FPGA error condition on the SPA card. Interface packet error counter corruption might result.

Recommended Action The SPA driver has encountered a parity error on the SPA card. The SPA should continue to function normally. If the error condition recurs, reset the SPA by doing a physical OIR. 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

```
%MCT1E1-3-FRMR_CLKFAIL: [chars]: Framer input clock failure detected, CTCLK = [chars]CTIVE, LREFCLK = [chars]CTIVE, SREFCLK = [chars]CTIVE, ctclk count [int] lrefclk count [int] srefclk count [int]
```

Explanation The SPA driver detected failure of one or more input clocks to the framer chip. The T1/E1 Ports may not operate as expected.

Recommended Action The SPA driver has detected input clock failures on the framer chip. If the ports on the SPA are not operating as expected, power down and reseal the indicated SPA card. If the condition persists, copy the error message exactly as it appears. Next research and attempt to resolve the issue using the SPA hardware troubleshooting documentation as well as the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl or contact your Cisco technical support representative. Be sure to provide the the information you have gathered and a show tech-support to your support representative, or attach it to your case in non-zipped, plain text format (.txt).

Error Message

```
%MCT1E1-3-HDLC_CTRL_ERR: [chars]: [dec] [chars] events on HDLC Controller were encountered.
```

Explanation The SPA driver detected an error event on the HDLC Controller.

Recommended Action The SPA driver has encountered an error event on the SPA card. If the condition persists, copy the error message exactly as it appears. Next research and attempt to resolve the issue using the SPA hardware troubleshooting documentation as well as the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl or contact your Cisco technical

support representative. Be sure to provide the the information you have gathered and a show tech-support to your support representative, or attach it to your case in non-zipped, plain text format (.txt).

Error Message

```
%MCT1E1-3-INITFAIL: MCT1E1 (bay [dec]), Init Failed at [chars] - line [dec] arg [hex]
```

Explanation The SPA failed to complete hardware initialization.

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

Error Message

```
%MCT1E1-3-LOOPBACK_CFG_ERR: [chars]: Loop [chars] configuration error on controller [chars] - [chars][chars].
```

Explanation The SPA reported failure during setting of loop up/down operation. The current loopback will be terminated, but the affected controller might not be operational, if that is the case, enter the **shutdown** and **no shutdown** commands to let the controller try to recover from this failure.

Recommended Action If manual **shutdown** and then **no shutdown** of the controller does not restore the operation, then SPA will need to be reloaded to recover from this failure state.

Error Message

```
%MCT1E1-3-LOOP_UNSUPPORTED: [chars]: [chars] on port [dec]/[dec]/[dec] and it is not supported on SPA.
```

Explanation The SPA driver received 'loopback payload' request from the remote device on the SPA card. SPA does not support loopback payload.

Recommended Action The SPA driver has received 'loopback payload' request from the remote device on the SPA card. SPA does not support loopback payload. The remote request is ignored. Unconfigure the command on the remote device.

Error Message

```
%MCT1E1-3-PERIODIC_PROCESS: [chars]: periodic process error [chars].
```

Explanation The SPA driver detected an error with periodic processing routine.

Recommended Action The SPA driver has detected problem with periodic routine. If the ports on the SPA are not operating as expected, power down and reseal the indicated SPA card. If the condition persists, copy the error message exactly as it appears. Next research and attempt to resolve the issue using the SPA hardware troubleshooting documentation as well as the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl or contact your Cisco technical

support representative. Be sure to provide the the information you have gathered and a show tech-support to your support representative, or attach it to your case in non-zipped, plain text format (.txt).

Error Message

```
%MCT1E1-3-QUEUE_HALT_FAIL: [chars]: Could not suspend message ([dec]) or command ([dec]) queue
```

Explanation The Message/Command queue could not be stopped prior to the OIR removal of the SPA.

Recommended Action If the ports on the SPA are not operating as expected, power down and reseal the indicated SPA card. If the condition persists, copy the error message exactly as it appears. Next research and attempt to resolve the issue using the SPA hardware troubleshooting documentation as well as the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl or contact your Cisco technical support representative. Be sure to provide the the information you have gathered and a show tech-support to your support representative, or attach it to your case in non-zipped, plain text format (.txt).

Error Message

```
%MCT1E1-3-SPI4_HW_ERR: [chars]: [chars] Hardware error was encountered.
```

Explanation The SPA driver detected a Hardware error condition on the SPA card. This might result in improper operation.

Recommended Action The SPA driver has encountered a Hardware error on the SPA's SPI4 bus. Please power down and reseal the indicated SPA card. If the condition 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%MCT1E1-3-TIMEOUT: [chars]: [chars] failed: [dec], state: [dec], ml_id: [dec] progress: [dec]
```

Explanation Linkrec is stuck at non ready. 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/tac>. With 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.

Error Message

%MCT1E1-3-UNCOR_MEM_ERR: [chars]: [dec] uncorrectable [chars] memory error(s) encountered. The memory address of the most recent error is: [hex]. The SPA is being restarted.

Explanation The SPA driver detected an uncorrectable memory error condition on the SPA card. Packet corruption may result.

Recommended Action The SPA driver has encountered an uncorrectable memory error on the SPA card. The hexadecimal memory address of the most recent error is specified in the message text on the console or in the system log. Please power down and reseal the indicated SPA card. If the condition 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MCT1E1-3-UNCOR_PARITY_ERR: [chars]: [dec] [chars] parity error(s) encountered. The address of the most recent error is: [hex]

Explanation The SPA driver detected an uncorrectable parity error condition on the SPA card. Packet corruption may result.

Recommended Action Please power down and reseal the indicated SPA card. If the condition 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MCU-1-CONFIGNOTETHER: Cannot configure any of the IPC ethernet interfaces

Explanation The IPC Ethernet interfaces cannot 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case

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

Error Message

```
%MCU-1-DISCOVER: Cannot initialize bay [dec], shutting down bay
```

Explanation Most likely a system fault .

Recommended Action Reload the router.

Error Message

```
%MCU-3-EREVENT: slot ([dec]):([chars])
```

Explanation A general failure occurred for the printed slot as defined by the failure 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%MCU-3-GENERAL: [chars]
```

Explanation A general failure occurred for the MCU driver as as defined by the failure 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%MCU-3-LOWCPU: MCU port adapter in Slot [dec] requires CPU card type NPE400 or higher
```

Explanation MCU cards are only supported on NPE400 cards and higher.

Recommended Action Upgrade CPU card to NPE400 or higher.

Error Message

%MCU-5-RESET: MCU port adapter in slot [dec] was reset

Explanation MCU Port adapter was reset.

Recommended Action No action is required.

Error Message

%MCU-6-HWREV: Slot [dec]: HW revision is [dec]

Explanation Hardware revision message.

Recommended Action No action is required.

Error Message

%MCU-6-OLDHWREV: Slot [dec]: HW revision is below 1.8 - board should be upgraded

Error Message

%MCUCLC-3-EREVENT: [chars]

Explanation A general failure occurred as defined by the failure 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MCUCLC-3-NOTMCU: PCI device ID seen as [hex], expected [hex]

Explanation The software could not recognize the Sibyte chips.

Recommended Action Power down, reseal the interface card, 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MCUCLC-3-PCIANALYZE: PCI device ([dec]) initialization failed

Explanation PCI device initialization failed.

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

Error Message

%MCUCLC-3-UNKEVENT: [chars]: [dec]

Explanation An unknown event was received by the IOS 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MCUCLC-6-PCIENBDISAB: NPE PCI data interface [[dec]]: [chars]

Explanation The NPE PCI data interface has been enabled/disabled.

Recommended Action No action is required.

Error Message

%MCUFSM-1-CARD_LOADING: Card in slot ([dec]) booting: [chars], size [dec] bytes, version [hex], checksum [hex]

Explanation Alert the user that the MCU card in the specified slot is being downloaded.

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

Error Message

%MCUFSM-3-BADSLOT: Invalid slot [dec] in function [chars]

Explanation Invalid slot number provided as argument to 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MCUFSM-3-ENQFAIL: Enqueue of message failed slot ([dec]), major event ([dec])

Explanation Enqueue of a OIR message to an event queue 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MCUFSM-3-FSMEXECUTE: slot [dec]: fsm execution failed ([dec])

Explanation Failure in the execution of the MCU OIR finite 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MCUFSM-3-GENERAL: [chars]

Explanation A general failure occurred in the operation of the state machine as defined by the failure 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MCUFSM-3-LOADEXIST: slot [dec]: previous download process

Explanation A previous download process exists. A new download cannot start until the previous process terminates. The download retry that has not completed was killed.

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

Error Message

%MCUFSM-3-OPENERR: slot [dec]: failed to open file [chars]

Explanation Microcode download file open 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MCUF5M-3-UNKNOWN: card type is unknown for slot ([dec]) in [chars]

Explanation Enqueue failed to a major event 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. Also perform a search of the Bug Toolkit at <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MCX-1-STARTFAIL: [chars] channel not enabled

Explanation A software or hardware error has occurred. The MCX serial interface is not responding to commands used to initialize 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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%MCX-2-TXBADVC: [chars] at Address [hex]

Explanation The Chopin Versatile Interface Processor (VIP) multichannel port adapter encountered an invalid VC during 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MCX-3-FREEDMFATAL: Bay [dec]: freedm reset, command-status register [hex]
```

Explanation CHOPIN experienced fatal freedm related 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/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.

Error Message

```
%MCX-3-FWCRASH: Firmware for MCX in bay [dec] crashed with exception [hex]
```

Explanation The port adapter firmware has crashed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MCX-3-INITFAIL: MCX (bay [dec]), Init Failed at [chars] - line [dec] arg [hex]
```

Explanation The port adapter 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MCX-3-TDMFAIL: MCX-TDM, access failed at [chars] - line [dec],  
arg1=[dec], arg2=[dec]
```

Explanation The port adapter has failed to access the TDM switch.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MCX-3-TSBUSY: MCX (bay [dec]), TDM timeslot is busy: ST=[dec]/TS=[dec]
```

Explanation The port adapter has failed to grant a cross-connect setup 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MCX-3-TSNONBUSY: MCX (bay [dec]), TDM timeslot is non busy: ST=[dec]/TS=[dec]
```

Explanation The port adapter has failed to grant a cross-connect teardown 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MCX-3-UNEXPEVENT: MCX (bay [dec]), received an unexpected event=[hex]
```

Explanation The port adapter has received an unexpected event from the 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MCX-5-TXVFULL: MCX (bay [dec]), Voice tx ring is full: dma_done=[dec],  
last_dma_done=[dec]
```

Explanation The voice Tx ring of the port adapter 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MCX-6-NOTDMBP: No TDM backplane is supported on slot [dec].
```

Explanation The DS0 interslot cannot be connected without the TDM backplane.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MCX-6-NOTSUPPORT: Voice PA is not supported in this platform.
```

Explanation The port adapter is not supported in 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MCX-6-RXDFILLFAIL: MCX (bay [dec]), Data rx ring refill failed:  
rx_d_fill_fail=[dec]
```

Explanation The port adapter has failed to refill the data Rx ring.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MCX-6-RXVFILLFAIL: MCX (bay [dec]), Voice rx ring refill failed:  
rxv_fill_fail=[dec]
```

Explanation The port adapter has failed to refill the voice Rx ring.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%MDFS_HULC-4-MVID_SYNC_FAILED: The platform Vlan table sync for switch %d has not completed within time. This might cause multicast to behave erratically.

Explanation The platform Vlan table sync has not completed within time. This might cause multicast to behave erratically.

Recommended Action Check for platform Vlan sync done and execute clear ip mroute * to reinstall entries.

Error Message

%MDFS_HULC-4-MVID_SYNC_SUCCEEDED: Platform Vlan table sync succeeded for switch %d. The MDS linecard will be re-enabled within a minute.

Explanation The platform Vlan table sync has completed. The MDS linecard will be re-enabled within a minute.

Recommended Action Check show ip mds stats linecard for status.

Error Message

%MDFS_HULC-4-NO_MVID_SYNC: Platform Vlan table sync not completed for member switch %d. This might cause the MDS linecard to get disabled.

Explanation The platform internal Vlan table sync has not completed within the duration that MDS linecard times out. This might cause the MDS to get disabled. This will recover automatically once the Vlan table sync is done.

Recommended Action Wait for couple of minutes for automatic recovery

Error Message

%MDR_SM-3-CLIENT_REG: ISSU Client registration ([chars]) failed. Error = [chars]

Explanation MDR SM ISSU Client registration 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

%MDR_SM-3-GET_BUFFER: ISSU Client session ([dec]) failed to get buffer

Explanation MDR SM ISSU Client has failed to get a buffer.

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

Error Message

%MDR_SM-3-INIT_FAIL: Initialisation error '[chars]'

Explanation During MDR SM initialization, an error has occurred that has rendered the MDR SM inoperable. An MDR operation will likely result in the resetting of all line cards.

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

%MDR_SM-3-MSG_MTU: ISSU Client get message MTU failed for message ([dec]). Error = [chars]

Explanation MDR SM ISSU Client get message MTU (Maximum Transmission 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

```
%MDR_SM-3-MSG_NOT_OK: ISSU Client ([dec]) message type ([dec]) is not ok. Error = [chars]
```

Explanation MDR SM ISSU Client message type has not negotiated correctly.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show issu message types 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. 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

```
%MDR_SM-3-MSG_SEND: ISSU Client session ([dec]) failed to send message. Error = [chars]
```

Explanation MDR SM ISSU Client has failed to send a negotiation message to a peer.

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

```
%MDR_SM-3-RCV_XFORM_FAIL: ISSU Client receive transformation has failed for message ([dec]). Error = [chars]
```

Explanation MDR SM ISSU Client message receive side transformation 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. 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

```
%MDR_SM-3-SESSION_REG: ISSU Client ([dec]) session ([dec]) registration failed.  
Error = [chars]
```

Explanation MDR SM ISSU Client session registration has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show issu sessions 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

```
%MDR_SM-3-SESSION_UNREG: ISSU Client ([dec]) session ([dec]) un-registration  
failed. Error = [chars]
```

Explanation MDR SM ISSU Client session un-registration has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show issu sessions 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

```
%MDR_SM-3-XMIT_XFORM_FAIL: ISSU Client transmit transformation has failed for  
message ([dec]). Error = [chars]
```

Explanation MDR SM ISSU Client message transmit side transformation 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

```
%MDR_SM-4-QUIESCE_FAIL: Quiesce watchdog timer expired, continuing with MDR
```

Explanation At switchover on the old Active RP, the MDR SM enters the Quiesce state. While this is occurring, the reload of the old Active is blocked, which in effect blocks the switchover from taking place. Therefore, to prevent a loss of service due to a bug in the MDR SM or one of its clients a watchdog timer ensures that the MDR SM does not stay in this state for too long.

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

```
%MDS-2-INIT: Error initializing MDS structures
```

Explanation An error has occurred while the system was attempting to initialize the MDS structures.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MDS-2-LC_FAILED_IPC_ACK: RP failed in getting Ack for IPC message of size [dec] to LC in slot [dec] with sequence [dec], error = [chars]
```

Explanation The route processor has failed to obtain an IPC acknowledgment.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MDS-2-LC_FAILED_IPC_OPEN: LC in slot [dec] failed to open IPC port to RP, error = [chars]
```

Explanation The line card has failed to open IPC port toward the route processor.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MDS-2-LC_FAILED_SEND_LC_READY: LC in slot [dec] failed to send LC ready to RP, error = [chars]
```

Explanation The line card has failed to send a Ready message to the route processor.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MDS-2-LC_INIT: Error initializing linecard
```

Explanation System resources could not be allocated on the line 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MDS-2-LC_INVALID_HWIDBQ_SIZE: Invalid Q count value
```

Explanation An invalid value for the queue count 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MDS-2-LC_INVALID_HWIDB_INDEX: Invalid if_index for HWIDB [chars]
```

Explanation The HWIDB has an invalid interface index.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MDS-2-LC_INVALID_INPUT_IFNUM: Invalid input if_num ([hex]) for SWIDB [chars]
```

Explanation The input software IDB interface number 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 at <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case

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

Error Message

%MDS-2-LC_INVALID_INPUT_IF_INDEX: Invalid input if_index ([hex]) for HWIDB [chars]

Explanation The input hardware IDB interface index 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 at <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MDS-2-LC_INVALID_MROUTE_MSG: Unknown message [int] received from RP

Explanation The route processor has sent an unrecognized route 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%MDS-2-LC_INVALID_MSG: Unknown IPC type [int] received from RP

Explanation The route processor has sent an unrecognized message 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MDS-2-LC_INVALID_SIZE: Invalid IPC size [int] received from RP
```

Explanation The RP has sent an unrecognized IPC 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MDS-2-LC_INVALID_SWIDBQ_SIZE: Invalid Q count value
```

Explanation An invalid value for the queue count 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MDS-2-LC_INVALID_SWIDB_IFNUM: Invalid if_num for SWIDB [chars]
```

Explanation The SWIDB has an invalid interface 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%MDS-2-LC_NOIPCBUFFR: No IPC buffers available for messages to be sent to the RP

Explanation The system has run out of buffers for interprocess communications.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%MDS-2-LC_SPDLISTCORR: SPD list corrupted

Explanation The list of selective packet discard entries has been 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%MDS-2-LC_SWIDB_UPDATE_NULL_MVRF: LC received swidb update for if_number [hex] ([chars]) tableid [hex].mvrf pointer for this tableid is NULL.

Explanation The line card has received a software IDB update from the route processor specifying a multicast VRF table ID for which no multicast VRF exists in the line 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MDS-2-RP: %s
```

Recommended Action Copy the message exactly as it appears on the 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 at <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

```
%MDS-2-RP_FAILED_IPC_CREATE: RP failed in creating IPC port, error = [chars]
```

Explanation The route processor failed to create an MDS interprocess communications 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MDS-2-RP_RCV_IPC_ERR_SIZE: RP received oversized IPC, size = [dec], type = [dec]
```

Explanation The route processor has received an oversized IPC message from the line 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%MDS-3-ROUTECOUNT_ZERO: Multicast route count reached zero

Explanation The running count of multicast routes has reached zero when it should not be zero. An error in maintaining the multicast route count 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

%MDS-4-ROUTELIMIT: [int] routes exceeded multicast route-limit of [dec]

Explanation The number of multicast routes has exceeded the configured maximum number of routes allowed. New routes cannot be added unless the configuration is changed.

Recommended Action If multicast traffic is of any priority among the traffic carried by this router, enter the `ip multicast route-limit` command to increase the number of multicast routes. Otherwise, no action is required.

Error Message

%MDS-4-ROUTELIMIT_ATTEMPT: Attempt to exceed multicast route-limit of [dec]

Explanation The number of multicast routes equals the configured maximum allowed. New routes cannot be added unless the configuration is changed.

Recommended Action If multicast traffic is of any priority among the traffic carried by this router, then use the `ip multicast route-limit` command to increase the number of multicast routes. Otherwise, no action is required.

MDT Messages

The following are PIM MDT messages.

Error Message

%MDT-4-LBSRC: MDT [chars] uses source address [IP_address] from a non-loopback interface

Explanation The local peering interface used to set up the MDT tunnel is not a loopback Interface. This may cause black holes if the interface is in the outgoing list of the MDT group.

Recommended Action Change the configuration of `bgp update-source` and use a loopback interface as the local peering interface.

Error Message

```
%MDT-4-NO_GROUP_LINK: MDT entry %s:(%i,%i) linked by source but not linked by group
```

Explanation The entry for the affected MDT group was not properly linked into the MDT database. The inconsistency has been repaired.

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%MDT-4-RD_CONFLICT: MDT entry %s:(%i,%i) received an update for RD %s
```

Explanation The previously existing entry should have been withdrawn by BGP before sending this conflicting update.

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%MDT-4-UPDATED_RD_CONFLICT: MDT entry [chars]:([IP_address],[IP_address])  
received an update for RD [chars]
```

Explanation The previously existing entry should have been withdrawn by BGP before sending this conflicting update.

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

Error Message

%MDT-4-VRFSRC: The source interface of the MDT tunnels, [chars], is not in the global table

Explanation The local peering interface must not also be an interface in a VRF.

Recommended Action Change the configuration of the BGP update-source and use a loopback interface in the global table.

Error Message

%MDT-5-DATA_MDT_REUSED: Data MDT [IP_address] is reused in VRF [chars]

Explanation A data MDT group is being reused in a VRF. A data MDT group can be reused by a particular host that sources user traffic in a VPN if all predefined data MDT groups have already been used.

Recommended Action No action is required.

Error Message

%MDX-1-DAEMSGSNDFAILED: FAILED to send IPC message of TYPE [chars] to slot [dec] on the DAE,
FAIL REASON = [chars]

Explanation An IPC message could not be sent. Retries to send the message were attempted and failed.

Recommended Action This condition has no effect on system operation. No action is required.

Error Message

%MDX-1-DAENODPENTRY: MDX framework could not find an entry for the DP with dp_id = [dec] on slot = [dec], on DAE

Explanation IPC messages that were sent to the line card have been lost as the line card buffers were being reassigned. As a result of this condition, the MDX DP failed to register. This condition has no effect on system operation. Disable the SNMP query of the MIBs depending on the value of dp_id as follows:

Explanation If the dp_id is 1, disable the CISCO-ENHANCED-MEMPOOL-MIB SNMP query.

Explanation If the dp_id is 2, disable the CISCO-PROCESS-MIB SNMP query.

Explanation If the dp_id is 3, disable the CISCO-OPTICAL-MONITORING-MIB SNMP query.

Explanation If the dp_id is 4, disable the CISCO-FABRIC-C12K-MIB SNMP query.

Explanation You can replace the SNMP query with CLI to obtain the same results. Enter one or more of the following CLI commands to obtain the required information: **show processes memory**, **show processes cpu**, **show controller optics**, **show controller fia**, **show controller xbar** or **show controller sca**.

Error Message

%MDX-1-DAEPORTCREATEFAIL: Could not create IPC port for MDX framework on DAE, FAIL REASON = [chars]

Explanation The IPC port for MDX framework on the DAE (Data Aggregator End) failed because of the reason specified in the message text. This condition has no effect on system operation, except that the MDX framework will not be able to obtain the requested data from the MIBs.

Recommended Action Enter one or more of the following CLI commands to obtain the required information: **show processes memory**, **show processes cpu**, **show controller optics**, **show controller fia**, **show controller xbar** or **show controller sca**.

Error Message

%MDX-1-DAEPORTOPENFAIL: UNABLE to open port to primary RP FAIL REASON = [chars]

Explanation The MDX DAE (Data Aggregator End) IPC port could not be opened, even after three retry attempts. This condition has no effect on system operation, except that the MDX framework will not be able to obtain the requested data from the MIBs.

Recommended Action Enter one or more of the following CLI commands to obtain the required information: **show processes memory**, **show processes cpu**, **show controller optics**, **show controller fia**, **show controller xbar** or **show controller sca**.

Error Message

%MDX-1-DAEPORTOPENFAILRETRY: UNABLE to open port to primary RP try number = [dec], FAIL REASON = [chars], Will retry again

Explanation The MDX DAE (Data Aggregator End) IPC port could not be opened. The system will attempt to retry the operation a maximum of three times.

Recommended Action This condition has no effect on system operation. No action is required.

Error Message

%MDX-1-DPENTRYEXISTS: An entry already exists for the DP with dp_id [dec] on the DPE, could not create a new entry

Explanation The DP entry that is attempting to be added already exists on the DPE. The new entry could not be created.

Recommended Action No action is required.

Error Message

%MDX-1-DPEPORTOPENFAIL: UNABLE to open port to MDX framework on slot = [dec] from DAE,
FAIL REASON = [chars]

Explanation The MDX DPE (Data Provider End) IPC port could not be opened because of the reason specified in the message text.

Recommended Action This condition has no effect on system operation. No action is required.

Error Message

%MDX-1-DPREGFAILED: DP Registration with MDX framework failed on DPE

Explanation The DP could not be registered with the MDX framework on the DPE (Data Provider End). This condition has no effect on system operation, except that the MDX framework will not be able to obtain the requested data from the MIBs.

Recommended Action Enter one or more of the following CLI commands to obtain the required information: **show processes memory**, **show processes cpu**, **show controller optics**, **show controller fia**, **show controller xbar** or **show controller sca**.

Error Message

%MDX-1-IPCMGSNDFAILED: FAILED to send IPC message of TYPE [chars] to DAE,
FAIL REASON = [chars]

Explanation The MDX component could not send the IPC message because of the reason specified in the message text.

Recommended Action This condition has no effect on system operation. No action is required.

Error Message

```
%MDX-1-IPCMSGUNAVAIL: Request for IPC buffer failed for size = [int]
```

Explanation An IPC buffer request returned a null value. The IPC has exhausted its buffer space. This condition has no effect on system operation.

Recommended Action Enter the **ipc cache size** command to increase the ipc buffer size.

Error Message

```
%MDX-1-MSG: [chars]
```

Explanation An internal error regarding the MDX facility 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MDX-1-NODPENRTY: MDX framework could not find an entry for the DP with dp_id = [dec]
```

Explanation The entry for the DP does not exist in the MDX framework. A possible reason for this error is that the DP has not registered with the framework. This condition has no effect on system operation, except that the MDX framework will not be able to obtain the requested data from the MIBs.

Recommended Action Enter one or more of the following CLI commands to obtain the required information: **show processes memory**, **show processes cpu**, **show controller optics**, **show controller fia**, **show controller xbar** or **show controller sca**.

Error Message

```
%MDX-1-NOMGDTIMERCNTXT: The expired timer does not have a timer context
```

Explanation MDX framework found a managed timer that does not have a context.

Recommended Action This condition has no effect on system operation. No action is required.

Error Message

%MDX-1-PORTCREATEFAIL: Could not create IPC port for MDX Framework, FAIL REASON = [chars]

Explanation An IPC port could not be opened for the MDX framework even after three retry attempts.

Recommended Action This condition has no effect on system operation. No action is required.

Error Message

%MDX-1-PORTCREATEFAILRETRY: Could not create IPC port for MDX framework try number = [dec],
FAIL REASON = [chars], Will retry again

Explanation An IPC port could not be created. The system will attempt to retry the operation a maximum of three times.

Recommended Action This condition has no effect on system operation. No action is required.

Error Message

%MDX-1-PORTREGFAIL: Could not Register IPC port for MDX framework FAIL REASON = [chars]

Explanation The IPC Port could not be registered with the IPC master, even after three retry attempts.

Recommended Action This condition has no effect on system operation. No action is required.

Error Message

%MDX-1-PORTREGFAILRETRY: Could not Register IPC port for MDX framework try number = [dec], on slot = [dec], FAIL REASON = [chars], Will retry again

Explanation The IPC Port could not be registered with the IPC master. The system will attempt to retry the operation a maximum of three times.

Recommended Action This condition has no effect on system operation. No action is required.

Error Message

%MDX-1-SIZEMISMATCH: Recieved an IPC message with inconsistent size compared to the MDX TU in its data region

Explanation The size of the IPC message that was received by the MDX framework is not consistent when it is compared to the MDX TU.

Recommended Action This condition has no effect on system operation. No action is required.

Error Message

%MDX-1-UNKNOWNMSGTYPE: The rcvd msg-type is not supported, msg-type [chars]

Explanation The "msg-type" that was received is not supported by the MDX framework.

Recommended Action This condition has no effect on system operation. No action is required.

Error Message

%MEMD-3-BADIPC: IPC message received with no IPC handler

Explanation An IPC message was queued to the CIP, but there was no handler defined to process it. This error occurs if the IPC subsystem was not initialized at the time an IPC message was received. The CIP has dropped the IPC message.

Recommended Action If this message appears repeatedly, 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

%MEMD-3-BADPTR: Bad pointer in MEMD. Code: [hex]. ICB : [hex] Header: [hex], Data: [hex]

Explanation While a buffer queue was being processed in the MEMD, a pointer was found to have an invalid value. The CIP wrote an error code to the MEMD indicating that the pointer is corrupted. The SP or SSP will now report this error condition back to the RP, which in turn will restart the CBUS complex that resets all the interfaces.

Recommended Action First find out which card wrote the invalid pointer value to MEMD. You will need help from your Cisco technical service representative to set up the router for a MEMD snapshot in case of an error condition. Depending on what that snapshot shows, the investigation can be narrowed down to either a particular card in the router or a software problem. Copy the error message exactly as it appears on the console or in the system log, issue the show tech-support and show extended channel subchannel or show extended vc commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%MEMD-3-BADVCN: Bad vcn [dec]([hex]), port adapter [dec]

Explanation A packet was queued to the CIP, but the virtual circuit associated with the packet is not valid. This could mean that the virtual circuit number is out of range or that there is no application registered to receive packets on this virtual circuit. The CIP has dropped the packet.

Recommended Action This message is followed by a dump of the beginning of the bad frame. If this error message appears repeatedly, copy the error message exactly as it appears on the console or in the system log, issue the show tech-support and show extended channel subchannel or show extended vc commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%MEMD-3-FRAME_DATA1: [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex]

Explanation This message contains a hex dump of data associated with the immediately preceding error message.

Recommended Action This message should always be preceded by either a MEMD-WRONGINT or a MEMD-BADVCN error message. Follow the recommended action as explained under that error message.

Error Message

%MEMD-3-FRAME_DATA2: [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex]

Explanation This message contains a hex dump of data associated with the immediately preceding error message.

Recommended Action This message should always be preceded by either a MEMD-WRONGINT or a MEMD-BADVCN error message. Follow the recommended action as explained under that error message.

Error Message

%MEMD-3-FRAME_START: Start address of bad frame: [hex] dumping from [hex]

Explanation This message contains the start address of a data frame with an incorrect virtual circuit number.

Recommended Action This message should always be preceded by either a MEMD-WRONGINT or a MEMD-BADVCN error message. Follow the recommended action as explained under that error message.

Error Message

%MEMD-3-VCNDEREGISTER: Invalid VCN ([dec]) specified

Explanation An attempt was made to deregister a routine to handle data for a given virtual circuit, but the virtual circuit number was out of range. The deregistration request is ignored.

Recommended Action This message should occur only when a configuration statement is removed from a CIP. Copy the error message exactly as it appears on the console or in the system log, issue the show tech-support and the show extended channel subchannel or show extended vc commands, and contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%MEMD-3-VCNREGISTER: Invalid VCN ([dec]) specified

Explanation An attempt was made to register a routine to handle data for a given virtual circuit, but the virtual circuit number was out of range. No messages for the given virtual circuit will be accepted, and additional error messages will be generated for each message.

Recommended Action This message should occur only when a configuration statement is added to a CIP. Issue the show extended channel subchannel or show extended vc command, remove the configuration statement, and 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

%MEMD-3-WRONGINT: VCN [dec] ([hex]) not for port adapter [dec]

Explanation A packet was queued for the CIP with a valid virtual circuit number, but the virtual circuit number is associated with a different port adapter. The CIP has dropped the packet.

Recommended Action This message is followed by a dump of the beginning of the bad frame. If this error message appears repeatedly, copy the error message exactly as it appears on the console or in the system log, issue the show tech-support and show extended channel subchannel or show extended vc commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%MEMPOOL-3-IPC: %s %s

Explanation An IPC error has occurred on polling the Enhanced MempoolMIB

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

%MEMSCAN-2-BSSREG: Parity error(0x%x) found in imagebss region

Explanation A parity error was found in the BSS region of memory.

Recommended Action Schedule a reboot of the system to clear memory AS SOON AS POSSIBLE. If this parity error is touched in normal operation of the router the router will crash. If more parity errors are found at this address after the reboot, replace the DRAM in the router or the processor board.

Error Message

%MEMSCAN-2-DATAREG: Parity error(0x%x) found in imagedata region

Explanation A parity error was found in the data region of memory.

Recommended Action Schedule a reboot of the system to clear memory AS SOON AS POSSIBLE. If this parity error is touched in normal operation of the router the router will crash. If more parity errors are found at this address after the reboot, replace the DRAM in the router or the processor board.

Error Message

%MEMSCAN-2-TEXTREG: Parity error(0x%x) found in imagetext region

Explanation A parity error was found in the text region of memory.

Recommended Action Schedule a reboot of the system to clear memory AS SOON AS POSSIBLE. If this parity error is touched in normal operation of the router the router will crash. If more parity errors are found at this address after the reboot, replace the DRAM in the router or the processor board.

Error Message

%MEMSCAN-3-20: Parity error([hex]) found in busy bolck([hex])

Explanation A parity error has been found in a busy block. The error cannot be scrubbed or moved to the bad list.

Recommended Action Schedule a reboot of the system to clear memory as soon as possible. If this parity error is triggered in normal operation of the router, the router will crash. If more parity errors are found at this address after the reboot, replace the DRAM in the router or the processor board.

Error Message

%MEMSCAN-3-DUPERR: Another parity error(0x%x) found in block(0x%x). Not scrubbed

Explanation Multiple errors have been found in a memory block.

Recommended Action Schedule a reboot of the system to clear memory AS SOON AS POSSIBLE. If this parity error is touched in normal operation of the router the router will crash. If more parity errors are found at this address after the reboot, replace the DRAM in the router or the processor board.

Error Message

%MEMSCAN-3-INHEAD: Parity error([hex]) found in block header

Explanation A parity error has been found in a critical field of a block header.

Recommended Action Schedule a reboot of the system to clear memory as soon as possible. If this parity error is encountered during normal operation of the router, the router will crash. If more parity errors are found at this address after the reboot, replace the DRAM in the router or the processor board.

Error Message

%MEMSCAN-3-INPREV: Parity error(0x%x) found in block field **previous

Explanation A parity error has been found in a critical field of a block header.

Recommended Action Schedule a reboot of the system to clear memory AS SOON AS POSSIBLE. If this parity error is touched in normal operation of the router the router will crash. If more parity errors are found at this address after the reboot, replace the DRAM in the router or the processor board.

Error Message

%MEMSCAN-3-INUSE: Parity error(0x%x) found in busy block(0x%x)

Explanation A parity error has been found in a busy block which cannot be scrubbed nor moved to the bad list.

Recommended Action Schedule a reboot of the system to clear memory AS SOON AS POSSIBLE. If this parity error is touched in normal operation of the router, the router will crash. If more parity errors are found at this address after the reboot, replace the DRAM in the router or the processor board.

Error Message

%MEMSCAN-3-NOHEAD: No block header for parity error([hex]) until [hex]

Explanation A parity error has been found for an address that has no block header.

Recommended Action Schedule a reboot of the system to clear memory as soon as possible. If this parity error is encountered during normal operation of the router, the router will crash. If more parity errors are found at this address after the reboot, replace the DRAM in the router or the processor board.

Error Message

%MEMSCAN-3-UNKNOWN: Parity error(0x%x) found in other(unknown) region

Explanation A parity error was found in other region of memory.

Recommended Action Schedule a reboot of the system to clear memory AS SOON AS POSSIBLE. If this parity error is touched in normal operation of the router the router will crash. If more parity errors are found at this address after the reboot, replace the DRAM in the router or the processor board.

Error Message

%MEMSCAN-6-LINKED: Error(0x%x) block(0x%x) linked, size %d

Explanation A parity error was found in a free block which could not be scrubbed. The Free block has been moved to a bad list so that it cannot be used again.

Recommended Action Schedule a reboot of the system to clear memory. If more parity errors are found at this address after the reboot, replace the DRAM in the router or the processor board.

Error Message

%MEMSCAN-6-MSCRUBED: Parity error(0x%x) scrubbed multiple times

Explanation Multiple parity errors found at this address.

Recommended Action Take down router and replace DRAM.

Error Message

%MEMSCAN-6-SCRUBED: Parity error(0x%x) scrubbed

Explanation Memory parity error found and scrubbed.

Error Message

%MEMSCAN-6-SPLIT: Error(0x%x) block(0x%x) split, bad block(0x%x) linked, size 0x%x

Explanation A parity error was found in a free block which could not be scrubbed. The free block has been fragmented and the fragment with the parity error has been moved to a dead list so that it cannot be used again.

Recommended Action Schedule a reboot of the system to clear memory. If more parity errors are found at this address after the reboot, replace the DRAM in the router or the processor board.

Error Message

%MEM_ECC-2-MALLOC: Attempt to malloc [dec] bytes for the ECC error log failed. ECC errors will only be reported and not recorded.

Explanation Memory could not be allocated for the ECC error log.

Recommended Action If the system has 32Mb of memory, a memory upgrade is recommended. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%MEM_ECC-2-MBE: Multiple bit error detected at [hex]

Explanation A multi-bit error that could not be corrected was detected on a CPU that was read from DRAM.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MEM_ECC-2-MBE_RMW: Multiple bit error detected at [hex] on a read-modify-write cycle
```

Explanation A multi-bit error that could not be corrected was detected during a read, modify or write cycle on a CPU that was read from DRAM for a non eight-byte access.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MEM_ECC-2-PARITY: Parity error on CPU write to address: [hex]
```

Explanation Invalid data parity was detected by the ECC Ctrl facility during a CPU write 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%MEM_ECC-2-PARITY_INFO: Parity error was detected on the following byte(s) of a double word: [chars] [chars] [chars]

Explanation This message specifies the bytes of a 64-bit word that contained invalid parity, and caused the ECC Ctrl facility to generate an interrupt 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%MEM_ECC-3-BADADDR_MBE: Invalid MBE dram address: [hex] latched by ECC Ctrl

Explanation The address that was found by the ECC control register while an MBE was being detected is not a valid DRAM address. This condition probably indicates a malfunctioning ECC control register that requires replacement.

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

Error Message

%MEM_ECC-3-BADADDR_MBE_RMW: Invalid MBE dram address: [hex] latched by ECC Ctrl during a RMW cycle

Explanation The address that was found by the ECC control register while an MBE was being detected during a read, modify or write cycle is not a valid DRAM address. This condition probably indicates a malfunctioning ECC control register that requires replacement.

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

Error Message

```
%MEM_ECC-3-BADADDR_SBE: Invalid SBE dram address: [hex] latched by ECC Ctrl
```

Explanation The address that was found by the ECC control register while an SBE was being detected is not a valid DRAM address. This condition probably indicates a malfunctioning ECC control register that requires replacement.

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

Error Message

```
%MEM_ECC-3-BADADDR_SBE_RMW: Invalid SBE dram address: [hex] latched by ECC Ctrl during a RMW cycle
```

Explanation The address that was found by the ECC control register while an SBE was being detected during a read, modify or write cycle is not a valid DRAM address. This condition probably indicates a malfunctioning ECC control register that requires replacement.

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

Error Message

```
%MEM_ECC-3-SBE: Single bit error detected and corrected at [hex]
```

Explanation A single-bit correctable error was detected on a read from DRAM.

Recommended Action Enter the **show ecc** command to display the single-bit errors that have been logged. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MEM_ECC-3-SBE_HARD: Single bit *hard* error detected at [hex]
```

Explanation A single-bit error that could not be corrected (a "hard" error) was detected on a CPU that was read from DRAM.

Recommended Action Enter the **show ecc** command to display the single-bit errors that have been logged and display the hard error address locations. Monitor the system by periodically entering the **show ecc** command and replace the DRAM if too many errors are encountered.

Error Message

```
%MEM_ECC-3-SBE_LIMIT: Single bit error detected and corrected  
at [hex]
```

Explanation A single-bit correctable error was detected on a CPU that was read from DRAM.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MEM_ECC-3-SBE_RMW: Single bit error detected and corrected at [hex] on a  
read-modify-write cycle
```

Explanation A single-bit correctable error was detected on during a read, modify or write cycle on a CPU read from DRAM for a non eight-byte access.

Recommended Action Enter the **show ecc** command to display the single-bit errors that have been logged. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MEM_ECC-3-SBE_RMW_HARD: Single bit *hard* error detected at [hex] on a read-modify-write cycle
```

Explanation A single-bit uncorrectable hard error was detected during a read-modify-write cycle on a CPU read from DRAM for a non-eight-byte access.

Recommended Action Monitor the system by periodically entering the **show memory ecc** command and replace the DRAM if too many errors are encountered. Enter the **show ecc** command to display the single-bit errors that have been logged. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit at <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

```
%MEM_ECC-3-SBE_RMW_LIMIT: Single bit error detected and corrected at [hex] on a read-modify-write cycle
```

Explanation A single-bit correctable error was detected on during a read, modify or write cycle on a CPU read from DRAM for a non eight-byte access.

Recommended Action Enter the **show ecc** command to display the single-bit errors that have been logged. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%MEM_ECC-3-SYNDROME_MBE: 8-bit Syndrome for the detected Multi-bit error: [hex]

Explanation A multi-bit error has been detected for the eight-bit syndrome. This value does not indicate the exact positions of the bits in error, but can be used to approximate their positions.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%MEM_ECC-3-SYNDROME_SBE: 8-bit Syndrome for the detected Single-bit error: [hex]

Explanation A single-bit error has been detected for the eight-bit syndrome. This value does not indicate the exact positions of the bits in error, but can be used to approximate their positions.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%MEM_ECC-3-SYNDROME_SBE_LIMIT: 8-bit Syndrome for the detected Single-bit error: [hex]

Explanation A single-bit error has been detected for the eight-bit syndrome. This value does not indicate the exact positions of the bits in error, but can be used to approximate their positions.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%MEM_HM-3-HM_OPERATION_FAILED: Failed to [chars] [chars] for Low [chars] Rule.

Explanation The memory HM subsystem has failed a health monitor operation. The health monitor rule is not operational. This error does not have any adverse effects on memory operations 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

%MEM_HM-3-HM_REGISTRATION_FAILED: The Memory subsystem failed to register with HM.

Explanation Registration of the memory HM subsystem with the health monitor has failed. No memory-related HM rules are 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

%MEM_MGR-3-MEM_MGR_EXCEED_MAX: memory pool exceeds maximum ([dec] bytes) allowed.

Explanation An attempt was made to allocate a buffer from the specified memory pool which has reached its maximum limit.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit at <http://www.cisco.com/cgi-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. 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

`%MEM_MGR-3-MEM_MGR_INVALID: The Memory Management code encounters an invalid parameter.`

Explanation It appears that the Memory Management code has received an invalid parameter from its caller.

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

`%MEM_MGR-3-MEM_MGR_NOMEM: Out of memory`

Explanation System out of 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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.

METOPT Messages

The following are Cisco Optical Networking Systems (ONS) 15540 Extended Services Platform (ESP) messages.

Error Message

`%METOPT-2-FABRIC_PORTFAIL: Port Fail event received from [chars] switch card on fabric port associated with interface [chars]`

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

Error Message

%METOPT-2-NOMEMORY: No memory available for [chars]

Explanation An attempt to allocate memory has failed.

Recommended Action Try these one or more of the following 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

%METOPT-2-NOPAKBUFFER: No packet buffer available for [chars] interface to send this packet to higher layer

Explanation An attempt to allocate a packet buffer has failed.

Recommended Action Perform one or more of the following actions to remedy the problem: Reload the system.

Recommended Action If a redundant CPU system is present in the system, perform a CPU switchover.

Error Message

%METOPT-2-PORTFAIL: Port Fail event received Slot [dec] Subcard [dec] Port [dec]; HWIDB [chars]

Explanation A port failure event 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

```
%METOPT-2-ZEROLEN_MSG: Zero length while [chars] linecard. Datalen [dec]
```

Explanation Because of some internal error, a zero-length transaction is being made from or to the line 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%METOPT-3-AUTOFAILOVER: Failover Event received Slot [dec] Subcard [dec] Port [dec]
```

Explanation Because of a loss of light on one of the branches of the splitter protection, the hardware has switched over to the side that is still functional.

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

```
%METOPT-3-IDPROM_MISMATCH: Mismatch in backplane IDPROM, [chars]:  
Active-side=[dec], Sby-side=[dec]
```

Explanation There are two backplane IDPROMs. Each is readable by one of the two redundant CPUs. Most IDPROM fields should be programmed by manufacturing to contain identical information; however, a mismatch has been detected in the IDPROMs of the two backplanes. Only the first mismatched field is shown.

Recommended Action Enter a **show** command to see additional mismatches. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%METOPT-3-IDPROM_STR_MISMATCH: Mismatch in backplane IDPROM, [chars]:  
Active-side=[chars], Sby-side=[chars]
```

Explanation There are two backplane IDPROMs. Each is readable by one of the two redundant CPUs. Most IDPROM fields should be programmed by manufacturing to contain identical information; however, a mismatch has been detected in the IDPROMs of the two backplanes. Only the first mismatched string is shown.

Recommended Action Use a **show** command to see additional mismatches. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%METOPT-3-NOACK: Access to [chars] temperature sensor failed
```

Explanation An attempt to access the chassis temperature sensor 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%METOPT-3-NOMAC: Can't allocate MAC address for interface [int]/[int]
```

Explanation Unavailable.

Recommended Action Unavailable.

Error Message

%METOPT-3-UNEXP_INTR: Interrupt [chars] not expected, masking off

Explanation An interrupt of a certain type was signaled, but the interrupt handler for this type of interrupt has not yet been installed.

Recommended Action This problem should be self-correcting but indicates either a hardware or a software error. If this problem is caused by a hardware error, further problems are to be expected. If this problem is caused by a software error, certain types of error and alarm conditions can be left undetected. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%METOPT-4-COOKIE: Corrupt or missing MAC address cookie using random base [enet]

Explanation Unavailable.

Recommended Action Unavailable.

Error Message

%METOPT-4-NOCPUVER: Invalid CPU ID, assuming revision 1

Explanation The CPU ID could not be read from the EEPROM. This error is probably due to 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%METOPT-6-DI_ASSERTED: CDL Defect Indication: [chars] Asserted on interface [chars]

Explanation Some CDL defect indication bits have been asserted on this interface.

Recommended Action Closely monitor the CDL defect indication status.

Error Message

%METOPT-6-DI_CHANGED: CDL Defect Indication Status changed on interface [chars]

Explanation The CDL defect indication status has changed.

Recommended Action Closely monitor the CDL defect indication status. If defect indication was asserted, no action is required.

Error Message

%METOPT-6-DI_CLEARED: CDL Defect Indication: [chars] cleared on interface [chars]

Explanation The CDL defect indication status has been changed.

Recommended Action No action is required.

Error Message

%METOPT_DI-1-ALARM: [chars]:[chars]

Explanation The specified alarm either has occurred or has cleared.

Recommended Action Repair the source of the alarm.

Error Message

%METOPT_DI-3-INTERNAL_ERROR: [chars]([dec]):[chars]

Explanation The metro optical CDL defect indication subsystem has encountered an internal software error. The error message contains text that is useful for identifying the nature 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%METOPT_DRV-3-REPROGRAM_ERROR: [chars]
```

Explanation The metro optical reprogramming driver has encountered an error. The error message contains text that is useful to determine the nature of the problem.

Recommended Action Retry the reprogramming operation for the card. If the reprogram attempt fails again, remove the card and reinsert it. If the card still does not become active, save the console 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** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%METOPT_DRV-3-TP_INTERNAL_ERROR: [chars]([dec]):[chars] [dec]
```

Explanation The Metro Optical Transponder driver subsystem has encountered an internal software error. The error message contains text to help identify the nature of the problem.

Recommended Action If the line card has had an OIR or EOIR operation performed on it, null strings in the system are detected. Ensure that the expected interface exists in the system.

Error Message

```
%METS-2-INITFAIL: Can't start analysis
```

Explanation The requested operation failed due to lack of resource, maybe temporarily

Recommended Action Reduce system resource/memory usage, and retry for the commands.

Error Message

```
%METS-3-BADMETHOD: Cannot process %s method %u
```

Explanation A method list function encountered a method list that was unknown, or could not be handled.

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%METS-3-NOREGION: No region found: %s

Explanation Resource failure: No region 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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%METS-3-NULLPOOL: Can't process null pool: %s

Explanation Resource failure: Null pool in the region

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MFI-3-BADREADUPDATESIZE: Read update reply message from RP has bad size: [dec]

Explanation A read update message does not match the parsed result of the read 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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MFI-3-CLIENT_INTF: [chars]: [hex] [hex]
```

Explanation An error involving the client interface 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MFI-3-EVTLOGCAPTURE: Event Logger Capture Error [dec] [dec]
```

Explanation A failure occurred during an event logger capture 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MFI-3-EVTLOGCLIENT: Invalid client [dec]
```

Explanation An invalid client has accessed the event logger.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MFI-3-EVTLOGCONTROL: [chars]: [dec]
```

Explanation A general event logger controller 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MFI-3-EVTLOGREGISTER: Event Logger Registration Error [dec] [dec] [dec]
```

Explanation A failure occurred during an event logger client registration 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MFI-3-LCPULSE: LC pulse failed: [chars] [dec]
```

Explanation A line card pulse request 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%MFI-3-MFICOMM: [chars]

Explanation An error involving the communications module 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 at <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MFI-3-MFICOMM2: [chars]: [hex] [hex]

Explanation An error involving the communications module 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%MFI-3-MFICOMM3: [chars]: [hex] [hex] [hex]

Explanation An error involving the communications module 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 at <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MFI-3-MPLS_MTU_SET: [chars] [dec] [chars] [chars] [chars] [dec][chars]

Explanation Most drivers will be able to support baby giants and will gracefully drop packets that are too large. Certain drivers will have packet forwarding problems including data corruption.

Recommended Action Increase the interface mtu on all routers connected to this interface to the needed mtu size by entering the **mtu** bytes command.

Error Message

%MFI-3-NOCLIENTREQ: [chars] [chars]: [dec] [dec] [dec]

Explanation The client reply component could not find an outstanding 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%MFI-3-PNDMSGMGR: [chars] [chars] [dec] [dec] [dec]

Explanation Only one outstanding request is allowed from the same 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%MFI-3-REDISTMGR: Redistribution Manager: [chars] [hex]

Explanation An error involving the redistribution manager 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

```
%MFI-3-REDISTMGR2: Redistribution Manager: [chars] [hex] [hex]
```

Explanation An error involving the redistribution manager 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

```
%MFI-3-REDISTMGR3: Redistribution Manager: %s %x
```

Explanation Redistribution Manager 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

```
%MFI-3-REPLYMSGSIZE: Reply message is too large: [chars]: [dec]
```

Explanation A read update message is too large to fit into the XDR buffer.

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

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

Error Message

```
%MFI-4-MFICOMM4: [chars]: [hex] [hex]
```

Explanation MFI General Communication 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%MFI-4-REDISTMGR3: Redistribution Manager: [chars] [hex]
```

Explanation Redistribution Manager 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

MFIB Messages

Error Message

```
%MFIB-2-NOMEMORY: Out of memory for IP multicast MFIB. Used: [int], Free: [int]
```

Explanation There is insufficient memory for the IP multicast forwarding information base. Multicast packets might not be properly routed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MFIB-3-ADJ_CREATE_FAIL: Multicast adjacency creation failed for [chars]
```

Explanation The MFIB has failed to create a multicast adjacency. MFIB fast switching is not available on the interface. Most likely, this error is caused by a memory shortage.

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

Error Message

```
%MFIB-3-ADJ_FAST_CREATE_FAIL: Multicast fast-interface creation failed for [chars]
```

Explanation The MFIB has failed to create an interface data structure for fast switching. MFIB fast switching is not available on the interface. Most likely, this error is caused by a memory shortage.

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

Error Message

```
%MFIB-3-MRIB_ENTRY_FAIL: Entry-creation failed for [chars],[chars]
```

Explanation The MFIB attempted to create an entry as a result of a MRIB update, but the operation failed because of a memory shortage.

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

Error Message

```
%MFIB-3-MRIB_INTRF_FAIL: Entry-update failed for [chars],[chars]
```

Explanation The MFIB attempted to update an entry as a result of a MRIB update, but the operation failed because of a memory shortage.

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

Error Message

```
%MFIB-3-MRIB_OPEN_FAIL: MRIB connection-open failed
```

Explanation The MFIB has failed to open a connection from the MRIB.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MFIB-3-MRIB_REG_FAIL: MRIB registration failed
```

Explanation The MFIB has failed to register with the MRIB.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MFIB-3-MRIB_UNBIND_FAIL: MRIB unbind failed
```

Explanation The MFIB has failed to unbind from the MRIB.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MFIB-3-MRIB_UPD_FAIL: Mrib notification failed for ([chars],[chars])
```

Explanation A packet triggering a data-driven event has been received, but the attempt to notify the MRIB 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MFIB-3-NETWORK_GET_FAIL: MFIB can not get network offset: datagram [hex]; network [hex]
```

Explanation The MFIB has failed to find a suitable packet network offset.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MFIB-3-NETWORK_SET_FAIL: MFIB can not set network offset: datagram [hex]; length [dec]; offset [dec]
```

Explanation The MFIB has failed to set an offset within a 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%MFIB-3-NO_SBCTRLFUNC: A[chars] function is required for the MFIB sub-block, but none was provided

Explanation MFIB could not distribute interface information to a linecard 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. Also perform a search of the Bug Toolkit at <http://www.cisco.com/cgi-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

%MFIB-3-SWITCHOVER_FAIL: Error creating %s. MFIB will not work with switchover

Explanation Memory not available to create structures needed to enable switchover for IPv6 Multicast

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

Error Message

%MFIB-3-TBL_RM_FAIL: MRIB table deletion failed

Explanation The MFIB has failed to retrieve the table that is meant to 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. 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%MFIB-6-MRIB_DISC: Mrib disconnected, ([chars],[chars]) event cancelled

Explanation A packet triggering a data-driven event was received, but the connection to the MRIB was down. The notification has been canceled.

Recommended Action No action is required.

Error Message

%MFIB-6-PAK_TOO_SHORT: Packet too short from [chars], datagram size [dec], ttl [dec]

Explanation An IP/IPv6 packet that is too short has been received.

Recommended Action No action is required.

Error Message

%MFIB_CONST_LC-6-ADJ_V6MCAST_ALLOC_FAILURE: Failed to allocate Adjacency for IPv6 multicast entry (S :%P, G :%P)

Explanation We are unable to allocate an adjacency for this particular flow. The affected flow will be retried and will be software switched until it gets successfully installed in the hardware.

Recommended Action The adjacency table utilization could be very high and need to be brought down. Removing some hardware switched flows would help solve the problem.

Error Message

%MFIB_CONST_LC-6-FIB_V6MCAST_INSTALL_FAILURE: Failed to install FIB IPv6 multicast entry (S :%P, G :%P)

Explanation Maximum FIB entry limit is exceeded and thus FIB entries cannot be allocated by the MFIB_CONST_LC.

Recommended Action The FIB table utilization is too high and needs to be brought down. The total number of Multicast shortcuts are too large to fit in the FIB table and as a result subsequent shortcuts will be software switched. Reducing the Fib utilization by other protocols would help solve the problem.

Error Message

%MFIB_CONST_LC-6-MET_V6MCAST_ALLOC_FAILURE: Failed to allocate MET entries for IPv6 multicast entry (S :%P, G :%P)

Explanation We are unable to allocate an MET entries for this particular flow. The affected flow will be retried and will be software switched until it gets successfully installed in the hardware.

Recommended Action The MET utilization could be very high and need to be brought down. Removing some hardware switched flows would help solve the problem.

Error Message

%MFIB_CONST_LC-6-NF_V6MCAST_INSTALL_FAILURE: Failed to install Netflow IPv6 multicast entry (S :%P, G :%P)

Explanation Multicast entry cannot be installed due to Netflow full condition or Hash collision.

Recommended Action The Netflow table utilization is too high and needs to be brought down. The total number of Multicast shortcuts are too large to fit in the Netflow table and as a result these shortcuts will be software switched. Removing dynamically created Netflow IPv6 entries or disabling dynamic Netflow entry creation would help solve the problem.

Error Message

%MFIB_CONST_LC-6-SW_V6MCAST_INSTALL_FAILURE: Failed to install IPv6 multicast entry, due to %s (S :%P, G :%P, C :%d)

Explanation We are unable to install ipv6 entry due to unrecoverable software failures.

Recommended Action Please collect sh platform tech-support ipmulticast output and contact TAC support engineer.

Error Message

%MFIB_CONST_RP-6-REPLICATION_MODE_CHANGE: Replication Mode Change Detected. Current system replication mode is %s

Explanation When auto detection of replication mode is enabled the system will transition to ingress mode when an egress incapable linecard is inserted. The system will transition back to egress mode when the last egress incapable linecard is removed

Recommended Action Transition between ingress and egress mode will cause temporary loss of traffic, to prevent this use the command ipv6 mfib hardware-switching replication-mode ingress.

Error Message

%MFIB_STATS-2-MFIB_STATS_HW_CAPABILITY: Attempt to modify MFIB [chars] HW stats capability ignored

Explanation The MFIB ignored an illegal change in the HW stats capability mask. Collection of HW statistics and liveness information might be disabled as a result.

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

Error Message

```
%MFIB_STATS-2-MFIB_STATS_LC_FAILED_GET_COUNTERS: Linecard failed in getting counters due to null table. af = [int], v6 def tbl [hex], v4 def tbl [hex]
```

Explanation The line card could not obtain entry counters because the table was of a null 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MFIB_STATS-2-MFIB_STATS_LC_FAILED_GET_IPC_MSG: Linecard failed allocating ipc message buffer
```

Explanation The line card failed to allocate a buffer so that statistics could 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MFIB_STATS-2-MFIB_STATS_LC_FAILED_SEND_MSG: Linecard failed in sending msg to the Route Processor error = [chars]
```

Explanation The line card could not send a statistics message to the route processor.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%MFIB_STATS-2-MFIB_STATS_LC_MSG_TOO_BIG: Linecard failed to return counters, message buffer too small.

Explanation The line card has failed to return counters because the minimum message size exceeds the maximum IPC buffer 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/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

%MFIB_STATS-2-MFIB_STATS_RP_FAILED_GET_IPC_MSG: RP failed allocating ipc message buffer for linecard, slot = [dec]

Explanation The route processor failed to allocate a buffer to obtain line card 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%MFIB_STATS-2-MFIB_STATS_RP_FAILED_REPLY_MSG: RP received reply with error status from linecard, slot = [dec]

Explanation The route processor has received an erroneous reply in a statistics message from a line 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MFIB_STATS-2-MFIB_STATS_RP_SEQ_ERROR: The RP ignored out of sequence
per-interface statistics returned by the linecard in slot [dec].
```

Explanation A line card returned per-interface statistics in the wrong order and the RP has ignored 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/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

```
%MFR_HAL-4-MODE_CHANGE_TO_HW: Multilink interface [chars] Changed to hardware
mode
```

Explanation MLPPP operation on this interface will now happen on the PA hardware.

Recommended Action No action is required.

Error Message

```
%MFR_HAL-4-MODE_CHANGE_TO_SW: Multilink interface [chars] Changed to software
mode
```

Explanation The configuration on the interface to operate in hardware is unsupported. MLPPP operation on this interface will now happen in the IOS.

Recommended Action Verify and correct your Multilink configuration for this interface if this needs to operate in the hardware mode.

MGCP Messages

The following are Media Gateway Control Protocol (MGCP) error messages.

Error Message

%MGCP-2-INTERNAL_CRITICAL: [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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

%MGCP-3-INTERNAL_ERROR: [chars]

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

%MGCP-4-INTERNAL_WARNING: [chars]

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

%MGCP_APP-6-CALL_REC_DATABASE_FAILED: Failed to create call record database

Explanation Failed to create call record database.

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

%MGCP_APP-6-CCAPI_APP_REGISTER_FAILED: Failed to register MGCP Application with CCAPI

Explanation Failed to register MGCP Application with CCAPI.

Recommended Action Check the size of free memory to make sure there is enough memory.

Error Message

%MGCP_APP-6-DIGIT_MAP_DATABASE_FAILED: Failed to create digit map database

Explanation Unavailable

Recommended Action Check the size of free memory to make sure there is enough memory.

Error Message

%MGCP_APP-6-DNS_QUEUE_FAILED: Failed to create DNS message watched queue

Explanation Failed to create DNS message watched queue.

Recommended Action Check the size of free memory to make sure there is enough memory.

Error Message

%MGCP_APP-6-ENDPT_DATABASE_FAILED: Failed to create endpoint database

Explanation Failed to create endpoint database.

Recommended Action Check the size of free memory to make sure there is enough memory.

Error Message

%MGCP_APP-6-EVT_NODE_ALLOC_FAILED: Failed to allocate memory for event node

Explanation Failed to allocate memory for event node.

Recommended Action Check the size of free memory to make sure there is enough memory.

Error Message

%MGCP_APP-6-GEN_INIT_FAILED: Failed to initialize MGCP services

Explanation Failed to initialize MGCP services.

Recommended Action Check the size of free memory to make sure there is enough memory.

Error Message

%MGCP_APP-6-GEN_INIT_NO_IP_INTF_FAILED: Suspended initialization of MGCP services. No IP interface up yet

Explanation Suspended initialization of MGCP services. No IP interface up yet

Recommended Action Make sure there is atleast one interface configured with an IP Address

Error Message

%MGCP_APP-6-MGCPAPP_FALLBACK_ACTIVATED: The gateway is in fallback mode

Explanation Communication with call agent is disrupted

Recommended Action The connectivity between gateway and CA must be reestablished

Error Message

%MGCP_APP-6-MGCPAPP_FALLBACK_DEACTIVATED: The gateway is out of fallback mode

Explanation Communication with call agent is reestablished.

Recommended Action No action is required.

Error Message

%MGCP_APP-6-MGCPAPP_FALLBACK_TIMER_FAIL: Unable to start fallback timer

Explanation Failed to start the keepalive message timer.

Recommended Action Check the size of free memory to make sure there is enough memory.

Error Message

%MGCP_APP-6-MGCP_BIND_REMOVED: Bind command removed from this interface because of active SGCP/MGCP calls.

Explanation There are active calls because of this Bind command for control and media will be removed.

Recommended Action Configure bind command when there are no active SGCP/MGCP calls.

Error Message

%MGCP_APP-6-MGCP_CHUNK_DESTROY_FAILED: Chunk pool [chars] Unrecognized format `(%p') could not be destroyed. Possible memory leak.

Explanation Chunks within the pool are probably still 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

%MGCP_APP-6-MGCP_CONTROL_BIND_REMOVED: MGCP control bind command is being removed, interface not found

Explanation Unable to find bound interface.

Recommended Action Reconfigure control bind command for MGCP.

Error Message

%MGCP_APP-6-MGCP_MEDIA_BIND_REMOVED: MGCP media bind command is being removed, interface not found.

Explanation Unable to find bound interface

Recommended Action Reconfigure media bind command for MGCP.

Error Message

%MGCP_APP-6-MGCP_SHUTDOWN_COMPLETE: MGCP Shutdown has completed

Explanation MGCP will complete shutdown after all voice interfaces go back onhook

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

%MGCP_APP-6-MGCP_SHUTDOWN_FAILED: MGCP services initialization in progress. Shutdown request failed.

Explanation Unable to shutdown MGCP services while initialization is in progress.

Recommended Action Wait for MGCP services initialization to complete,. Retry shutdown.

Error Message

%MGCP_APP-6-NEDB_SETUP_FAILED: Failed to Initialize MGCP Notified Entity Database

Explanation Failed to Create Initialize MGCP Notified Entity Database Resources.

Recommended Action Check the size of free memory to make sure there is enough memory.

Error Message

%MGCP_APP-6-PROCESS_CREATION_FAILED: Cannot create MGCP application process

Explanation Failed to create the MGCP application process.

Recommended Action Check the size of free memory to make sure there is enough memory.

Error Message

%MGCP_APP-6-RTP_SERVICES_INIT_FAILED: Failed to start VOIP call leg

Explanation Failed to start VOIP call leg.

Recommended Action Check the size of free memory to make sure there is enough memory.

Error Message

%MGCP_APP-6-SOCKET_OPEN_FAILED: Failed to open UDP port for MGCP

Explanation Failed to open UDP port for the MGCP process.

Recommended Action Check if any other application use the same UDP port number (2427).

Error Message

%MGCP_APP-6-SYS_QUEUE_FAILED: Failed to create MGCP system message watched queue

Explanation Failed to create MGCP system message watched queue.

Recommended Action Check the size of free memory to make sure there is enough memory.

Error Message

%MGCP_APP-6-TFTP_QUEUE_FAILED: Failed to create TFTP message watched queue

Explanation Failed to create TFTP message watched queue.

Recommended Action Check the size of free memory to make sure there is enough memory.

Error Message

%MGCP_APP-6-TIMER_QUEUE_FAILED: Failed to create Timer watched queue

Explanation Failed to create Timer watched queue.

Recommended Action Check the size of free memory to make sure there is enough memory.

Error Message

%MGCP_APP-6-TRANS_ID_DATABASE_FAILED: Failed to Trans Id database

Explanation Failed to create transaction id database.

Recommended Action Check the size of free memory to make sure there is enough memory.

Error Message

%MGCP_RF-3-RF_REG_FAILED: RF registration for the MGCP RF client failed with return code [int]

Explanation The MGCP RF client failed to register properly with RF. This 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

%MGCP_RF-3-SEND_MSG_FAILED: The MGCP RF client failed to send a message to the peer system (op [int])

Explanation The MGCP RF client could not send a message to the peer (Standby or Active) system and bulk synchronization may not be complete. This 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 at <http://www.cisco.com/cgi-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. 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

%MGF-2-INTERNAL: Multi-Gigabit Fabric Internal Error: [chars]

Explanation An internal error has 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/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

%MGF-5-CONFIGURATION: Warning: [chars]

Explanation This message contains a warning regarding a possible configuration error with the Multi-Gigabit Fabric. 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/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

`%MGF-5-DEST_CONNECTED: The destination module [dec] of the connection is already connected with module [dec]. Please tear down that connection first and then run this command.`

Explanation A slot can be only involved in a single connection, multiple connections are not supported.

Recommended Action Tear down the previous connection before running the command.

Error Message

`%MGF-5-INFORMATION: Notice: [chars]`

Explanation Multi-Gigabit Fabric related notice message.

Recommended Action This is an informational message only. No action is required.

Error Message

`%MGF-5-INITIALIZATION: The Multi-Gigabit Fabric has not been initialized.`

Explanation An attempt to use the Mutli-Gigabit Fabric has been made without proper intialization.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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

`%MGF-5-INVALID_SLOT: The slot [[dec]] is invalid for this platform.`

Explanation The slot is invalid, hence an invalid Multi-Gigabit Fabric port was derved from 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

%MGF-5-INVALID_VLAN: The VLAN [[dec]] is invalid for this platform.

Explanation The VLAN is invalid for the Multi-Gigabit Fabric.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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

%MGF-5-NO_VLAN: VLAN [dec] does not exist, a VLAN needs to be created before ports or modules can be assigned the VLAN.

Explanation The VLAN specified in the message has not been created. For modules to use this VLAN, it must first be created in the backplane switch. This condition is 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 gathered information.

Error Message

%MGF-5-REGISTRATION: Module in slot [[dec]] failed to register with the Multi-Gigabit Fabric.

Explanation The module could not register with the Multi-Gigabit Fabric 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 gathered information.

Error Message

%MGF-5-SRC_CONNECTED: The source module [dec] of the connection is already connected with module [dec]. Please tear down that connection first and then run this command.

Explanation A slot can be only involved in a single connection, multiple connections are not supported.

Recommended Action Tear down the previous connection before running the command.

Error Message

%MGF-5-UNREGISTER: Module in slot [[dec]] failed to unregister with the Backplane Switch.

Explanation The module could not unregister with the Backplane Switch Manager. This condition is most likely 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 gathered information.

Error Message

%MGF-5-VLAN_CONNECTED: Vlan [dec] from module [dec] is already connected to module [dec]. Please remove that connection first and then run this command.

Explanation A VLAN from a module or port can only be directed to one module.

Recommended Action Tear down the previous connection before running the command.

Error Message

%MGF-5-VLAN_CONNECT_INUSE: VLAN [dec] is being used by one of the VLAN connects. Please remove the that connection first.

Explanation A VLAN cannot be removed if it is used by VLAN connect.

Recommended Action Remove the VLAN connect.

Error Message

%MHA-3-UNKNOWN_RED_MODE_VALUE: Unknown AS5850 Redundancy Mode value [dec] for Redundancy Mode [chars]

Explanation The platform's HA infrastructure has encountered an internal error related to the current redundancy mode. This condition 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. 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

%MHA_LINE-3-BAD_PEER_IPC_PORT: Cannot open the peer [chars] IPC port with [chars] error.

Explanation The test command could not be sent because the peer IPC port could not be opened.

Recommended Action Ensure that the peer RSC is operational and active. Ensure that the RSC is operating 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

%MHA_LINE-3-IPC_MSG_ERROR: IOSDIAGS IPC message received with [chars] error.

Explanation The IPC message for the MHA line diagnostic test is invalid.

Recommended Action Ensure that the peer RSC is operational and active. Ensure that the RSC is operating 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

%MHA_LINE-3-IPC_PORT_CREATE_ERROR: Named IPC port for [chars] could not be created with [chars] error.

Explanation A named IPC port could not be created.

Recommended Action Ensure that the peer RSC is operational and active. Ensure that the RSC is operating 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

%MHA_LINE-3-IPC_PORT_REG_ERROR: Named IPC port for [chars] could not be (delayed) registered with [chars] error.

Explanation A named IPC port could not be registered.

Recommended Action Ensure that the peer RSC is operational and active. Ensure that the RSC is operating 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

%MHA_LINE-3-IPC_REPLY_ERROR: Cannot send a IPC reply after receiving a request type [dec] with [chars] error.

Explanation An IPC reply could not be sent.

Recommended Action Ensure that the peer RSC is operational and active. Ensure that the RSC is operating 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%MHA_LINE-3-NEGFAILED: HA line negotiation failed. RSC7 is being reset to prevent deadlock
```

Explanation During system initialization, the two RSCs in the system determine which RSC will become the primary (and, later, the active) RSC. If there is a glare condition during this determination, RSC7 should perform an operation to make the other RSC the primary RSC. If RSC7 does not perform this operation, RSC6 will reboot RSC7 to prevent a deadlock condition.

Recommended Action Ensure that both RSCs are running Cisco IOS software that can support HA. The images should be the same version of Cisco IOS software, unless an upgrade is in progress. If the two software images are the same version, or 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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%MHA_LINE-3-NODEBPROCESS: HA line debouncing process failed to start
```

Explanation During system initialization, the process used to debounce the HA line for the Cisco AS5850 could not be created. This condition might be caused by a lack of available system memory. As a result of this condition, EHSA negotiation cannot take place. No redundancy modes can be used. If this message recurs, it can be indicative of a programming error in the Marvel High Availability subsystem that is causing too much memory to be used for this subsystem.

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

Error Message

%MHA_LINE-3-NONEGPROCESS: HA line negotiation process failed to start

Explanation During system initialization, the process used to debounce the HA line for the Cisco AS5850 could not be created. This condition might be caused by a lack of available system memory. As a result of this condition, EHSA negotiation cannot take place. No redundancy modes can be used. If this message recurs, it can be indicative of a programming error in the Marvel High Availability subsystem that is causing too much memory to be used for this subsystem.

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

Error Message

%MHA_MODE-2-KPA: Peer RSC RF keepalive loss

Explanation This RSC has missed too many keepalives from the peer RSC.

Recommended Action The peer RSC will automatically be reloaded. No action is required.

Error Message

%MHA_MODE-3-COMMS_FAIL: The communication between RSCs has failed: [chars]

Explanation Communication between this RSC and the other RSC has failed, even though the other RSC is present.

Recommended Action Ensure that this RSC is correctly seated and reseal if necessary.

Error Message

%MHA_MODE-3-DEBOUNCE_TIMEOUT: RSC Presence Line error: [chars]

Explanation The RSC presence line is toggling (the hardware line signal is not stabilized but fluctuating). Under normal operation, the line toggles only when a RSC is removed or inserted.

Recommended Action Remove and reinsert the other RSC.

Error Message

%MHA_MODE-3-EVENT_LOG_INIT: [chars] component: [chars] has failed.

Explanation The component specified in the error message has failed at the stage indicated in the error message. Component-related functionality might have failed.

Recommended Action No action is required.

Error Message

%MHA_MODE-3-HANDOVER_INVALID: The redundancy handover command can not be executed: [chars]

Explanation An error has occurred while the system was handing over the slots owned by this RSC to the peer RSC.

Recommended Action Follow the instructions provided in the error message; otherwise, no action is required.

Error Message

%MHA_MODE-3-HARDWARE_NOT_PRESENT: High Availability Hardware is not present: [chars]

Explanation The hardware does not support Marvel High Availability functionality.

Recommended Action Replace the RSC with hardware that is Marvel High Availability-enabled.

Error Message

%MHA_MODE-3-INCOMPATIBLE_IMAGES: This RSC is running an image which is incompatible with its peer's image

Explanation The RSCs cannot communicate with one another because the RSCs are running different Cisco IOS software versions that use different and incompatible message formats.

Recommended Action Change the Cisco IOS software version of one of the two RSCs so that the two images are compatible.

Error Message

%MHA_MODE-3-INVALID_VALUE: Range checking error:In function [chars], [chars] is out of valid range with value: [dec].

Explanation An internal error has occurred. A variable has an invalid value.

Recommended Action No action is required.

Error Message

%MHA_MODE-3-MODECONFLICT: This RSC is in [chars] mode. The other RSC is in [chars] mode.

Explanation The RSCs are in conflicting modes.

Recommended Action Reconfigure the RSCs.

Error Message

%MHA_MODE-3-RSC_SLOT_INIT: RSC initialization failed. [chars]

Explanation The RSC cannot be initialized properly. This condition may be caused by incompatible mode settings between RSCs. Both RSCs should be configured to be in the same mode.

Recommended Action Check mode settings between the RSCs.

Error Message

%MHA_MODE-4-NO_REDUNDANCY_CONFIG: Redundancy mode not defined in configuration. Please add to configuration

Explanation Redundancy mode is usually defined at the beginning of configuration. The system will not allow the peer RSC to continue booting until the redundancy mode is read or until the end of the configuration is encountered. If the system has to wait until the end of the configuration to discover that the default redundancy mode should be used, system booting times will be extended by the time taken for the RSC to read its configuration.

Recommended Action Add the redundancy mode command to the start of your configuration.

Error Message

%MHA_MODE-5-RESET: Resetting peer RSC

Explanation The system is performing a warm reset of the peer RSC.

Recommended Action No action is required.

Error Message

%MHA_RF-3-HANDOVER_INVALID: The redundancy handover command cannot be executed: [chars]

Explanation An error occurred during the RSC's hand-over of owned slots to the peer 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%MHA_RF-3-INTERNAL_ERROR: AS5850 HA internal error: [chars]
```

Explanation The platform's HA infrastructure has detected an internal error. This condition 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. 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%MIC-0-RUPTCONFLICT: Conflict detected when trying to install [chars] interrupt handler, bay [dec].
```

Explanation An attempt was made to register an interrupt handler for either a nonexistent port adapter or an incorrect interrupt priority level.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%MIC-2-AUTHENTICATE_FAIL: Authentication failed for device ID #[dec]
```

Explanation The MIC could not be authenticated because of an altered or corrupt 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%MIC-2-BADIDB: MIC interface idb incorrect, [hex]
```

Explanation The mobile interface card system control block (PASCB) data structure indicates a zero interface descriptor block (IDB).

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

Error Message

```
%MIC-2-BADINTERFACE: Out of range PCI Adaptor interface, [dec] on bay [dec]
```

Explanation The software specified an out-of-range mobile interface card interface 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%MIC-2-BADMIC: MIC interface slot incorrect, [hex]
```

Explanation An incorrect mobile interface card interface slot has been 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.

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

Error Message

```
%MIC-2-BADMIC2: PA MIC null adapter, [hex]
```

Explanation A null mobile interface card interface has been 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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%MIC-2-BADMICBAY: Out of range PCI Adaptor bay [dec]
```

Explanation The software specified an out-of-range bay for the mobile interface 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%MIC-2-EEPROM: EEPROM read failed for device ID #[dec]
```

Explanation The system failed to read the EEPROM. This error could be caused by either a missing EEPROM on the mobile interface card or 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%MIC-2-PCI_CONFIG_FAIL: Failed to configure device #[dec]
```

Explanation The PCI configuration registers were not successfully 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%MIC-2-UNDEFIO: Unsupported I/O Controller (type [dec]) in I/O Bay. The I/O Controller network interfaces will be unavailable.
```

Explanation The software does not have a driver for the type of mobile interface card in the specified bay.

Recommended Action Ensure that the image you are running is supposed to support this card. Check to see that the card is properly seated. 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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%MIC-2-UNDEFMIC: Undefined MIC type [dec] in bay [dec]
```

Explanation The software does not have a driver for the type of mobile interface card in the specified bay.

Recommended Action Ensure that the image you are running is supposed to support this card. Check to see that the card is properly seated. 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

```
%MIC-3-CONFIG: Recommended MIC configuration exceeded only [dec] MIC's are allowed on bus [dec]
```

Explanation The total number of mobile interface cards exceeds the capacity of this system.

Recommended Action Refer to the configuration guidelines for the maximum number of mobile interface cards allowed for the system.

Error Message

```
%MIC-3-DEACTIVATED: MIC in bay [[dec]] is deactivated
```

Explanation The mobile interface card is being deactivated.

Recommended Action If this change was not requested, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%MIC-3-DUP_SERIAL_NUM: Authentication failed due to duplicate serial number
```

Explanation A mobile interface card has been discovered in the system that uses the same serial number as another mobile interface card in the same system. This duplication might be caused by copying of the EEPROM contents from another EEPROM or by a manufacturing 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

%MIC-3-MICCREATE: Unable to create driver for MIC type [dec] in bay [dec]

Explanation A possible memory shortage or adapter hardware 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

%MIC-3-NOTSUPPORTED: MIC in slot[dec] ([chars]) is not supported on this platform [chars]

Explanation This MIC is not supported on this chassis or CPU 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

%MIC-3-REVNOTSUPPORTED: MIC in slot[dec] ([chars]) requires base h/w revision of ([dec].[dec]) for this [chars]

Explanation A newer hardware revision of the mobile interface card is required for functional operation on this mobile router.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

%MIC-3-SLOTNOTSUPPORTED: The MIC cannot operate when the rotary switch is in position [dec]. Change the switch position to one of the supported, unused positions 0-[dec]

Explanation The mobile interface card cannot operate with the switch in the position noted.

Recommended Action Change the switch position to one of the supported, unused positions. To identify the slot and switch positions supported by this MIC, refer to the configuration guide.

Error Message

%MIC-4-PCIVALID: PCI activation failed, bay [dec], [hex]

Explanation The system received an invalid PCI signal from the MIC. This condition is probably caused by 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

%MIC-7-ADD_SERIAL_NUM: Added serial number in position [dec]

Explanation The system has found a unique serial number associated with the MIC that has been discovered and has added it to the list of in use serial numbers to check for possible serial number duplication.

Recommended Action This is an informational message only. No action is required.

Error Message

%MIC-7-AUTHENTICATE_PASS: Device ID #[dec] authenticated

Explanation The device has been authenticated.

Recommended Action This is an informational message only. No action is required.

Error Message

%MIC-7-PCI_CONFIG_PASS: Device #[dec] successfully configured

Explanation The PCI configuration registers have been successfully configured.

Recommended Action This is an informational message only. No action is required.

MICA Messages

Error Message

%MICA-1-BOOTFLASH: %s

Explanation MICA modem FIRMWARE download file is not found in BOOTFLASH.

Recommended Action Record the reason at the end of the message, and report the problem.

Error Message

%MICA-1-BRDCRASHED: Slot %d MICA Board Crashed, Going to Recover

Explanation A MICA modem board has crashed. The router will automatically restart and reload it.

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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MICA-1-BRDDMAWARN: Slot [dec] MICA Board reports a DMA warning: [dec]

Explanation A MICA modem board has reported a DMA reset.

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

Error Message

%MICA-1-BRDHBFALL: Slot [dec] MICA Board heartbeat timeout: MRU_HB=[dec]

Explanation An attempt to update a MICA modem board heartbeat counter has failed.

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

```
%MICA-1-BRDINITFAIL: Slot %d MICA Board Init Failed : %s
```

Explanation A MICA modem board has failed to reset and initialize.

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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%MICA-1-BRDRECOVER: Slot [dec] MICA Board requested recovery.
```

Explanation A MICA modem board has requested a recovery.

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

Error Message

```
%MICA-1-BRDWARNING: Slot [dec] MICA Board reports a warning: [dec]
```

Explanation A MICA modem board has reported a warning.

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

Error Message

%MICA-3-BADIMAGE: Cannot download version %s on module %d

Explanation The block information that is necessary to download modem firmware was missing for the indicated firmware 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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MICA-3-BADMODEM: Modem %d went bad

Explanation Run-time checks for modem health determined that the indicated modem was no longer functional due to a hardware or software error.

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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MICA-3-BADMODEMNUM: Error: Trying to access an invalid modem [dec]

Explanation The requested operation could not be accomplished because of a bad modem 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MICA-3-BADMODULE: Module in socket %d is of unknown type (board-id=%d)
```

Explanation The modem module in the socket indicated by the message is bad, possibly because the serial EEPROM on the module is misprogrammed.

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

```
%MICA-3-BADMSG: Bad msg from modem(%d/%d): opcode/arg = 0x%x/0x%x
```

Explanation A message received from the modem was not expected by the driver. If the hardware is newer than the software, this could mean a new response cannot be handled. Otherwise, it is possible that data corruption has occurred in 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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

```
%MICA-3-BADPARAM: Modem %d: %s while handling %s.
```

Explanation The modem state machine received a bad parameter as indicated by the error message.

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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%MICA-3-BADRXCOUNT: Bad count from modem [dec]: count = [dec]
```

Explanation A message with an invalid count was received from the modem 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MICA-3-BADRXCOPCODE: Bad mail message opcode from modem %d: opcode = 0x%x
```

Explanation A message was received from the indicated modem which had an illegal opcode.

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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%MICA-3-BADTXOPCODE: Bad tx mail message opcode = 0x%x
```

Explanation A message was attempted to be transmitted to the indicated modem which had an illegal opcode.

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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MICA-3-BOARD_DL_FAIL: Slot %d Boardware download failed because of %s, all modems are marked bad

Explanation A MICA modem failed to download its on-board software (boardware.) This was probably caused by a communication error between the router and the MICA hardware.

Recommended Action Try powercycling the router. 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MICA-3-CONTIGUOUS: Contiguous packet sent for transmit

Explanation A software error occurred resulting in an unexpected packet being set up for transmission and the packet was dropped.

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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MICA-3-CRASH: Runtime error on MICA module %d Hex %d

Explanation A software error occurred on the modem firmware executing on the indicated modem 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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%MICA-3-INBANDNAK: Inband NAK from modem %d -- payload 0x%x 0x%x 0x%x 0x%x 0x%x
0x%x 0x%x 0x%x
```

Explanation A inband message sent to the indicated modem was rejected.

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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%MICA-3-INBAND_UNKNOWN_OPCODE: Inband message with unknown opcode received from
modem %d -- payload 0x%x 0x%x 0x%x 0x%x 0x%x 0x%x 0x%x 0x%x
```

Explanation An inband message with unknown opcode was received from the indicated modem

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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%MICA-3-INVALID_PARAM: Mica sent invalid stack address or length, MICA module %d,
addr 0x%x, length %d
```

Explanation Runtime error occurred on MICA, MICA sent invalid stack address or length.

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%MICA-3-MODEMBAD: Modem number %d/%d is bad, Error code is %x
```

Explanation Message from the MICA modem driver indicates that the modem is bad.

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%MICA-3-NAK: NAK from modem %d in state %d -- payload 0x%x
```

Explanation A message sent to the indicated modem was rejected.

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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%MICA-3-NOBOARDWARE: Boardware is not bundled in this IOS image
```

Explanation This image does not contain on-board software (boardware) necessary for MICA modems.

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MICA-3-NOBUF: No msg buffer for Modem(%d/%d) in %s:%d

Explanation The MICA software was unable to allocate a packet buffer. The system may be out of 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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

%MICA-3-NOENTRIES: Exhausted %s DMA entries for module %d

Explanation The software structures that are used to drive the DMA engines were temporarily exhausted while attempting the task indicated in the error message; the task was aborted as a result.

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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MICA-3-NOIDB: No IDB structure for modem %d

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. 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%MICA-3-NOMAILLEMENTS: Exhausted free mail elements for modem_num [dec]. Current use: [dec]
```

Explanation The software structures that receive message from and transmit messages to the MICA modems were temporarily exhausted.

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

Error Message

```
%MICA-3-NOMEMORY: Failed To Allocate Memory for MICA modem mgmt
```

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

```
%MICA-3-NOPPPCTX: No PPP context structure for modem %d
```

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. 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%MICA-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. 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/pegi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%MICA-3-NOTPLX: Bad vendor id from PLX 9060SD -- value was 0x%x
```

Explanation A hardware error occurred involving the PCI interface 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/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/pegi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%MICA-3-NOTTY: No TTY structure for modem %d
```

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. 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/pegi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%MICA-3-PORTWARE: Bad version %s portware: %s
```

Explanation Modem firmware of the indicated version, bundled into the modem card image, did not pass the sanity tests done to verify a firmware 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/pegi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MICA-3-PWDNLDTO: Portware download timed out for module %d

Explanation The diagnostic message that is expected back from a MICA modem after successful download and initialization of the modem firmware was never 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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MICA-3-RCR: Slot %d Looking for %x, but reading %x

Explanation The MICA driver timed out waiting for a specific response.

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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MICA-3-RESTART: Attempting restart of modem module %d

Explanation The indicated modem module suffered a run-time error and had to be reset and an attempt is now being made to restart the modem module.

Recommended Action No action is required.

Error Message

%MICA-3-TXDESCLIMIT: Packet descriptor count (%d) exceeds transmit ring size

Explanation The packet to be transmitted needed more descriptors than are available on the transmit ring, and the packet was dropped.

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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case

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

Error Message

```
%MICA-3-UNEXPEVT: Modem([dec]/[dec]) Unexpected Event: [chars] in [chars]
```

Explanation An error that was not expected by the driver has been reported by the modem hardware.

Recommended Action The seriousness of this problem has not been determined. If the determination is not obvious from the error message, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MICA-3-UNKNINBAND: Unknown inband msg from modem (%d/%d): opcode = 0x%x
```

Explanation An unknown inband message is received from the indicated modem.

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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%MICA-3-WRONGMODULE: Module in socket %d (board-id=%d) is %s module; card is not %s card
```

Explanation The modem module in the socket indicated by the message is inappropriate for the modem card it is on.

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

```
%MICA-4-DCCHANRESET: OOB comand in Slot ([dec]) took too long to complete. Reseting port
```

Explanation The out-of-band port was locked because a command took too long to complete. The port was recovered by resetting internal data structures.

Recommended Action If there are frequent occurrences of this event, turn on debugging modem out-of-band port for the 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MICA-4-PWDL_FILENOTFOUND: Slot [dec] Module numbers [chars] are running default IOS image, file [chars] not found in flash
```

Explanation The MICA modem onboard software (boardware) was provided from the running Cisco IOS software image because the boardware could not be found in Flash memory.

Recommended Action No action is required.

Error Message

```
%MICA-5-BOARDWARE_RUNNING: Slot [dec] is running boardware version [char].[char].[char].[char]
```

Explanation This status message indicates the successful startup of the onboard software (boardware) on one MICA modem port.

Recommended Action No action is required.

Error Message

```
%MICA-5-MODEM_RECOVERY: Modem (%d/%d) is being recovered by %s
```

Explanation Modem is consecutively failing to Connect, so being recovered

Recommended Action None.

Error Message

%MICA-5-MODEM_RECOVERY_FAIL: Modem (%d/%d) recovery failed: %s

Explanation Modem recovery failed

Recommended Action None.

Error Message

%MICA-5-UNKNMODEM: Unknown modem module in Slot [dec] - Modem Module [dec]

Explanation A MICA modem module has an uninitialized cookie, and the specified modem module cannot identify itself. This error may be caused by a manufacturing error or a problem on the modem module itself.

Recommended Action Replace the modem module.

Error Message

%MICA-6-INIT: Modem module %d initialized

Explanation The indicated modem module was successfully initialized.

Recommended Action No action is required.

Error Message

%MIF68840-1-DISCOVER: Only found %d interfaces on bay %d, shutting down bay

Explanation The number of interfaces found was not what was expected. This possibly indicates 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

%MIF68840-3-NOTMIF68840: Bay %d device ID seen as %#x, expected %#x

Explanation The FDDI driver 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/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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

```
%MIF68840-3-OWNERR: %s packet buffer, pak=0x%x
```

Explanation This indicates an internal software inconsistency.

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

```
%MIF68840-5-NOTSUPPORTED: '%s' command on %s
```

Explanation The requested device or port is not supported as a FDDI interface.

Recommended Action No action is required.

Error Message

```
%MIMIC-3-CONFIGFAIL: The MCOM integrated modem network module in slot %d failed to configure. %s
```

Explanation The integrated modem network module hardware may be bad.

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MIMIC-3-CONTROLLERFAIL: The MCOM integrated modem network module controller in slot %d %s.

Explanation The integrated modem network module hardware may be bad.

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MIMIC-3-DISCOVER: The MCOM integrated modem network module in slot %d failed to initialize properly.

Explanation The integrated modem network module hardware may be bad.

Recommended Action Power down, reinsert the network module and reboot. 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MIMIC-3-DOWNLOAD_ERR: The %s firmware download for the network module in slot %d failed.

Explanation The integrated modem network module hardware may be bad.

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MIMIC-3-INVALID_PCI_ID: The network module hardware reports an invalid %s device id of %#x.

Explanation The integrated modem network module hardware may be bad.

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MIMIC-3-MODEM_RESET_ERR: The modem in slot %d port %d failed to reset (status = 0x%x).

Explanation The integrated modem hardware may be bad.

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MIMIC-3-NOMEMORY: No memory for %s of unit %d

Explanation The router does not have enough memory to perform the function

Recommended Action Please make sure there is sufficient memory available in the router. 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MIMIC-3-SPECIALCDINUSE: Unable to reset MCOM integrated modem %d/%d.

Explanation A critical error occurred and the device driver unsuccessfully attempted to reset the modem.

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MIMIC-4-UNKNOWNPLATFORM: The MCOM integrated modem subsystem is not compatible with this router.

Explanation The network module is not compatible with the current platform that it is plugged into.

Recommended Action Power down, remove the network module and reboot.

Error Message

%MIPC-3-DISPATCH_FAIL: [chars], [chars]

Explanation A Marvel IPC internal error has occurred. The Marvel IPC message could not be dispatched to the respective process because of the process being non-existent or a send failure.

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

%MIPC-3-ERROR_INVALID_PARAM: [chars], [chars]

Explanation A Marvel IPC internal error has occurred. Invalid parameters have been passed to the Marvel IPC module.

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

```
%MIPC-3-MAX_CLIENTS: mipc_add_client failed
```

Explanation A Marvel IPC internal error has occurred. The maximum threshold of clients has been reached. There is no more space in the MIPC table.

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

```
%MIPC-3-MEM_FAIL: [chars]
```

Explanation A Marvel IPC internal error has occurred. A memory allocation failure occurred. This might be due to insufficient system memory or a memory leak.

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

```
%MIPC-3-MISSING_ORG_MSG: [chars] receive message src streamid = [dec], dst  
streamid = [dec] sequence number is [dec]
```

Explanation A Marvel IPC internal error has occurred. The original message could not be obtained with the acknowledgment (ACK) of the Marvel IPC message. This original message is used to import the Marvel IPC message into the MIPC table.

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

```
%MIPC-3-MISSING_SEQNO_ENTRY: [chars] failed to find streamid [dec] in the sequence  
table
```

Explanation A Marvel IPC internal error has occurred. The sequence number for the specified stream ID could not be retrieved, or the stream ID was not sent in the sequence table.

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

%MIPC-3-NO_BUF: No mipc buffers

Explanation A Marvel IPC internal error has occurred. No more MIPC buffers are available. This condition might be due to improper freeing of the buffers.

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

%MIPC-3-NULL_CLIENT: mipc_add_client failed

Explanation A Marvel IPC internal error has occurred. Invalid parameters has been passed to the Marvel IPC module. A null client was being added to the MIPC table.

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

%MIPC-3-REQ_RESP_MISMATCH: [chars] receive request streamid = [dec], sequence number is [dec]

Error Message

%MIPC-3-SEND_FAIL: [chars], [chars], [chars]

Explanation A Marvel IPC internal error has occurred. The sending of an IPC message to the respective PIF IDB or the Marvel IPC address has failed.

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

%MIPC-3-TIMEOUT: [chars] streamid = [dec], sequence number is [dec]

Explanation A Marvel IPC internal error has occurred. A timeout occurred while a Marvel IPC message was being sent.

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

```
%MISA-1-ERROR: %s
```

Explanation An error occurred in the application using ISA.

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

Error Message

```
%MISA-6-INFO: %s
```

Explanation This is informational message from ISA

Recommended Action This is informational message from ISA. This occurs in normal operation.

MISTRAL Messages

The following are Mistral ASIC messages.

Error Message

```
%MISTRAL-3-COR_MEM_ERR: Correctable DRAM memory error. Count [dec], log [hex]
```

Explanation A correctable error has occurred in the DRAM system.

Recommended Action If additional DRAM errors do not occur, 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/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs..

Error Message

```
%MISTRAL-3-DUMP: Mistral Global Registers Dump
```

Explanation This message provides information regarding the internal state of the Mistral ASIC.

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

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

Error Message

```
%MISTRAL-3-ERROR: Error condition detected: [chars]
```

Explanation This message provides information regarding an error condition detected by the Mistral ASIC.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MISTRAL-3-FATAL: An unrecoverable error has been detected. The system is being reset.
```

Explanation The Mistral ASIC has detected an unrecoverable error 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MISTRAL-3-INFO1: [chars]=[hex]
```

Explanation This message provides information regarding the internal state of the Mistral ASIC.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

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

Error Message

```
%MISTRAL-3-INFO2: [chars]=[hex] ([hex])
```

Explanation This message provides information regarding the internal state of the Mistral ASIC.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MISTRAL-3-INVALID_SEND: Invalid send operation (packet on [chars])
```

Explanation An internal error caused an illegal call to a device driver.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MISTRAL-3-INV_TX_PACKET: [chars]: packet neither on IBL nor on OBL
```

Explanation The packet to be transmitted is neither on the Input Buffer Logic, including the memory for the incoming packet cache, nor on the Output Buffer Logic, including the output buffer 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

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

Error Message

%MISTRAL-3-MORE_COR_ERR: [chars] [dec] correctable DRAM memory errors in previous hour

Explanation Multiple correctable errors have occurred in the system DRAM.

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

Error Message

%MISTRAL-3-NOBUF: Dropping the packet.

Explanation The Mistral ASIC receive buffer pool has been exhausted. No further input packets can be processed 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

%MISTRAL-3-RESET: Resetting Mistral due to [chars]

Explanation The Mistral ASIC is being reset because of internal 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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MISTRAL-6-BAD_IDB: Bad idb for vector [chars]: [chars] vlan [dec] total [dec]
```

Explanation An invalid IDB has been returned from a "get" 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/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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%MLS_RATE-6-ENABLING_RL_DEFAULT: [chars] rate-limiter is set to default value
```

Explanation The rate-limiters is set to default value.

Recommended Action No action is required.

Error Message

```
%MLS_RATE-4-OVERWRITING_DEFAULT: [chars] rate-limiter is set to non-default value.
```

Explanation The default rate-limiter value was overwritten.

Recommended Action Copy the message exactly as it appears on the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MLS_RATE-4-REPLACE_RL_DEFAULT: The default Rate Limiter [chars] will be removed and replaced with the new one [chars].

Explanation Default rate limiters such as MTU-failure and TTL-failure were removed and replaced because of space limitations.

Recommended Action Check if all the required rate-limiters are available.

Error Message

