RADPROXY Messages

Error Message

```
%RADPROXY-3-INIT: Initialisation failure, [chars]
```

Explanation An internal error occurred during RP initialization.

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

Error Message

```
%RADPROXY-3-INVALID_FSM_EVENT: Received invalid RP event [chars] in state [chars]
```

Explanation An internal RP error occurred.

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

Error Message

```
%RADPROXY-3-INVALID_FSM_STATE: Encountered an invalid RP state [dec] in [chars]
```

Explanation An internal RP error occurred.

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

Error Message

```
%RADPROXY-3-MEMORY_LOW: Memory low in RP terminating session
```

Explanation System memory is running low.

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

Error Message

```
%RADPROXY-3-NULL_FSM_CONTEXT: Encountered a NULL RP context in [chars]
```

Explanation Encountered a NULL context in RP.

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

Error Message

```
%RADPROXY-3-PROTOCOL_VIOLATION: RP encountered fatal protocol violation
```

Explanation Unrecoverable protocol 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

```
%RADSRV-4-BLOCKED: Client [chars] blocked due to repeated failed authentications
```

Explanation A user failed authentication the configured number of times and the account has been disabled.

Recommended Action The account will either be unblocked by the configured timer or must be manually unblocked by operator command. If this continues to happen it may be an indication of a break-in attempt.

Error Message

```
%RADSRV-4-NAS_KEYMIS: NAS shared key mismatch with [IP_address]
```

Explanation A request was received from a network authenticator and the message signature indicates the shared key text does not match.

Recommended Action Correct the server entry for the NAS to have the correct key.

Error Message

```
%RADSRV-4-NAS_UNKNOWN: Unknown authenticator: [IP_address]
```

Explanation A request was received for a network authenticator whose IP address was not in the server database.

Recommended Action Add the IP address and a shared secret into the local RADIUS server database.

RAIKO Messages

The following are RAIKO FB messages.

Error Message

```
%RAIKO-3-BAD_MGMT_INT_HNDLR_CB_REG: Slot %d: Mgmt int. handler's registration
routine was passed NULL callback address(es) -- enabler=0x%x, handler=0x%x;
registering party's callback details ignored
```

Explanation A Mgmt-level interrupt handler has registered incorrectly with device-independent code; a software fix is required

Error Message

```
%RAIKO-3-BRIDGE_PCI_ERROR: Slot %d:DFC %d ERROR %s
```

Explanation A PCI error has occured trying to access a DFC The DFC has been shut down

Recommended Action Replace Hardware

Error Message

```
%RAIKO-3-DFC_ID_ZERO: Slot %d: id of DFC%u is invalid (zero); cookie probably
unprogrammed
```

Explanation When the cookie on the specified DFC was read for the id of the DFCan invalid value of 0 was returned. This suggests the DFC's cookiehas not been programmed properly.

Error Message

```
%RAIKO-3-MGMT_INT_HNDLR_INST_FAILED: Slot %d: installation of desired Mgmt
interrupt handler failed -- no routine is currently installed at IOS Level %d
```

Explanation Tried to install required Mgmt interrupt handler at given IOS level but, upon checking, no handler was installed whatsoever

Error Message

```
%RAIKO-3-MGMT_INT_UNCLAIMED: Slot %d: a Mgmt interrupt occured but was not
processed by a device-specific handler; following sources masked out: %s
```

Explanation A source of Mgmt-level interrupts does not have a handler registered for it; a software fix is needed to install the proper handler

Error Message

```
%RAIKO-3-NO_MGMT_INT_HNDLR_CB_ENTRY: Slot %d: no free Mgmt int. handler callback
entries (all %d in use); registering party's callback details dropped
```

Explanation More Mgmt interrupt handlers have registered than can be catered for; a software fix is required

Error Message

```
%RAIKO-3-UNEXPECTED_MGMT_INT_HNDLR: Slot %d: installation of Mgmt int. handler
apparently failed -- routine currently installed at IOS Level %d is 0x%x
```

Explanation Tried to install required Mgmt interrupt handler at given IOS level but, upon checking, another handler was found there

Error Message

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

Explanation A pseudo-random number generator produced the same number twice in succession.

Recommended Action Under normal circumstances a pseudo-random number generator will occasionally produce the same number twice in succession and this is not a problem. However if this message occurs frequently, the system should be manually reloaded. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case

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

Error Message

```
%RASP16-5-NULL_RASP16_OBJECT: The Interface Multiplexer device object pointer is
set to NULL.
```

Explanation The memory location of the Interface Multiplexer device object is invalid. The Interface Mulitplexer ASIC operation is disabled and the device interrupt is now masked.

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

```
%RASP16-5-RASP_INIT_FAILURE: The Interface Multiplexer ASIC initialization
failed.
```

Explanation The Interface Multiplexer ASIC could not be initialized. As a result, this device is not operational and has been disabled.

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

```
%RBCP-2-NOMEM: No memory available for %s
```

Explanation The RBCP protocol subsystem could not allocate enough 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/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center 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 **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%RBCP-2-NOTREG: Process %d(%s) not registered for RBCP
```

Explanation The RBCP application has not registered for a SAP and therefore cannot send an RBCP message.

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

Error Message

```
%RBCP-2-TOO_MANY_SAP: Not enough SAP numbers to register process %d(%s) for RBCP
```

Explanation The RBCP application cannot register for a SAP because all possible numbers have been assigned.

Recommended Action Copy the message exactly as it appears on the 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%RBCP-4-DACK_TIMEOUT_MSG: RBCP delivery ack timeout for opcode=%x
```

Explanation The system did not receive RBCP delivery acknowledgements from the service module, even after two retries.

Recommended Action Copy the message exactly as it appears on the 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%RBCP-4-GET_PAK_MSG: Failed for message size=%d
```

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

Error Message

```
%RBM-0-RBM_EMERG: %s
```

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/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

```
%RBM-1-RBM_ALERT: %s
```

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/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

```
%RBM-2-RBM_CRIT: %s
```

Explanation A critical error has occurred.

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

Error Message

```
%RBM-3-RBM_ERR: %s
```

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/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

```
%RBM-3-RBM_PARSE_ACE: Could not parse command for adding ACE '[chars]' to [chars]
Role-Based Access List '[chars]'
```

Explanation The application control engine (ACE) syntax is incompatible with the type of role-based Access control list (RBACL), causing an error while attempting to add an RBACL.

Recommended Action Verify the syntax of the ACEs of the RBACL in Access Control Server (ACS) and the IP protocol versions the RBACL applies to. The RBACL ACE syntax could be verified by manually configuring IP/IPv6 RBACL on the system within (config-rb-acl)/(config-ipv6rb-acl) configuration modes respectively.

Error Message

```
%RBM-3-RBM_PARSE_CMD: Could not parse command. See command output and errors below
[chars]
```

Explanation An error occured while attempting to parse the command. Look for command output and parser errors below this message.

Recommended Action Follow the recommended action of the additional error messages that follow this message.

Error Message

```
%RBM-3-RBM_PARSE_RBACL: Could not parse command for creating [chars] Role-Based
Access List '[chars]'
    '[chars]'
```

Explanation An error occurred the system tried to create a role-based access list.

Recommended Action This error could occur when TrustSec attempts to install RBACL it has acquired from ACS while configuration mode is locked exclusively. TrustSec will retry this operation and should eventually succeed once configuration mode is no longer locked. If the error occurs when the configuration mode is not locked or if the RBACL does not get installed after the configuration mode lock is released

Error Message

```
%RBM-4-RBM_WARNING: %s
```

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/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

```
%RBM-5-RBM_NOTICE: %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/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%RBM-6-RBM_INFO: %s
```

Explanation Informational messages.

Recommended Action No action is required.

Error Message

```
%RBM-7-RBM_ASSERT: Assertion Failure ( %s @%s:%d )  : %s
```

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

Error Message

```
%RCMD-4-RCMDDNSFAIL: DNS hostname/ip address mismatch. [chars] unknown to DNS
```

Explanation The IP address for an incoming remote command request is not registered with the DNS.

Recommended Action Add the IP address to the DNS.

Error Message

```
%RCMD-4-RCPATTEMPTED: Remote copy from %s at %s denied
```

Explanation An attempt was made to connect to a router through RCP, but the router was not configured as an RCP server.

Recommended Action Configure an RCP server.

Error Message

```
%RCMD-4-RSHATTEMPTED: Remote shell from %s at %s denied
```

Explanation An attempt was made to connect to a router through rsh, but the router was not configured as an rsh server.

Recommended Action Configure an rsh server.

Error Message

```
%RCMD-4-RSHPORTATTEMPT: Attempted to connect to RSHELL from [chars]
```

Explanation An attempt was made to connect to a router through the remote shell (rshell) port (514), but the router was not configured as an remote shell (rsh) or RCP server.

Recommended Action Configure an remote shell (rsh) or RCP server.

Error Message

```
%RE-4-COMPILE_FAILED: Compile failed on pattern number [dec] - states [dec] -
[chars]
```

Explanation Triggers when RE memory cannot be allocated.

Recommended Action This message indicates that space for the specified RE cannot be allocated due to memory limitations.

RECONCILIATION_HA Messages

The following are Reconciliation High Availability messages.

Error Message

```
%RECONCILIATION_HA-3-NO_RECON_PROCESS: Failed to create a Reconciliation process
```

Explanation An error has occurred in the creation of the Reconciliation process

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

RED Messages

The following are Redundancy related messages.

Error Message

```
%RED-3-CHKPTADDCLIENT: Check Point Client [dec] Add Failed - [dec]
```

Explanation Check Point message Client failed.

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

Error Message

```
%RED-3-CHKPTALLOC: Check Point Message Allocation Failed - [dec]
```

Explanation Check Point buffer 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/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%RED-3-CHKPTGETDATAPTR: Check Point Get Data Pointer Failed
```

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

Error Message

```
%RED-3-CHKPTINVALIDDATA: Check Point Client has invalid data
```

Explanation Check Point message has invalid data.

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

Error Message

```
%RED-3-CHKPTMSGCOPY: Check Point Message Copy Failed
```

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

Error Message

```
%RED-3-CHKPTMSGSIZE: Check Point Message Size is Zero!
```

Explanation Check Point Message size is zero.

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

Error Message

```
%RED-3-CHKPTRIMRCSACTIVE: Check Point RIM RCS ACTIVE Failed
```

Explanation Check Point process RIM RCS active 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

```
%RED-3-CHKPTSENDFAIL: Check Point Message Send - Unsuccessful delivery
```

Explanation Check Point message sent - Unsucessful delivery.

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

Error Message

```
%RED-3-CHKPTSENDMSG: Check Point Message Send Failed - [dec]
```

Explanation Check Point message send failed.

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

Error Message

```
%RED-3-DATADECODE: Decode Data Descriptor for data type Failed
```

Explanation Decode Data Descriptor failed.

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

Error Message

```
%RED-3-DATAENCODE: Encode Data Descriptor for data type [chars] Failed
```

Explanation Encode Data Descriptor failed.

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

Error Message

```
%RED-5-REDCHANGE: EHSA Register changed Prev - [hex]h, Current - [hex]h
```

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

REDUNDANCY Messages

Error Message

```
%REDUNDANCY-3-CONFIG_SYNC: [chars]
```

Explanation A redundancy configuration synchronization error has occurred. The details of what was attempted and what went wrong are displayed in the error message.

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

Error Message

```
%REDUNDANCY-3-EHSAISSU: [chars] failed with error code [ [chars] ]
```

Explanation An ISSU related REDUNDANCY error occurred. The details about what was attempted and what went wrong will be printed.

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

Error Message

```
%REDUNDANCY-3-FSM: [chars]
```

Explanation A redundancy finite state machine error has occurred. The details of what was attempted and what went wrong are displayed in the error message.

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

Error Message

```
%REDUNDANCY-3-GENERAL: [chars]
```

Explanation A redundancy error has occurred. The details of what was attempted and what went wrong are displayed in the error message.

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

Error Message

```
%REDUNDANCY-3-IPC: [chars] [chars]
```

Explanation An IPC error has occurred. The details about what was attempted and what went wrong will be displayed in the error message.

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

Error Message

```
%REDUNDANCY-3-MEMORY_DIFF: WARNING, nonsymetrical configuration: Active has
[dec]K Standby has [dec]K
```

Explanation The redundant RPs have different memory configurations.

Recommended Action The configuation is allowed but discouraged.

Error Message

```
%REDUNDANCY-3-PEER_MONITOR: [chars]
```

Explanation A redundancy peer monitor error has occurred. The details of what was attempted and what went wrong are displayed in the error message.

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

Error Message

```
%REDUNDANCY-3-REDUNDANCY_ALARMS: [chars]
```

Explanation A redundancy alarm assertions error has occurred. The details of what was attempted and what went wrong are displayed in the error message.

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

Error Message

```
%REDUNDANCY-3-STANDBY_LOST: Standby processor fault ([chars])
```

Explanation The standby processor is no longer available.

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

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

Error Message

```
%REDUNDANCY-3-SWITCHOVER: RP switchover ([chars])
```

Explanation A redundancy switchover has occurred.

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

Error Message

```
%REDUNDANCY-4-PEER_DID_NOT_RESPOND: Resetting peer [chars] because it did not
respond to verification of HA role.
```

Explanation The platform uses the HA hardware lines to perform HA role negotiation at boot time. Whichever controller card becomes the Standby verifies this role via the MBUS with the Active. If the Active does not respond as it is reset, it is either hung, or is running an old version of software.

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

Error Message

```
%REDUNDANCY-4-RELOADING_STANDBY: Reloading the Standby [chars]
```

Explanation The Active has sent a reload IPC request to the Standby peer. If the reload is not successful then the Standby will be power cycled instead.

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

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

Error Message

```
%REDUNDANCY-5-PEER_MONITOR_EVENT: [chars] ([chars][chars]([dec]))
```

Explanation A redundancy peer monitor event has occurred and has been reported. The report should help to determine the reason for a switchover.

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

Error Message

```
%REDUNDANCY-6-STANDBY_HAS_RELOADED: The Standby [chars] has reloaded; reason:
[chars]
```

Explanation The Standby peer has reloaded itself to correct a configuration mismatch between the Active and the Standby. The Standby has detected that it is missing configuration for a line card. This has most likely happened because the Standby was reloaded prior to the new card being inserted.

Recommended Action No action is required.

Error Message

```
%REDUNDANCY-6-SWITCHOVERTIME: Time taken to switchover = [dec] milliseconds
```

Explanation This is how long the Standby peer took to become Active after a failure of the existing Active.

Recommended Action No action is required.

Error Message

```
%REDUNDANCY_UTILS-3-INVALID_UNIT_DESIGNATION: An invalid redundancy designation
(%s) has been detected.
```

Explanation The redundancy utility assigns each system a unit designation of either an Active Unit, Standby Unit, or Other Unit, and this designation was found to be invalid in the run-time module associated with the system traceback message. This condition most likely occurred because of a software error. The message text provides more information on the specific 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/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.

RED_MODE Messages

Error Message

```
%RED_MODE-3-CAPENTRY_REG: Red Mode Cap Entry ([dec]) for Entity ([dec])
Registration failed ([chars])
```

Explanation A capability entry could not be registered for the Red Mode ISSU.

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

Error Message

```
%RED_MODE-3-CAPGROUP_REG: Red Mode Cap Group ([dec]) for Entity ([dec])
Registration failed ([chars])
```

Explanation A capability group could not be registered for the Red Mode ISSU.

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

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

Error Message

```
%RED_MODE-3-CAPTYPE_REG: Red Mode Cap Type for Entity ([dec]) Registration failed
([chars])
```

Explanation A capability type could not be registered for the Red Mode ISSU.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show issu capability 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.

Error Message

```
%RED_MODE-3-CAP_REG: Red Mode cap reg failed: reason %d
```

Explanation The capabilities of the Red Mode ISSU could not be registered.

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

Error Message

```
%RED_MODE-3-CAP_REG: Red Mode cap reg failed: reason [dec]
```

Explanation The capabilities of the Red Mode ISSU could not be registered.

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

Error Message

```
%RED_MODE-3-CLIENT_REG: Red Mode Client ([dec]) Registration failed ([chars])
```

Explanation The Red Mode ISSU client could not be registered.

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

Error Message

```
%RED_MODE-3-CLIENT_REG_FAILED: Red Mode ISSU client ([dec]) Client registration
failed. [chars]
```

Explanation The Red Mode ISSU client could not be registered during system initialization.

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

Error Message

```
%RED_MODE-3-DELAYED_REGISTER: Delayed registration could not be completed
succesfully, Operand = [dec]
```

Explanation The delayed registration operation for the RF-proxy clients could not complete successfully.

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

Error Message

```
%RED_MODE-3-ENTITY_REG: Red Mode Entity ([dec]) Registration failed ([chars])
```

Explanation The Red Mode ISSU entity could not be registered.

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

Error Message

```
%RED_MODE-3-GET_BUFFER: Red Mode ISSU session ([dec]) failed to get buffer
```

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

Error Message

```
%RED_MODE-3-IPC_AGENT: [chars] [ [chars] ]
```

Explanation There has been a failure in the redundancy mode IPC agent.

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

```
%RED_MODE-3-ISSU_BASE_CLIENT_INCOMP: One or more ISSU base clients are
incompatible, fallback to RPR
```

Explanation incompatible ISSU base client cause red_mode to fallback to RPR

Recommended Action Check the console log for the name and ID of incompatible ISSU BASE clients

Error Message

```
%RED_MODE-3-ISSU_NEGOTIATION: [chars] [ [chars] ]
```

Explanation There has been a failure in the redundancy mode 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. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center 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

```
%RED_MODE-3-ISSU_RESET_PEER_IMAGE_COMP: Failed to reset peer image to be
compatible
```

Explanation Failed to reset peer image to be compatible after standby come back up to RPR

Recommended Action This message is normally seen in conjunction with an ISSU module error message. Please examine the associated ISSU message for the reason for failure and action to take.

Error Message

```
%RED_MODE-3-ISSU_SET_BASE_CLIENT_INCOMP: Failed to set base client
incompatibility
```

Explanation Failed to set base client incompatibility

Recommended Action Check the console log for the name and ID of incompatible ISSU BASE clients

Error Message

```
%RED_MODE-3-MSGGROUP_REG: Red Mode Msg Group ([dec]) for Entity ([dec])
Registration failed ([chars])
```

Explanation The message group for the redundancy mode ISSU could not be registered.

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

Error Message

```
%RED_MODE-3-MSGTYPE_REG: Red Mode Msg Type for Entity ([dec]) Registration failed
([chars])
```

Explanation The message type for the redundancy mode ISSU could not be registered.

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.

Error Message

```
%RED_MODE-3-MSG_DATAPTR: Red Mode Client ([dec]) get msg dataptr failed. Error =
[dec]
```

Explanation The redundancy mode ISSU client could not obtain a message data pointer.

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

Error Message

```
%RED_MODE-3-MSG_MTU: Red Mode Client ([dec]) get msg mtu failed. Error = [dec]
```

Explanation The redundancy mode ISSU client could not obtain message size.

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

Error Message

```
%RED_MODE-3-MSG_REG: Red Mode msg reg failed: reason [dec]
```

Explanation Messages for the redundancy mode ISSU could not be registered.

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

Error Message

```
%RED_MODE-3-MSG_SEND: Red Mode ISSU client for session ([dec]) failed to send
message. Error Code = [chars]
```

Explanation The redundancy mode ISSU client could not send a negotiation message to a peer.

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

Error Message

```
%RED_MODE-3-NO_DEREGISTER: Could not deregister plugin for redundancy mode [chars]
```

Explanation At system initialisation the plugin that describes the capabilities of this redundancy mode could not be deregistered with the redundancy mode 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. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%RED_MODE-3-NO_REGISTER: Could not register plugin for redundancy mode [chars]
```

Explanation At system initialization, the plugin that describes the capabilities of this redundancy mode could not be registered with the redundancy mode client. This redundancy mode might not be available as an option from the parser.

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

Error Message

```
%RED_MODE-3-RED_MODE_MSG_NOT_OK: Red Mode ISSU msg type ([dec]) is not ok
```

Explanation The redundancy mode ISSU 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 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.

Error Message

```
%RED_MODE-3-RED_MODE_START_NEGO_FAILED: Red Mode ISSU start nego session failed
([chars])
```

Explanation The redundancy mode ISSU could not start its negotiation process.

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

Error Message

```
%RED_MODE-3-RED_MODE_XFROM_FAIL: Red Mode ISSU [chars] transformation failed
([chars])
```

Explanation The transformation operation for the redundancy mode ISSU message has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show issu fsm** and **show issu sessions** 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

```
%RED_MODE-3-SELECT_MODE: The mode change to [dec] was unsuccessful rc = [dec],
force = [dec], caller = [dec]
```

Explanation The specified mode change operation did not complete successfully.

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

Error Message

```
%RED_MODE-3-SESSION_REG: Red Mode session for Entity ([dec]) Registration failed
([chars])
```

Explanation The redundancy mode ISSU session could not be registered.

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

Error Message

```
%RED_MODE-3-SESSION_UNREG: Red Mode session ([dec]) Un-Registration failed
([chars])
```

Explanation The redundancy mode ISSU session could not be unregistered.

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

Error Message

```
%RED_MODE-4-NO_MODE_IN_CLI: Redundancy mode not defined in configuration. Please
add to configuration
```

Explanation The redundancy mode is usually defined at the top of the configuration. Until the redundancy mode is read, or the end of the configuration is encountered the system will not allow the peer RSC to continue booting. Therefore if the system has to wait until the end of the configuration to discover that the default redundancy mode should be used, then system booting times will be extended by the time taken for the RSC to read its configuration.

Recommended Action Explicitly write the configuration to NVRAM so that the redundancy mode is discovered at an early stage.

RED_REMOTE Messages

Error Message

```
%RED_REMOTE-3-BAD_REMOTE_IPC_PORT: Unable to open remote IPC port [chars],
received error '[chars]'.
```

Explanation Failed to open the specified remote IPC port for inter-RP communications. Communications with the remote RP will not operate for this particular feature until the port can be created.

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

Error Message

```
%RED_REMOTE-3-IPC_MSG_ERROR: IPC messsage received by port [chars] with error
'[chars]'.
```

Explanation An IPC message received by the message handler for the specified port was in error. Communications with the remote RP will not operate properly for this particular feature until successful IPC messages are received.

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

Error Message

```
%RED_REMOTE-3-IPC_PORT_CREATE_ERROR: Named IPC port [chars] could not be created,
received error '[chars]'.
```

Explanation Failed to create the specified IPC port for use in inter-RP communications. Communications with the remote RP will not operate for this particular feature until the port can be opened.

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

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

Error Message

```
%RED_REMOTE-3-IPC_PORT_REG_ERROR: Named IPC port [chars] could not be registered
after delay, received error '[chars]'.
```

Explanation Failed to register the specified IPC port for inter-RP communications. Communications with the remote RP will not operate for this particular feature until the port can be registered.

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

REGISTRY Messages

Error Message

```
%REGISTRY-2-REG_FLAG_DEADLOCK: Registry call to %s timed out due to deadlock
```

Explanation When a remote registry is not serviced within 25 seconds, the remote process (and presumably the entire system) is deadlocked. This message is printed when the deadlock is broken by a timeout

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

Error Message

```
%REGISTRY-2-REG_PARSE_ERROR: %s: Could not parse notification %s  : error/no. of
items = %d
```

Explanation Registry library is unable to parse notification received from name server. This could be for several reasons: a) There is a bug in sscanf b) The notification block is corrupted c) The pathname published to the name server is invalid This is a serious issue that affects inter-process communication.

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

Error Message

```
%REGISTRY-3-FASTCASE_OUT_OF_BOUNDS: Attempt made in [chars] to register with out
of bounds key.
```

Explanation In FASTCASE registry the key has to be smaller than the size specified when the registry was created. This message indicates that an attempt was made to register with a key out of bounds.

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

Error Message

```
%REGISTRY-3-HOG_INTR: Registry service: [chars] took [int] ms; configured
threshold: [int] ms -Traceback= [chars]
```

Explanation A registry service invoked by an interrupt routine took longer than the configured allowed maximum to complete.

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

```
%REGISTRY-3-HOG_PROC: Registry service: [chars] took [int] ms; configured
threshold: [int] ms -Traceback= [chars]
```

Explanation A process-invoked registry service took longer than the configured allowed maximum.

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

```
%REGISTRY-3-HOG_PROC_FUNC: Function callback: [hex] took [int] ms; configured
threshold: [int] ms; invoked from registry: [chars] -Traceback= [chars]
```

Explanation A process-invoked function callback took longer than the configured allowed maximum.

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

```
%REGISTRY-3-IML:
[chars] : [chars] : [chars]
```

Explanation Unavailable.

Recommended Action Unavailable.

Error Message

```
%REGISTRY-3-PULSE_HANDLER: Could not attach pulse handler : [chars]
```

Explanation A process has attempted to invoke a registry before a dispatch manager was created.

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

Error Message

```
%REGISTRY-3-REG_FLAG_ERR: Invalid combination of registry flag and scheduler
control : [chars]
```

Explanation Process blocking has been disabled using either the "raise_interrupt_level" or the "assign_blocking_disabled" process. As a result of this action, a remote registry that contains the "reg_flag_data_safe" or "reg_flag_peer" flag 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

```
%REGISTRY-3-REG_SUSPEND: Registry of type SUSPEND called when suspends are not
allowed.
```

Explanation Process blocking has been disabled using either the "raise_interrupt_level" or the "assign_blocking_disabled" process. As a result of this action, a remote registry of the "suspend" type 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

```
%REGISTRY-3-REG_XDR: %s
```

Explanation There was an error while marshalling a parameter to a remote (inter-process) registry call

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

Error Message

```
%REGISTRY-3-STUB_CHK_OVERWRITE: Attempt made to overwrite a set stub function in
%s.
```

Explanation A single function can be set as a callback for when a stub w/ check registry is invoked. This message indicates that an attempt to set a new callback has failed because a callback function has already been set.

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

Error Message

```
%REGISTRY-4-TABLE_SIZE: The table for [chars] is now full.
```

Explanation All the entries in the table have been filled.

Recommended Action Reconfigure the table size to a different value.

REMIF Messages

The following are remote interfaces messages.

Error Message

```
%REMIF-3-NOSOCKET: Unable to open UDP input socket
```

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

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

REP Messages

The following are Resilient Ethernet Protocol messages.

Error Message

```
%REP-3-INVALIDPKT: received invalid pkt: [chars]
```

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

Error Message

```
%REP-4-LINKSTATUS: [chars] (segment [dec]) is [chars]
```

Explanation REP link status change. If changing to non-operational, a reason is also printed

Recommended Action No action is required.

Error Message

```
%REP-5-EDGEMISCONFIG: Invalid topology. More than two edge ports configured for
segment %d
```

Explanation REP topology is configured with more than two edge ports for a segment. This is invalid.

Recommended Action Configure only two edge ports per segment.

Error Message

```
%REP-5-PREEMPTIONFAIL: can not perform preemption on segment [dec] due to [chars]
```

Explanation REP preempt operation failed. This could be due to invalid port ID or neighbor number specified with **rep preempt block port** command. This could also be caused by configuring **rep preempt block port preferred** while there is no REP port configured with **preferred** flag.

Recommended Action Correct the configuration, and run REP manual preemption on the Primary Edge port by using rep preempt segment messages.

REPP Messages

Error Message

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

Explanation An error occurred in the remote Ethernet port protocol.

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

Error Message

```
%REPP-5-CONNECT: Connected to server
```

Explanation The REPP layer is connected to the REPP server.

Recommended Action No action is required.

Error Message

```
%REPP-5-DISCONNECT: Disconnected from server
```

Explanation The REPP layer has disconnected from the REPP server.

Recommended Action No action is required.

Error Message

```
%REP_ISSU-3-BUFFER: REP ISSU client failed to get buffer for message, error [dec]
```

Explanation REP ISSU client failed to get buffer for buildinga negotiation message. Hence, it can send the negotiationmessage to the standby unit. When there is a problem inthe negotiation, the standby unit cannot be brought up.

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

Error Message

```
%REP_ISSU-3-CAPABILITY: REP ISSU client [chars]
```

Explanation REP ISSU client observed an error during capabilitynegotiation. When this error happens there is a mismatchbetween the client capability between the active andstandby unit.

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

Error Message

```
%REP_ISSU-3-INIT: REP ISSU client initialization failed at [chars], error [chars]
```

Explanation REP ISSU client could not be initiailzed, this will cause catastrophic failure when ISSU upgrade or downgrade is performed.

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

Error Message

```
%REP_ISSU-3-MSG_NOT_OK: REP ISSU client message [dec] is not compatible
```

Explanation REP ISSU client received an incompatible messagefrom the peer unit. Since the message is not compatibleit can be processed by this unit

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

Error Message

```
%REP_ISSU-3-MSG_SIZE: REP ISSU client failed to get the message size for message %d
```

Explanation REP ISSU client failed to calculate message sizefor the message specified. The REP ISSU client will notbe able to send message to the standby unit.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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. 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 andshow issu session and show issu negotiated version)

Error Message

```
%REP_ISSU-3-MSG_SIZE: REP ISSU client failed to get the message size for message
[dec]
```

Explanation REP ISSU client failed to calculate message sizefor the message specified. The REP ISSU client will not be able to send message to the stanby unit.

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

Error Message

```
%REP_ISSU-3-POLICY: REP ISSU client message type [dec] is [chars]
```

Explanation REP ISSU client received an message type which itdoes not support. The policy is applied to make the sessioncompatible.

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

Error Message

```
%REP_ISSU-3-SEND_FAILED: REP ISSU client failed to send a negotiation message,
error [dec]
```

Explanation REP ISSU client could not send a session negotiationmessage to the peer. When there is a problem in the negotiation the standby unit cannot be brought up.

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

Error Message

```
%REP_ISSU-3-SESSION: REP ISSU client [chars]
```

Explanation REP ISSU client observed an error during a sessionnegotiation with the peer unit. When there is a problemwith the session the standby unit cannot be brought up.

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

Error Message

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

Explanation The REP ISSU client failed to unregister session information.

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

Error Message

```
%REP_ISSU-3-TRANSFORM: REP ISSU client [chars] transform failed, error [chars]
```

Explanation REP ISSU client could not transform the message. If the transmit transformation failed, it means that the checkpoint message cannot be sent to the standby unit. If the receive transformation failed, it means that the checkpoint message cannot be applied on the standby unit. In both cases, the Port Manager state will not be identical with the active unit.

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

REQGRP Messages

The following are Request Interprocess Communication messages.

Error Message

```
%REQGRP-3-DSPTCHQ: [chars]
```

Explanation Disptach IPC queue initialization failure.

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

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

Error Message

```
%REQGRP-3-NBLKQ: [chars]
```

Explanation Nonblocking IPC queue initialization failure.

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

Error Message

```
%REQGRP-3-NORESP: No response generated for IPC request [int] (slot [int]/[int]):
[chars]
```

Explanation The handler for an IPC Request did not respond to the sender.

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

Error Message

```
%REQGRP-3-NOSESSION: Unable to create client object for client [int], entity [int]
(slot [int]/[int]): [chars]
```

Explanation Failed to create a cr10k ipc session object.

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

Error Message

```
%REQGRP-3-REQOP: IPC request/response [int] (slot [int]/[int]): [chars]
```

Explanation Operational messages while processing an IPC Request.

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

Error Message

```
%REQGRP-3-SYSCALL: System call for command [int] (slot[int]/[int]) : [chars]
(Cause: [chars])
```

Explanation IPC kernel system call 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

```
%REQGRP-3-UNKCONN: Unknow connection state [dec] from callback for client [int],
entity [int] (slot [int]/[int])
```

Explanation Unsupported connection state received in callback. Software error.

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

Error Message

```
%REQGRP-6-CORRUPTIPC: Corrupted IPC, slot = [dec]/[dec], received at
Cable[dec]/[dec]
```

Explanation Some code has cloberred the IPC message.

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

Error Message

```
%REQGRP-6-NBLKEVT_Q_FULL: Nonblocking IPC event queue full ([dec] events)
```

Explanation Nonblocking IPC event queue filled up and was flushed to avoid buffer starvation.

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

Error Message

```
%REQGRP-6-UNKLCREQ: Received unknown IPC request ([dec]) from [dec]/[dec]
```

Explanation An unknown line card request was received.

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

Error Message

```
%REQGRP-6-UNKVER: Received IPC with unsupported version, ([dec])
```

Explanation The version of a request is newer than supported.

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

RESETMGR Messages

Error Message

```
%RESETMGR-3-NOMEM: Failed to allocate memory to add ID (%d) to table
```

Explanation Reset Manager was unable to allocate memory to add the unique ID and process name to its table. If this process is restarted on the Active system, the Standby system may not be reset due to 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/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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show tech)

Error Message

```
%RESETMGR-3-RESET: Reset Manager has reset the system due to '%s' process restart
```

Explanation Reset Manager stores a set of IDs, each one of these IDs uniquely identify a process on the system. If one of these monitored processes is restarted, the Standby unit will be reset so that the versioning infrastructure can renegotiate. This is not a software fault, the Standby system is being forced to reset by the Reset Manager.

Recommended Action No action is required.

Error Message

```
%RESETMGR-3-RESET_UNKNOWN: A restarted process could not be identified by its Job
ID, the Reset Manager has reset the Standby system.
```

Explanation Reset Manager stores a set of IDs, each one of these IDs uniquely identifies a process on the system. A process was restarted but it could not be uniquely identified via it Job ID. It is possible that the restarted process was being monitored by the Reset Manager but since we cannot be sure the Standby system is being reset. This is most likely due to a software fault on the system.

Recommended Action No action is required.

Error Message

```
%RESETMGR-3-SYSMGR_JOBID_LOOKUP: Failed to get the job ID of the Reset Manger (IOS
blob) from SysMgr
```

Explanation Reset Manager was unable to get it's job ID (same as IOS blob) from the SysMgr. The Reset Manger cannot function without this information and will suspend any further initialization.

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

Error Message

```
%RESETMGR-4-SYSMGR_PROCNAME_LOOKUP: Failed to lookup process name from SysMgr, job
ID = %d
```

Explanation Reset Manager was unable to get the name of the process with the specified job ID from SysMgr. This is a SysMgr error, however the system can continue to operate normally as the process name is only used for reference purposes.

Recommended Action Copy the message exactly as it appears on the 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show tech)

Error Message

```
%RESOURCE_MGR-6-NOTIFY: [chars] to [chars], level: [chars], direction: [chars],
type: [chars], limit: [int], usage: [int]
```

Explanation A notification has been sent out by the Resource Owner because of a threshold violation. Details in the message.

Recommended Action This is an informational message only. This message appears because a threshold has been violated. Enter a sh run command and look for the configuration under the mode 'resource manager'. Check the thresholds that have been set.

RESOURCE_MON Messages

The following are Resource Monitor messages.

Error Message

```
%RESOURCE_MON-1-INITSYS: [chars]
```

Explanation The specific message text is supplied by the Resource Monitor software. This indicates an initialization failure. When this occurs, the Resource Monitor subsystem is not operational.

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

Error Message

```
%RESOURCE_MON-1-RSCMON_BAD_DATA: [chars]
```

Explanation The specific message text is supplied by the Resource Monitor software. This indicates that internal data was corrupted due to a software error

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

```
%RESOURCE_MON-1-RSCMON_CLIENT_Q: [chars]
```

Explanation The specific message text is supplied by the Resource Monitor software. This indicates a memory exhaustion condition.

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

RESYNCH Messages

Error Message

```
%RESYNCH-3-INVLD_IN_0: Invalid input to func [chars]: [chars] = NULL.
```

Explanation A function has been called with an invalid NULL value for an input parameter.

Recommended Action No action is required.

Error Message

```
%RESYNCH-3-INVLD_IN_D: Invalid input to func [chars]: [chars] = [dec].
```

Explanation A resynchronization function has been called with an invalid decimal value for an input.

Recommended Action No action is required.

Error Message

```
%RESYNCH-3-MEM_ALLOC_FAIL: Func [chars] could not alloc [dec] bytes for [chars].
```

Explanation A resynchronization function could not allocate the specified number of bytes for the specified variable.

Recommended Action No action is required.

Error Message

```
%RESYNCH-3-RET_ERROR: Func [chars] is returning an error because [chars].
```

Explanation A resynchronization function is returning an error because of the reason specified in this message.

Recommended Action No action is required.

Error Message

```
%RESYNCH-3-UPDATE_NAKED: Update for channel [dec] was NAKed.
```

Explanation The controller has sent a NAK in response to an update for the specified channel.

Recommended Action No action is required.

Error Message

```
%RESYNCH-3-UPD_RESP_UNKNOWN: Unknown update response [dec] for channel [dec].
```

Explanation The controller has responded with an unknown response for a channel.

Recommended Action No action is required.

Error Message

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

Explanation The system will log a warning.

Recommended Action No action is required.

Error Message

```
%RESYNCH-6-INFO: [chars]
```

Explanation The system has information to log.

Recommended Action No action is required.

Error Message

```
%RESYNCH-6-UPDATE_DELETE: Resynched connection [dec]/[dec] deleted.
```

Explanation The specified channel was resynched, and it was deleted from the controller.

Recommended Action No action is required.

Error Message

```
%RESYNCH-6-UPDATE_OK: Resynched connection [dec]/[dec] re-added.
```

Explanation The specified channel has been resynched and re-added to the controller.

Recommended Action No action is required.

Error Message

```
%REVT_ISM-1-BACKGROUNDSTARTFAIL: Fail to start reventon_background
```

Explanation The driver failed to start the background 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/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%REVT_ISM-3-BP_INITFAIL: Slot [dec]: [chars]
```

Explanation The Cisco IOS software is not able to initialize the receive handler of the 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/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%REVT_ISM-1-INITFAIL: Virtual Slot [dec]: PCI device base [dec] initialization
failed - [chars]
```

Explanation The Portable Streams Environment 2 (PSE2) driver failed to initialize the hardware available at the slot specified in the message.

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

Error Message

```
%REVT_ISM-1-INITPCIEFAIL: Virtual Slot [dec]: PCIE initialization failed
```

Explanation The Portable Streams Environment 2 (PSE2) driver failed to initialize the hardware, because the driver failed to read the Peripheral Component Interconnect Express (PCIE) bus at the slot specified in the message.

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

Error Message

```
%REVT_ISM-1-INITSM: Cannot allocate Service Module data structures for device base
[dec]
```

Explanation The Cisco IOS software was not able to allocate a pointer to the Service Module 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/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%REVT_ISM-6-MODULE_DISABLE: [chars]
```

Explanation The indicated module has been disabled by the command that you entered.

Recommended Action No action is required.

Error Message

```
%REVT_ISM-6-MODULE_MODE_CHANGE: [chars]
```

Explanation The message indicates that the new configuration will take effect only after the next reload.

Recommended Action No action is required.

Error Message

```
%REVT_ISM-1-NOMEMORY: No memory to create reventon interface
```

Explanation The device is unable to allocate memory for creating the Reventon interface.

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

Error Message

```
%REVT_ISM-4-UNSUPPORTED: ISM Slot [dec]: PID [chars] unsupported card
```

Explanation An unsupported card has been detected in the indicated slot.

Recommended Action Replace the card with a supported card.

RF Messages

Error Message

```
%RF-1-SYSTEM_INTEGRITY: [chars]
```

Explanation An automatic switch of activity occurred when the system had been disabled.

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

Error Message

```
%RF-3-CANNOT_SWITCH: Cannot switchover; the peer Route Processor (RP) is not
available
```

Explanation Cannot initiate switchover; the peer RP is not UP or is otherwise unavailable.

Recommended Action LOG_NO_ACTION

Error Message

```
%RF-3-CANT_GET_VERSION: Cannot get version info from peer Route Processor (RP);
the RP software is incompatable.
```

Explanation STANDBY RP cannot get version info from the peer RP; Likely cause is incompatable software.

Recommended Action Please insure the same software image is running on both RPs.

Error Message

```
%RF-3-CAPENTRY_REG: RF Cap Entry ([dec]) for Entity ([dec]) Registration failed
```

Explanation An attempt to register an ISSU capabilities entry for the redundancy facility has failed.

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

Error Message

```
%RF-3-CAPGROUP_REG: RF Cap Group ([dec]) for Entity ([dec]) Registration failed
```

Explanation An attempt to register an ISSU capabilities group for the redundancy facility has failed.

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

Error Message

```
%RF-3-CAPTYPE_REG: RF Cap Type for Entity ([dec]) Registration failed
```

Explanation An attempt to register an ISSU capabilities type for the redundancy facility has failed.

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

Error Message

```
%RF-3-CAP_REG: RF cap reg failed: reason [dec]
```

Explanation An attempt to register an ISSU capability for the redundancy facility has failed.

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

Error Message

```
%RF-3-CLIENT_REG: RF Client ([dec]) Registration failed
```

Explanation An attempt to register an ISSU client for the redundancy facility has failed.

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

Error Message

```
%RF-3-COMMUNICATION: Communication with the peer CPU has been [chars]
```

Explanation The status of the peer CPU communication path has changed.

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

Error Message

```
%RF-3-ENTITY_REG: RF Entity ([dec]) Registration failed
```

Explanation An attempt to register an ISSU entity for the redundancy facility has failed.

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

Error Message

```
%RF-3-FAILED_SET_RED_MODE: ACTIVE failed to set redundancy mode. STANDBY has
selected mode but unable to get confirmation from ACTIVE.
```

Explanation The STANDBY RP makes decision on redundancy mode and sends it to ACTIVE RP. ACTIVE uses it to determine the system mode, and sends final mode back to STANDBY RP. This exchange has failed and STANDBY RP does not have the right redundancy mode to proceed.

Recommended Action Copy the message exactly as it appears on the 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

```
%RF-3-IPC_PORT: Unable to [chars] [chars]
```

Explanation The system is unable to initialize the RF IPC port to the peer CPU.

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

Error Message

```
%RF-3-ISSU_SET_STATE: RF Client ([dec]) setting state to init FAILED
```

Explanation RF ISSU client failed to set the ISSU state back to INIT.

Recommended Action Enter the show issu state detail command.

Error Message

```
%RF-3-MSGGROUP_REG: RF Msg Group ([dec]) for Entity ([dec]) Registration failed
```

Explanation An attempt to register an ISSU message group for the redundancy facility has failed.

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

Error Message

```
%RF-3-MSGTYPE_REG: RF Msg Type for Entity ([dec]) Registration failed
```

Explanation An attempt to register an ISSU message type for the redundancy facility has failed.

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 may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

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

Error Message

```
%RF-3-MSG_DATAPTR: RF Client ([dec]) get msg dataptr failed. Error = [dec]
```

Explanation RF ISSU client get message data pointer operation has failed

Recommended Action Enter the show issu fsm command.

Error Message

```
%RF-3-MSG_MTU: RF Client ([dec]) get msg mtu failed. Error = [dec]
```

Explanation RF ISSU client get msg mtu failed.

Recommended Action Enter the show issu fsm command.

Error Message

```
%RF-3-MSG_REG: RF msg reg failed: reason [dec]
```

Explanation An attempt to register an ISSU message for the redundancy facility has failed.

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

Error Message

```
%RF-3-NEGOTIATED_ROLE_MISMATCH: Negotiated Role mismatch; The Route Processor
(RP) believes it should be ACTIVE while the System Processor (SP) believes the RP
should be STANDBY... or vice versa.
```

Explanation The RP negotiates its Role (ACTIVE or STANDBY) at boot time. If the other RP is running an image that does NOT have the role negotiation code, then the role negotiated may not be valid. When this occurs, the RP detecting a mismatch between the role indicated by the SP and the role negotiated will be rebooted.

Recommended Action Please insure the same software image is running on both RPs. Make sure neither RP is running the bootloader image.

Error Message

```
%RF-3-NON_HA_SWITCHOVER: The SP switchover was NOT stateful. To support SSO on the
RP, the SP must be configured with HA enabled.
```

Explanation The SP switchover that occurred was NOT stateful. SSO mode onthe RP requires the SP to run with High Availability enabled to insure that appropriate state is synchronized between the SPs and there is sufficient state information on the new active SP to support the switchover of the RP while in SSO mode. The recovery is to reset the RP and reboot it as there is insufficient state to support an RP switchover 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/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%RF-3-NOTIF_TID: Notification timer extended for the wrong client, cur-client=%d,
req-client=%d
```

Explanation The current RF client has attempted to extend the RF notification timer using a client ID other than its own. This is an internal software error. The message text on the console or in the system log contains the error details such as the current client ID number and the requested client ID 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/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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show redundancy history)

Error Message

```
%RF-3-NOTIF_TMO: Notification timer Expired for RF Client: %s(%d)
```

Explanation The client has indicated it has work to do to RF by returing RF_OK as part of the progression but it did not complete the work or respond to RF within the notification timer.

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

Error Message

```
%RF-3-PEER_RP_RELOAD: The peer Route Processor (RP) is being reset because %s
```

Explanation See the reported error message for the reason why the peer RP was reset. This allows recovery from an indeterminate 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/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%RF-3-SESSION_REG: RF session for Entity ([dec]) Registration failed
```

Explanation An attempt to register an ISSU session for the redundancy facility 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 may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%RF-3-SESSION_UNREG: RF session ([dec]) Un-Registration failed
```

Explanation An attempt to deregister an ISSU session for the redundancy facility 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 may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%RF-3-SES_REG: RF session reg failed: reason [dec]
```

Explanation An attempt to register an ISSU session for the redundancy facility 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 may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%RF-3-SIMPLEX_MODE: The peer CPU has been lost
```

Explanation Absence of the peer CPU has been detected.

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

Error Message

```
%RF-3-STANDBY_RELOAD: The standby CPU is being reset because [chars]
```

Explanation The standby CPU is being reset as stated in the message text. This error allows the recovery from an indeterminate standby state.

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

Error Message

```
%RF-3-VERSION_MISMATCH: Version Info mismatch; Not running same version of
software on each Route Processor (RP). Cannot run in SSO mode; will go to RPR mode
instead.
```

Explanation Each RP must be running the same version of software; the version check indicates a version mismatch. As a result, the RPs cannot run in SSO (HOT-STANDBY) mode and operation will regress to RPR mode.

Recommended Action Please insure the same software image is running on both RPs.

Error Message

```
%RF-4-MEMORY_SIZE_MISMATCH: Memory Size mismatch: The redundant Route Processors
have different memory configurations. To support the High Availability feature,
it is recommended that both RPs have the same memory configurations.
```

Explanation To support the High Availability feature it is recommended that both redundant Route Processors have the same memory configurations.

Recommended Action Install the same amount of memory on both RPs.

Error Message

```
%RF-5-RF_RELOAD: %s. Reason: %s
```

Explanation RF has invoked a 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/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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show redundancy history reload)

Error Message

```
%RF-5-RF_TERMINAL_STATE: Terminal state reached for (%s)
```

Explanation RF has reached a terminal state for the operating mode.

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

Error Message

```
%RF-5-SEND_FAIL: RF client progression send failure for reason (%s)
```

Explanation RF has failed to send a client progression to the standby 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/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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show redundancy history)

Error Message

```
%RF-6-CONS_MSG: Console Message from %s RP  : %s
```

Explanation This message is a console message from the peer RP.

Recommended Action LOG_NO_ACTION

Error Message

```
%RF-6-DUPLEX_MODE: The peer CPU has been detected
```

Explanation Presence of the peer CPU has been detected.

Recommended Action No action is required.

Error Message

```
%RF-6-INHIBIT_SWITCH: Redundancy client [chars] [chars] manual switchover
```

Explanation A redundancy client has changed the ability to manually cause a switch of activity.

Recommended Action No action is required.

Error Message

```
%RF-6-NEGOTIATED_RED_MODE: Negotiated Redundancy MODE is %s
```

Explanation The Negotiated Redundancy Mode may be either SSO or RPR

Recommended Action LOG_NO_ACTION

Error Message

```
%RF-6-STANDBY_READY: The Standby RP has reached HOT-STANDBY state and is now ready
for stateful switchover.
```

Explanation The Standby RP has reached the HOT-STANDBY state and is now ready to takeover operation in the event that the Active RP should fail.

Recommended Action LOG_NO_ACTION

Error Message

```
%RF-7-KPA_WARN: RF KPA messages have not been heard for %d seconds
```

Explanation RF Keepalive messages have not been sent from the peer is printed after every third KPA timer expiry.

Recommended Action Copy the message exactly as it appears on the 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.

RFPROXY Messages

The following are RF Proxy messages.

Error Message

```
%RFPROXY-2-INIT: Initialization failed
```

Explanation The RF proxy subsystem failed during initialization.

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

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

Error Message

```
%RFPROXY-2-NOMEM: No memory available
```

Explanation The RF proxy subsystem could not obtain the required amount 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/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%RFPROXY-2-RPC: RPC message failure
```

Explanation The RF Proxy could not send an RPC message.

Recommended Action Unavailable.

RFS Messages

Error Message

```
%RFS-3-CAPENTRY_REG: RFS Cap Entry (%d) for Entity (%d) Registration failed
```

Explanation RFS ISSU Cap Entry registration failed

Recommended Action Enter the following commands: show issu capability entries and copy the error and send it to TAC. TAC team can contact the file-systems team to check why this capability entry failed to register

Error Message

```
%RFS-3-CAPGROUP_REG: RFS Cap Group (%d) for Entity (%d) Registration failed
```

Explanation RFS ISSU Cap Group registration failed

Recommended Action Enter the following commands: show issu capability groups and copy the error and send it to TAC. TAC team can contact the file-systems team to check why this capability group failed to register

Error Message

```
%RFS-3-CAPTYPE_REG: RFS Cap Type for Entity (%d) Registration failed
```

Explanation RFS ISSU Cap Type registration failed

Recommended Action Enter the following commands: 'show issu capability types' and copy the error and send it to TAC. TAC team can contact the file-systems team to check why this capability type failed to register

Error Message

```
%RFS-3-CLIENT_REG: RFS Client (%d) Registration failed
```

Explanation RFS ISSU client registration failed

Recommended Action Enter the following command:'show issu client' and copy the error and send it to TAC. TAC team can contact the file-systems team to check why no uid with this value found registered in ISSU Database

Error Message

```
%RFS-3-CLIENT_SESSION_REG: RFS ISSU client shared msg session for entity (%d)
registration failed
```

Explanation RFS ISSU client shared msg session registration failed

Recommended Action Enter the following commands: show issu sessions and copy the error and send it to TAC. TAC team can contact the file-systems team to check why this shared message session failed to register

Error Message

```
%RFS-3-CLIENT_SESSION_UNREG: RFS session (%d) Un-Registration failed
```

Explanation RFS ISSU client session un-registration failed

Recommended Action Enter the following commands: show issu sessions and copy the error and send it to TAC. TAC team can contact the file-systems team to check why this client session failed to un-register

Error Message

```
%RFS-3-CREATE_CLIENT_PORT: RFS create client port (%s) failed
```

Explanation RFS ISSU create client port failed

Recommended Action Enter the following commands: show ipc port and copy the error and send it to TAC. TAC team can contact the file-systems team to check why this ipc port could not be created

Error Message

```
%RFS-3-CREATE_SERVER_PORT: RFS create server port (%s) failed
```

Explanation RFS ISSU create server port failed

Recommended Action Enter the following commands: show ipc port and copy the error and send it to TAC. TAC team can contact the file-systems team to check why this ipc port could not be created

Error Message

```
%RFS-3-ENTITY_REG: RFS Entity (%d) Registration failed
```

Explanation RFS ISSU entity failed to register with ISSU

Recommended Action Enter the following command:'show issu entities' and copy the error and send it to TAC. TAC team can contact the file-systems team to check why this entity failed to register

Error Message

```
%RFS-3-INVALID_SESSION: %s ISSU client (%d) does not have a valid registered
session.
```

Explanation The specified 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/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center 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

```
%RFS-3-IPC_GET_BUFFER: RFS issu ipc get buffer failed
```

Explanation RFS ISSU ipc get buffer failed

Recommended Action Enter the following commands:'show proc mem' or 'show buffs' to check if memory or buffer is full. shutdown unused tasks or reset cards usually can recover hose memory leak problem. Copy the error and send it to TAC if those actions do not help.

Error Message

```
%RFS-3-LOCATE_PORT: RFS locates port (%s) failed
```

Explanation RFS ISSU locates port failed

Recommended Action Enter the following commands: show ipc port and copy the error and send it to TAC. TAC team can contact the file-systems team to check why this ipc port could not be located

Error Message

```
%RFS-3-MSGGROUP_REG: RFS Msg Group ([dec]) for Entity ([dec]) Registration failed
```

Explanation RFS ISSU Msg Group registration failed.

Recommended Action Enter the show issu message groups commands, and copy the error and send it to TAC. TAC team can contact the file-systems team to check why this message group failed to register.

Error Message

```
%RFS-3-MSGTYPE_REG: RFS Msg Type for Entity (%d) Registration failed
```

Explanation RFS ISSU Msg Type registration failed

Recommended Action Enter the following commands: 'show issu entities', 'show issu message types' and copy the error and send it to TAC. TAC team can contact the file-systems team to check why this message types failed to register

Error Message

```
%RFS-3-MSG_GET_NEGO_VER: RFS Client ([dec]) get msg negotiated version failed.
Error = [dec]
```

Explanation RFS ISSU client get msg negotiated version failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show issu fsm** and **show issu ses** 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

```
%RFS-3-MSG_INCOMP: [chars](): msg_type [[dec]] under session [[dec]] is
incompatible
```

Explanation The message types are incompatible under ISSU

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show issu message types 110** command to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%RFS-3-MSG_MTU: RFS Client ([dec]) get msg mtu failed. Error = [dec]
```

Explanation The RFS ISSU client get msg mtu has failed.

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

Error Message

```
%RFS-3-MSG_MTU_FAIL: %s ISSU Client (%d) failed to get the MTU for Message Type
%d. Error = %d (%s)
```

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

Recommended Action Enter the following commands: show issu fsm, show issu ses and copy the error and send it to TAC. TAC team can contact the file-systems team to check why this operation failed.

Error Message

```
%RFS-3-MSG_RCV: RFS Client (%d) receive msg failed. Error = %d
```

Explanation RFS ISSU client receive msg failed

Recommended Action Enter the following commands:show issu sessions and copy the error and send it to TAC. TAC team can contact the file-systems team to check why receive message for this client failed

Error Message

```
%RFS-3-MSG_XMIT: RFS Client (%d) send msg failed. Error = %d
```

Explanation RFS ISSU client send msg failed

Recommended Action Enter the following commands:show issu sessions and copy the error and send it to TAC. TAC team can contact the file-systems team to check why send message for this client failed

Error Message

```
%RFS-3-NEGO_COMP: RFS nego is not compatible (%d)
```

Explanation RFS ISSU start shared nego session failed

Recommended Action Enter the following commands: 'show issu sessions' and copy the error and send it to TAC. TAC team can contact the file-systems team to check why this client negotiation session is not compatible

Error Message

```
%RFS-3-NEGO_SESSION_REG: RFS nego session for Entity (%d) Registration failed
```

Explanation RFS ISSU shared nego session registration failed

Recommended Action Enter the following commands: 'show issu sessions', 'show issu entities' and copy the error and send it to TAC. TAC team can contact the file-systems team to check why this client negotiation session failed to register

Error Message

```
%RFS-3-NEGO_SESSION_UNREG: RFS session (%d) Un-Registration failed
```

Explanation RFS ISSU shared nego session un-registration failed

Recommended Action Enter the following commands: 'show issu sessions' and copy the error and send it to TAC. TAC team can contact the file-systems team to check why this client negotiation session failed to un-register

Error Message

```
%RFS-3-OPEN_CLIENT_PORT: RFS open client port (%s) failed
```

Explanation RFS ISSU open client port failed

Recommended Action Enter the following commands: show ipc port and copy the error and send it to TAC. TAC team can contact the file-systems team to check why this ipc port could not be opened

Error Message

```
%RFS-3-OPEN_SERVER_PORT: RFS open server port (%s) failed
```

Explanation RFS ISSU open server port failed

Recommended Action Enter the following commands: show ipc port and copy the error and send it to TAC. TAC team can contact the file-systems team to check why this ipc port could not be opened

Error Message

```
%RFS-3-RECEIVE_NEGO_FAILED: RFS receive nego message (%d) failed
```

Explanation RFS ISSU receive nego message failed

Recommended Action Enter the following commands: show issu session and copy the error and send it to TAC. TAC team can contact the file-systems team to check why this client negotiation message failed

Error Message

```
%RFS-3-RECEIVE_NEGO_NOT_DONE: RFS receive nego message is not done (%d)
```

Explanation RFS ISSU receive nego message is not done

Recommended Action Enter the following commands: show issu session and copy the error and send it to TAC. TAC team can contact the file-systems team to check why this client negotiation failed to complete

Error Message

```
%RFS-3-REG_PORT: RFS reg port (%d) failed
```

Explanation RFS ISSU reg port failed

Recommended Action Enter the following commands: show ipc port and copy the error and send it to TAC. TAC team can contact the file-systems team to check why this port failed to register

Error Message

```
%RFS-3-RFS_BOOL_CREATE_ERR: %s.
```

Explanation The RFS RF client has error in creating watched boolean.

Recommended Action Copy the message exactly as it appears on the 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

```
%RFS-3-RFS_ISSU_CLIENT_OR_ENTITY_ID: RFS ISSU couldnt find client/entity id in
peer.
```

Explanation RFS ISSU couldnt find client/entity id in peer.

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

Error Message

```
%RFS-3-RFS_ISSU_NEGO_PROCESS: RFS create rfs_issu_start_port watch boolean failed
```

Explanation RFS ISSU create nego process failed

Recommended Action Enter the following commands:show proc mem and copy the error and send it to TAC. TAC team can contact the file-systems team to check why this watched boolean could not be created

Error Message

```
%RFS-3-RFS_ISSU_START_PORT: RFS create rfs_issu_start_port watch boolean failed
```

Explanation RFS ISSU create rfs_issu_start_port watch boolean failed

Recommended Action Enter the following commands:show proc mem and copy the error and send it to TAC. TAC team can contact the file-systems team to check why this watched boolean could not be created

Error Message

```
%RFS-3-RFS_ISSU_START_SESSION: RFS create rfs_issu_start_session watch boolean
failed
```

Explanation RFS ISSU create rfs_issu_start_session watch boolean failed

Recommended Action Copy the error and send it to TAC. TAC team can contact the file-systems team to check why this ipc port could not be created

Error Message

```
%RFS-3-RFS_RF_PROG_ERR: Failed to send the bulk sync notification done. Error
(%d).
```

Explanation The RFS RF client failed to send the final bulk sync notification.

Recommended Action Copy the message exactly as it appears on the 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

```
%RFS-3-RFS_RF_PROG_NOT_SENT_ERR: %s.
```

Explanation The RFS RF client has error in sending client progression.

Recommended Action Copy the message exactly as it appears on the 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

```
%RFS-3-SEND_NEGO_MESSAGE: RFS send nego message (%d) failed
```

Explanation RFS ISSU send nego message failed

Recommended Action Enter the following commands: 'show issu session' and copy the error and send it to TAC. TAC team can contact the file-systems team to check why this client negotiation message failed

Error Message

```
%RFS-3-START_NEGO_SESSION: RFS start shared nego session (%d) failed: %d
```

Explanation RFS ISSU start shared nego session failed

Recommended Action Enter the following commands: 'show issu sessions' and copy the error and send it to TAC. TAC team can contact the file-systems team to check why this client negotiation session failed to start

Error Message

```
%RFS-3-UNREG_ENTITY: RFS ISSU Client unreg entity failed.
```

Explanation RFS ISSU client unreg entity failed

Recommended Action Enter the following command:'show issu entities' and copy the error and send it to TAC. TAC team can contact the file-systems team to check why this entity failed to un-register

Error Message

```
%RFS-7-INVALID_ENDPOINT: [chars] ISSU Client ([dec]) attempted to use the invalid
endpoint:Unrecognized format ' %p' for the msg_type: [dec]
```

Explanation The specified ISSU client attempted to use the non-existent endpoint.The endpoint might have been freed when its corresponding ipc port was closed during switch-over.

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

Error Message

```
%RF_INTERDEV-4-INTERDEVINI: Cannot create timer process!
```

Explanation During rf_interdev_driver_init, cannot create delay timer process.

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

Error Message

```
%RF_INTERDEV-4-PREEMPT_ERR: % RF interdev will not work with HSRP preemption
enabled
```

Explanation The redundancy facility (RF) interdevice code has detected an error in hsrp configuration.

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

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

Error Message

```
%RF_INTERDEV-4-RELOAD: % RF induced self-reload. my state = [chars] peer state =
[chars]
```

Explanation The redundancy facility (RF) interdevice code is reloading this device due to forced-switchover or dual active 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 error using the Output Interpreter https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%RF_INTERDEV-4-UNEXPECTED: Unexpected error: [chars]
```

Explanation An unexpected error occurred while performing RF interdevice operation.

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

RF_ISSU Messages

Error Message

```
%RF_ISSU-3-CAPENTRY_REG: RF Cap Entry ([dec]) for Entity ([dec]) Registration
failed
```

Explanation A capability entry could not be registered for the RF ISSU.

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

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

Error Message

```
%RF_ISSU-3-CAPGROUP_REG: RF Cap Group ([dec]) for Entity ([dec]) Registration
failed
```

Explanation A capability group could not be registered for the RF ISSU.

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

Error Message

```
%RF_ISSU-3-CAPTYPE_REG: RF Cap Type for Entity ([dec]) Registration failed
```

Explanation A capability type could not be registered for the RF ISSU.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show issu capability 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.

Error Message

```
%RF_ISSU-3-CAP_REG: RF cap reg failed: reason [dec]
```

Explanation The capabilities of the RF ISSU could not be registered.

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

Error Message

```
%RF_ISSU-3-CLIENT_REG: RF Client ([dec]) Registration failed
```

Explanation The RF ISSU client could not be registered.

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

Error Message

```
%RF_ISSU-3-CLIENT_REG_FAILED: RF ISSU client ([dec]) Client registration failed.
[chars]
```

Explanation The RF ISSU client could not be registered during system initialization.

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

Error Message

```
%RF_ISSU-3-ENTITY_REG: RF Entity ([dec]) Registration failed
```

Explanation The RF ISSU entity could not be registered.

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

Error Message

```
%RF_ISSU-3-GET_BUFFER: RF ISSU session ([dec]) failed to get buffer
```

Explanation RF ISSU failed to get a buffer

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

Error Message

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

Explanation The RF 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/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center 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

```
%RF_ISSU-3-MSGGROUP_REG: RF Msg Group ([dec]) for Entity ([dec]) Registration
failed
```

Explanation The message group for the RF ISSU could not be registered.

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

Error Message

```
%RF_ISSU-3-MSGTYPE_REG: RF Msg Type for Entity ([dec]) Registration failed
```

Explanation The message type for the RF ISSU could not be registered.

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.

Error Message

```
%RF_ISSU-3-MSG_DATAPTR: RF Client ([dec]) get msg dataptr failed. Error = [dec]
```

Explanation The RF ISSU client could not obtain a message data pointer.

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

Error Message

```
%RF_ISSU-3-MSG_MTU: RF Client ([dec]) get msg mtu failed. Error = [dec]
```

Explanation The RF ISSU client could not obtain message size.

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

Error Message

```
%RF_ISSU-3-MSG_REG: RF msg reg failed: reason [dec]
```

Explanation Messages for the RF ISSU could not be registered.

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

Error Message

```
%RF_ISSU-3-MSG_SEND: RF ISSU client for session ([dec]) failed to send message
```

Explanation The RF ISSU client could not send a negotiation message to a peer.

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

Error Message

```
%RF_ISSU-3-RF_CAP_INVALID_SIZE: RF ISSU client capability list is empty.
```

Explanation RF ISSU capability list size 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/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. 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 entires)

Error Message

```
%RF_ISSU-3-RF_CAP_RESULT_INCOMP: RF ISSU client capability exchange result
incompatible.
```

Explanation RF ISSU capabilities have negotiated incompatible

Recommended Action Copy the message exactly as it appears on the 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. 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 negotiated capability)

Error Message

```
%RF_ISSU-3-RF_MSG_NOT_OK: RF ISSU msg type ([dec]) is not ok
```

Explanation RF ISSU 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 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.

Error Message

```
%RF_ISSU-3-SESSION_REG: RF session for Entity ([dec]) Registration failed
```

Explanation The RF ISSU session could not be registered.

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

Error Message

```
%RF_ISSU-3-SESSION_UNREG: RF session ([dec]) Un-Registration failed
```

Explanation The RF ISSU session could not be unregistered.

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

RIM Messages

The following are Redundant Interface Manager (RIM) messages.

Error Message

```
%RIM-3-CUTOVERINT1: cutover int on nil card [dec] [dec]
```

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

Error Message

```
%RIM-3-CUTOVERINT2: Received disabled LC management interrupt [hex]
```

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

Error Message

```
%RIM-3-GETRPSPAIR: active in illegal state [dec] [dec] [hex] [hex]
```

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

Error Message

```
%RIM-3-IDB2RPS: idb2rps failed [dec] [dec] [hex]
```

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

Error Message

```
%RIM-3-INTERNALRIM: RIM internal error, [chars] [dec] [dec]
```

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

Error Message

```
%RIM-3-PLUGIN2RCS: plugin2rcs failed [dec] [hex]
```

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

Error Message

```
%RIM-3-RCSUPDATESTDBY: RCS update on standby failed: [chars]
```

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

Error Message

```
%RIM-4-PORTSTATE: Interface [chars] changed state from [chars] to [chars]
```

Explanation A change in the state of a redundant interface has occured.

Recommended Action No action is required.

Error Message

```
%RIM-6-CHANGETORED: Changed to Redundant configuration: Active slot: [dec]/[dec]
```

Explanation Changed to redundant configuration.

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

Error Message

```
%RIM-6-REDREMOVED: Slots [dec] and [dec] redundant configuration removed
```

Explanation Removed redundant configuration.

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

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

RIP Messages

Error Message

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

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

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

RITE Messages

Error Message

`%RITE-5-ACTIVATE: Activated IP traffic export on interface [chars]`

Explanation IP traffic export has been enabled on the specified interface.

Recommended Action No action is required.

Error Message

`%RITE-5-DEACTIVATE: Deactivated IP traffic export on interface [chars]`

Explanation IP traffic export has been disabled on the specified interface.

Recommended Action No action is required.

Error Message

`%RITE-5-MODIFIED: Changed IP traffic export outbound interface from [chars] to [chars]`

Explanation The outbound interface for IP traffic export has been changed.

Recommended Action No action is required.

Error Message

```
%RLM-3-INIT: rlm %d: %s%s.
```

Explanation RLM initialization operation fails.

Recommended Action Copy the message exactly as it appears on the 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

```
%RLM-4-LINK: rlm %d: %s%s.
```

Explanation A warning is given out for a particular RLM link.

Recommended Action This is a debug message only. No action is required.

Error Message

```
%RLM-4-NOBUF: rlm %d: cannot get packet buffer for %s.
```

Explanation A rlm link cannot allocate a packet buffer.

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

Error Message

```
%RM-3-BADACCT: Unknown Accounting type (%d), flag (%d).
```

Explanation Get either invalid accounting type or flag

Recommended Action Copy the message exactly as it appears on the 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

```
%RM-3-BADCALL: Unexpected Call on %s. Current state is %d.
```

Explanation A call came in on a line where we think we still have an active call.

Recommended Action Copy the message exactly as it appears on the 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

```
%RM-3-BADRG: Bad state rg %s: %d
```

Explanation An internal software error.

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

Error Message

```
%RM-3-BOUNDARY: Memory boundary violation
```

Explanation An internal software error.

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

Error Message

```
%RM-3-NORESP: No response-code from local RM
```

Explanation An internal software error.

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

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

Error Message

```
%RM-3-OUTOFBUFFS: Out of buffers in RM event buffer queue
```

Explanation An internal software error.

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

Error Message

```
%RM-3-RGINFO: %s: RG-info conversion failed (%u).
```

Explanation An internal software error.

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

Error Message

```
%RM-3-WAVL: Wavl error
```

Explanation An internal software error.

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

Error Message

```
%RM-3-ZEROVAL: Uninitialized value being used
```

Explanation An internal software error.

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

Error Message

```
%RMON-5-FALLINGTRAP: Falling trap is generated because the value of [chars] has
fallen below the falling-threshold value [dec]
```

Explanation A falling trap has been generated.The value of the specified MIB object has fallen below the falling threshold value as configured by the **rmon alarm** command for the specified object.

Recommended Action Take appropriate action on the specified MIB object.

Error Message

```
%RMON-5-HCFALLINGTRAP: Falling trap is generated because the value of [chars] has
fallen below the fa lling-threshold hc value [int]
```

Explanation A falling trap has been generated.The value of the specified MIB object has fallen below the falling threshold value as configured by the **rmon hc-alarms** command for the specified object.

Recommended Action Take appropriate action on the specified MIB object.

Error Message

```
%RMON-5-HCRISINGTRAP: Rising trap is generated because the value of [chars]
exceeded the rising-thre shold hc value [int]
```

Explanation A rising trap has been generated. The value of the specified MIB object has exceeded the rising threshold value as configured by the **rmon hc-alarms** command for the specified object.

Recommended Action Take appropriate action on the specified object.

Error Message

```
%RMON-5-RISINGTRAP: Rising trap is generated because the value of [chars] exceeded
the rising-threshold value [dec]
```

Explanation A rising trap has been generated.The value of the specified MIB object has exceeded the rising threshold value as configured by the **rmon alarm** command for the specified object.

Recommended Action Take appropriate action on the specified object. ROUTEMAP Messages

Recommended Action The following are route map messages.

Error Message

```
%ROLLBACK_ISSU-2-GET_BUFFER: Rollback ISSU client failed to get buffer for
message. Error: %d (%s)
```

Explanation The Rollback 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/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center 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

```
%ROLLBACK_ISSU-2-INIT: Rollback ISSU client initialization failed to %s. Error:
%d (%s)
```

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

Error Message

```
%ROLLBACK_ISSU-2-SEND_NEGO_FAILED: Rollback ISSU client failed to send
negotiation message. Error: %d (%s)
```

Explanation The Rollback 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/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center 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

```
%ROLLBACK_ISSU-2-SESSION_NEGO_FAIL_START: Failed to start Rollback ISSU session
negotiation. Error: %d (%s)
```

Explanation The Rollback ISSU client failed to start session negotition.If a problem occurs with the ISSU session start, 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/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center 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)

Error Message

```
%ROLLBACK_ISSU-2-SESSION_REGISTRY: Rollback ISSU client failed to register
session information. Error: %d (%s)
```

Explanation The Rollback 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/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center 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

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

Explanation The Rollback 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/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center 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

```
%ROLLBACK_ISSU-3-MSG_NOT_OK: Rollback ISSU client 'Message Type %d' is not
compatible
```

Explanation The Rollback 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/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center 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

```
%ROLLBACK_ISSU-3-MSG_SIZE: Rollback ISSU client failed to get the MTU for Message
Type %d.Error: %d (%s)
```

Explanation The Rollback ISSU client failed to calculate the MTU for the specified message. The Rollback 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/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center 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

```
%ROLLBACK_ISSU-3-SESSION_UNREGISTRY: Rollback ISSU client failed to unregister
session information. Error: %d (%s)
```

Explanation The Rollback 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/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center 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

```
%ROLLBACK_ISSU-3-TRANSFORM_FAIL: Rollback ISSU client %s transform failed for
'Message Type %d'. Error: %d (%s)
```

Explanation The Rollback 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 Rollback 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/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center 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

```
%ROUTEMAP-4-BADTRACKOBJECTTYPE: can't track this type of object
```

Explanation Route maps support only STATE type track objects. This object is not a STATE object.

Recommended Action Reconfigure the track object to make it a STATE object.

ROUTEMAP_IPC Messages

Error Message

```
%ROUTEMAP_IPC-2-NOMEMORY: Alloc fail for route-map ipc buffer
```

Explanation Unable to malloc a buffer to send route-map configuration down to linecards.

Recommended Action Enter a show chunks command and report the output, along with this error message, to your technical support representative.

Error Message

```
%ROUTEMAP_IPC-2-ROUTEMAPNAMELENEXCEEDED: The length of route map name tag is too
long
```

Explanation The length of the route map name tag is too long for IPC. The receiver has a 256-character limit for the route map name tag.

Recommended Action Use a route map name tag that has no more than 256 characters.

Error Message

```
%ROUTEMAP_IPC-2-WRONGREQUEST: Invalid request to allocate chunk of size [dec]
```

Explanation An invalid chunk size allocation has been entered.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the show chunks command to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show chunks command output, contact your Cisco technical support representative and provide the representative with the gathered information.

RPA Messages

The following are Resource Pool Allocation (RPA) messages.

Error Message

```
%RPA-3-FLEXIBLE: [chars]
```

Explanation This message is displayed for all error messages that use ASCII text and do not take any parameters. The error message describes the problem in further detail.

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

Error Message

```
%RPA-3-NO_CAS_ENTRY: CAS Entry does not exist for slot: [dec], ctrl:[dec],
channel:[dec]
```

Explanation The Channel Associated Signaling (CAS) entry does not exist for the controller and the channel specified in the message.

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

Error Message

```
%RPA-3-UNKNOWN_MSG: Unknown message type [dec] enqueued to RPA CAS Process
```

Explanation A message type that is unknown to the Channel Associated Signaling (CAS) process has been enqueued.

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

RPC Messages

Error Message

```
%RPC-2-6: Recovered from RPC send failure for request [chars]. Resending request.
```

Explanation The communication error occurred during an RPC request. RPC will retry.

Recommended Action No action is required.

Error Message

```
%RPC-2-APPNOTREG: Remote application '%s' not registered
```

Explanation The remote application has not registered itself with the RPC 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/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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%RPC-2-FAILED: Failed to send RPC request %s (fatal)
```

Explanation The communication error occurred during an RPC request. The user will do the error handling

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

Error Message

```
%RPC-2-NOMEM: No memory available for %s
```

Explanation The RPC subsystem could not obtain the memory it needed.

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

Error Message

```
%RPC-2-NOSUCH: The referenced RPC application (%d) does not exist
```

Explanation A message was received for a non-existent RPC application.

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

Error Message

```
%RPC-2-NOTREADY: The referenced RPC application (%d,%s) is not ready
```

Explanation A message was received for an RPC application that is not ready.

Recommended Action Copy the message exactly as it appears on the 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%RPC-2-RETRY: Recovered from RPC send failure for request [chars]. Resending
request.
```

Explanation A communication error has occurred during an RPC request.

Recommended Action No action is required. RPF Messages

Recommended Action The following are multicast RPF messages.

Error Message

```
%RPC-3-ARRAYSIZE: Requested size ([dec]) exceeds the maximum size of the variable
array '[chars]' ([dec]) for RPC request [chars]:[chars]
```

Explanation An application has specified a variable array that is larger than the maximum allowed for that variable array. The supplied array is truncated to the maximum before the RPC request is sent.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show rpc application** command to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show rpc application** command output, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. RP_MLP Messages

Recommended Action The following are distributed Point-to-Point Protocol (PPP) Multilink messages.

Error Message

```
%RPC-4-BADID: Application ID %d is invalid
```

Explanation The application ID used by the RPC subsystem 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/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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%RPC-4-DUPREG: Application '%s' is already registered
```

Explanation The application has already registered itself with the RPC 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/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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%RPC-4-TOOMANY: Too many RPC applications, '%s' not registered
```

Explanation There are too many applications registered with the RPC 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/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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

RPF Messages

Error Message

```
%RPF-4-RADIXINIT: Error initializing the MVRF select radix tree
```

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

Error Message

```
%RPF-4-RADIXINSERT: Error inserting a new entry into the MVRF select radix tree
```

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

Recommended Action The following are Distributed Point-to-Point Protocol (PPP) Multilink messages.

Error Message

```
%RPM-3-LVCSTUCK: LVC (vcd = [int]) stuck with [int] buffers held.
```

Explanation The LVC of the MPLS subinterface is stuck. This condition can affect the outgoing traffic through this LVC.

Recommended Action Enable the auto-SAR recovery and auto-LVC recovery features for so that the system will automatically recover from the LVC stuck situation. Otherwise, manually clear the Switch1 interface using CLI commands.

Error Message

```
%RPM-3-MPLSPTR: Error setting MPLS pointers for the interface [chars].
```

Explanation The congestion pointers for the interface could not be set, because there are two MPLS interfaces already configured.

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

Error Message

```
%RPM-3-NOMAC: Can't allocate MAC address for interface %u/%u
```

Explanation MAC address allocation failed because of an incorrect slot and port combination, which exceeds the maximum available 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/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%RPM-4-CDINFOSNDFAIL: Sending [chars] info to pxm failed.
```

Explanation The card information could not be successfully sent to the PXM.

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

Error Message

```
%RPM-4-COOKIE: Corrupt or missing MAC address cookie using random base %e
```

Explanation The contents of MAC address EEPROM are invalid. The system is providing random MAC addresses

Recommended Action Copy the message exactly as it appears on the 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

```
%RPM-4-LVCRECOVER: vcd [int] holds [int] buffers.
```

Explanation The LVC of the MPLS subinterface is stuck. The system will recover by itself because the auto-SAR recovery and auto-LVC recovery features are enabled.

Recommended Action Check if the system recovers automatically and traffic flows in both directions through the LVC corresponding to the VCD. Otherwise, clear the Switch1 interface using CLI commands and check to see if the LVC recovers. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%RPM-4-NOCPUVER: Invalid CPU ID, assuming revision 1
```

Explanation The CPU ID could not be read from the EEPROM. This 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/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

```
%RPM-4-PCIVALID: PCI activation failed, bay %d, 0x%x
```

Explanation The system received an invalid PCI signal from the port adapter. This 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/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

```
%RPM-4-SUBIFNOSHUT: Sub-interface Switch1.%d, changed state to up.
```

Error Message

```
%RPM-4-SUBIFSHUT: Sub-interface Switch1.%d, changed state to administratively
down.
```

Error Message

```
%RPM-5-SUBIFNOSHUT: Sub-interface Switch1.[dec], changed state to up.
```

Explanation The switch subinterface has been activated via user-entered CLI.

Recommended Action No action is required.

Error Message

```
%RPM-5-SUBIFSHUT: Sub-interface Switch1.[dec], changed state to administratively
down.
```

Explanation The switch subinterface has been deactivated via user-entered CLI.

Recommended Action No action is required.

Error Message

```
%RPM-6-SWIFCLR: Clear interface done on interface Switch1
```

Explanation The user has entered commands to clear the Switch1 interface, and the action has completed successfully.

Recommended Action No action is required.

RPMXF Messages

Error Message

```
%RPMXF-1-DISCOVER_ENET: Failed to init Ethernet device [dec]
```

Explanation The Cisco IOS software could not initialize.

Recommended Action Power down, reseat the interface card, 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

```
%RPMXF-1-DISCOVER_SAR: Failed to init SAR device [dec]
```

Explanation The Cisco IOS software could not initialize.

Recommended Action Power down, reseat the interface card, 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

```
%RPMXF-2-BADINTERFACE: Out of range Card interface, [dec] on slot [dec]
```

Explanation The software specified an out-of-range card interface.

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

Error Message

```
%RPMXF-2-BADRSRCNUM: Invalid resource number from PXF ([dec]). (PLEASE REPORT
THIS!)
```

Explanation The PXF hardware diversion path specified an invalid resource number.

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

Error Message

```
%RPMXF-2-BADSLOT: Out of range card slot index[dec]
```

Explanation The software specified an out-of-range card slot index.

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

```
%RPMXF-2-BADSLOTSUBSLOT: Out of range card slot/subslot pair[dec]/[dec]
```

Explanation The software specified an out-of-range card slot or subslot pair.

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

```
%RPMXF-2-CARDRECUR: Recursive loop while getting the daughtercard info for card
type [dec]
```

Explanation While retrieving the daughter card information for the chassis MIB, the platform SNMP code has gone into an infinite loop.

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

```
%RPMXF-2-INITFAIL: Platform initialization failure: [chars]
```

Explanation Critical error message indicating a failure in the platform initialization that will likely result in the platform failing to boot correctly.

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

Error Message

```
%RPMXF-2-PROCFAILED: Unable to create system process, [chars]
```

Explanation An internal RPM-XF 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

```
%RPMXF-2-SWFPGA: Humvee SICB QFull Error Delta Value: [dec] and SWFPGA PHY0 High
CPS [int], Reloading card to recover
```

Explanation The SICB queue error reached the threshold value and the slot 1 traffic rate exceeded the OC-24 rate.

Recommended Action The card reloads automatically to recover from the errors in the hardware components: swfpga and humvee. No action is required.

Error Message

```
%RPMXF-3-CARD_SLOT_MISMATCH: Card type [hex] not allowed in slot [dec]/[dec].
```

Explanation The card type is not supported in the specified slot.

Recommended Action Remove the card from the slot.

Error Message

```
%RPMXF-3-CONFIG: Recommended port adapter configuration exceeded
```

Explanation The total bandwidth of fast and medium bandwidth port adapters exceed the rated capacity of this system.

Recommended Action Refer to the configuration guidelines for the maximum allowed high and medium bandwidth port adapters for the system.

Error Message

```
%RPMXF-3-DEACTIVATED: card in slot [dec] disabled.
```

Explanation The card is being deactivated.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the show tech-support command to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show tech-support command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%RPMXF-3-GT_MULTI_BIT_ECC: RPM-XF GT multi-bit ECC error, addr = [hex]
```

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

Error Message

```
%RPMXF-3-INTERNAL: RPM-XF internal error, [chars]
```

Explanation An internal RPM-XF 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

```
%RPMXF-3-IPC: [chars]: IPC Failure
```

Explanation An interprocess communication error has occurred. Additional details on the nature of the error are provided in the error message text.

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

```
%RPMXF-3-NOACK: Access to [chars] temperature sensor failed
```

Explanation An attempt to access to the chassis temperature sensor has failed.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the show tech-support command to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show tech-support command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%RPMXF-3-NOMAC: Can't allocate MAC address for interface [int]/[int]
```

Explanation An attempt to allocate a MAC address has failed because of an incorrect slot and port combination. The slot and port combination exceeds the maximum configured value.

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

```
%RPMXF-3-NOMEM: OUT of Memory: [chars]
```

Explanation The software was unable to allocate memory for the interface specified in the error message. A possible reason for this condition is that the system has exhausted its memory.

Recommended Action Reload the router to free up memory. Copy the error message exactly as it appears on the console or in the system log. Issue the show tech-support command to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show tech-support command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%RPMXF-3-PCIERR: RPM-XF pci error, [chars]
```

Explanation Internal RPM-XF error.

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

Error Message

```
%RPMXF-3-PLUGIN_UNKNOWN: Unknown card type [hex] in slot [dec]/[dec].
```

Explanation The card in the specified slot is not a known type. This condition might be due to a hardware 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

```
%RPMXF-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 is not yet installed. This error should be self-correcting but can indicate either a hardware or a software problem. If the error is caused by a hardware problem, further problems are to be expected. If the error is caused by a software problem, certain types of error and alarm conditions may be left undetected.

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. RPMXF_QOS_GENERAL Messages

Recommended Action The following are RPMXF quality of service (QoS) messages.

Error Message

```
%RPMXF-4-COOKIE: Corrupt or missing MAC address cookie using random base [enet]
```

Explanation The MAC address information provided by the controller card is invalid. The controller card may not have provided a MAC address. The system is using a random MAC 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

```
%RPMXF-4-GT_SINGLE_BIT_ECC: RPM-XF GT single-bit ECC error, addr = [hex]
```

Explanation Galileo single-bit ECC error reported and corrected.

Recommended Action No action is required.

Error Message

```
%RPMXF-4-MACBLKSIZE: Unknown MAC address block size.
```

Explanation The data stored in the midplane is invalid or incomplete.

Recommended Action Contact your Cisco technical support representative to update your system.

Error Message

```
%RPMXF-4-NOCPUVER: Invalid CPU ID, assuming revision 1
```

Explanation The CPU ID could not be read from the EEPROM. This condition is probably due to a hardware 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

```
%RPMXF-4-PCIVALID: PCI activation failed, slot [dec], [hex]
```

Explanation the system has received an invalid PCI signal from the port adapter. This condition might be due to a hardware 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

```
%RPMXF-4-STR_TRUNCATED: [chars] too long: Truncated to [int] characters
```

Explanation String is truncated in dsprevs and in show rpm cdmgmt scmExtPollInfo.

Recommended Action No action is required.

Error Message

```
%RPMXF-4-TEST: Test command no. [dec] executed by user
```

Explanation The test message command has been executed.

Recommended Action No action is required.

Error Message

```
%RPMXF-6-ACTIVATED: card in slot [dec] enabled.
```

Explanation The card is being activated.

Recommended Action No action is required.

Error Message

```
%RPMXF-6-SWIFCLR: Clear interface done on interface Switch1
```

Explanation Clear interface has been performed on inteface Switch1.

Recommended Action No action is required.

Error Message

```
%RPMXFEVENTMGR-1-CRITICAL_FAULT: [chars], Restarting IOS
```

Explanation A critical fault has occurred. The system is now performing a crash dump.

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

```
%RPMXFEVENTMGR-1-IRONBUS_FAILURE: [chars], Restart Failed([hex]). Resetting line
card.
```

Explanation An ironbus fault has occurred. The ironbus failed to restart.

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

```
%RPMXFEVENTMGR-1-IRONBUS_FAULT: [chars], Restarting Ironbus
```

Explanation An ironbus fault has occurred. The ironbus is now being restarted.

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

```
%RPMXFEVENTMGR-1-IRONBUS_REOCCURRING: [chars], Resetting line card.
```

Explanation An ironbus fault has reoccurred.

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

```
%RPMXFEVENTMGR-1-IRONBUS_SUCCESS: [chars], Restart Successful
```

Explanation An IronBus fault has occurred. The IronBus restarted successfully.

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

```
%RPMXFEVENTMGR-1-MAJOR_FAULT: [chars], Restarting PXF
```

Explanation A major fault has occurred. The PXF complex is being restarted.

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

```
%RPMXFEVENTMGR-1-MINOR_FAULT: [chars]
```

Explanation A threshold for a minor event has been reached.

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

```
%RPMXFEVENTMGR-1-MINOR_REOCCURRING: [chars]
```

Explanation A minor fault is reoccurring.

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

```
%RPMXFEVENTMGR-1-SBE_DEBUG: Address: [hex], Who: [hex], Data With ECC  : [hex]
[hex] [hex] [hex], Data w/o ECC  : [hex] [hex] [hex] [hex]
```

Explanation This message presents debug data for single-bit correctable errors.

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

Error Message

```
%RPMXFEVENTMGR-3-PXF_CRASHINFO_FAIL: Failed to write PXF debug information.
```

Explanation PXF debugging information could not be written. The device on which the write was attempted is likely out of free space, or the write has encountered some other error.

Recommended Action Free up some space on the device to which the PXF debugging information will be written.

Error Message

```
%RPMXFEVENTMGR-3-SAR_CRASHINFO_FAIL: Failed to write SAR debug information.
```

Explanation PXF debugging information could not be written. The device on which the write was attempted is likely out of free space, or the write has encountered some other error.

Recommended Action Free up some space on the device to which the SAR debugging information will be written.

Error Message

```
%RPMXFEVENTMGR-3-SAR_RESETINFO_FAIL: Failed to write SAR debug information.
```

Explanation SAR debugging information could not be written to the target device.

Recommended Action SAR debugging information could not be written to the target device. Enter show bootflash: to find free space left on the target device. If you require further assistance, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

`%RPMXFEVENTMGR-4-PXF_CRASHINFO: Writing PXF debug information to [chars].`

Explanation A file containing information useful for diagnosing a PXF restart is being written.

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

Error Message

`%RPMXFEVENTMGR-4-SAR_CRASHINFO: Writing SAR debug information to [chars].`

Explanation A file containing information useful for diagnosing a SAR restart is being written.

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

Error Message

`%RPMXFEVENTMGR-4-SAR_RESETINFO: Writing SAR debug information to [chars].`

Explanation A file containing information useful for diagnosing a SAR restart is being written.

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

Error Message

`%RPMXF_CEF-3-MALLOC_FAILURE: [chars]`**Explanation** An error has occurred during memory allocation.

Recommended Action This is an informational message only. No action is required.

Error Message

`%RPMXF_CEF-3-NULL_DS: [chars]`**Explanation** This message indicates that the data structure is null.

Recommended Action This is an informational message only. No action is required.

Error Message

`%RPMXF_CEF-3-OUTOFBOUND: [chars] : [hex]` **Explanation** The given value is out of bounds.

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

Recommended Action The following are Route Processor Module Express Forwarding DMLP configuration messages.

Error Message

`%RPMXF_DMLP-4-ERR_CFG_EVENT: Reason: '[chars]'; PXF did not add link '[chars]' to bundle '[chars]'`

Explanation RPM-XF MLP has been misconfigured.

Recommended Action Check the configuration for the Multilink interface that was reported in the error message.Verify that there is not more than one link on this Multilink bundle. RPM-XF supports only one link per MLP bundle. RPMXFEVENTMGR Messages

Recommended Action The following are Route Processor Module Event Manager messages.

Error Message

`%RPMXF_QOS_GENERAL-3-EREVENT: Error @ [chars]:[dec]`

Explanation This message provides general error information that is used for sanity tests.

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

Recommended Action The following are RPMXF PXF Queueing Configuration messages.

Error Message

`%RPMXF_QOS_GENERAL-3-ERSHAPE: Traffic shape not allowed with sar_based_cbwfq.Installation of policy [chars] failed on interface [chars]`

Explanation Error message - could not attach policy map.

Recommended Action No action is required.

Error Message

```
%RPMXF_QOS_GENERAL-4-NOTEVENT: Interface bandwidth should be atleast 8000 bps for
policing to happen. Skipping police parameter update on interface: [chars]
```

Explanation Error message -The rpmxf toaster requires the bandwidth of the interface to be at least 8 Kbps for policing to happen. However, in any case due to dynamic bandwidth feedback the interface bandwidth can be adjusted to 4 Kbps.

Recommended Action No action is required. RPMXF_QUEUE_CFG_GENERAL Messages

Recommended Action The following are RPMXF PXF Queing Configuration messages.

Error Message

```
%RPMXF_QUEUE_CFG_GENERAL-3-EREVENT: Error @ [chars]:[dec]
```

Explanation This message provides general error information that is used for sanity tests.

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

Recommended Action The following are RPMXF Toaster messages.

Error Message

```
%RPMXF_QUEUE_CFG_STR-3-EREVENT: [chars] [chars]
```

Explanation General error to be used for sanity tests.

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

Recommended Action The following are RPMXF PXF messages.

Error Message

```
%RPMXF_TOASTER-0-FP_ERROR: FP Init error: [chars]
```

Explanation The FP board is not working properly or it is not compatible with the Cisco IOS software image running on the system.

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

```
%RPMXF_TOASTER-0-FP_REV: FP rev [dec].[dec] is [chars], require at least
[dec].[dec]
```

Explanation This Cisco IOS image is incompatible with the hardware revision of the FP board, or the FP board is supported, but with software workarounds for certain hardware problems. In the first case, the software will not complete the boot process; in the second case, the software will run but may exhibit unexpected behavior.

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

```
%RPMXF_TOASTER-0-FP_TYPE: FP type [dec] is [chars]
```

Explanation This Cisco IOS image is incompatible with the hardware type of the FP board.

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

```
%RPMXF_TOASTER-2-DOWNLOAD: [chars]: Toaster microcode image [chars]: could not be
downloaded.
```

Explanation The Toaster microcode could not be downloaded. This condition could be due to an already corrupted image or to a software or hardware problem.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the show tech-support command to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show tech-support command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%RPMXF_TOASTER-2-DUMP: RPMXF Toaster has crashed, attempting to write core
file(s)....
```

Explanation The RPMXF Toaster has crashed because of an exception. Depending on the current system configuration, one or more core files will be generated.

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

```
%RPMXF_TOASTER-2-DWNLOAD: Could not download the microcode into PXF processor @
column [dec] row [dec].
```

Explanation A problem has occurred that prevented microcode from being downloaded to the toaster. This condition could be caused by either a software or a hardware problem.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the show tech-support command to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show tech-support command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%RPMXF_TOASTER-2-HDRCORRUPT: Toaster microcode header of image [chars] has been
corrupted, expected [hex], got [hex].
```

Explanation The Toaster microcode appears to be corrupted. This condition could be due to an already corrupted image or, less likely, a software problem.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the show tech-support command to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show tech-support command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%RPMXF_TOASTER-2-IMAGE: Toaster microcode image [chars]: could not be read.
```

Explanation The Toaster microcode could not be read. This condition could be due to an already corrupted image or, less likely, a software problem.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the show tech-support command to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show tech-support command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%RPMXF_TOASTER-2-INCOMPAT: This microcode image is incompatible with this Cisco
IOS image.
```

Explanation The signature in the microcode image does not match the signature in the Cisco IOS software image.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the show tech-support command to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show tech-support command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%RPMXF_TOASTER-2-METADATA: Toaster microcode meta-data [chars]: [chars], in file:
[chars].
```

Explanation The Toaster microcode appears to be corrupted. This condition could be due to an image that is already corrupted or, less likely, a software problem.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the show tech-support command to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show tech-support command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%RPMXF_TOASTER-2-OPER: Toasters not operational: [chars]
```

Explanation The Toaster clients could not be made operational. This condition could be caused by either a software or a hardware problem.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the show tech-support command to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show tech-support command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%RPMXF_TOASTER-2-ROW: Toaster microcode header of image [chars] doesn't match
block [chars], row [dec] not row [dec].
```

Explanation The Toaster microcode appears to be corrupt. This problem could be occurring because an image is already corrupted, or less likely, because of software.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the show tech-support command to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show tech-support command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%RPMXF_TOASTER-2-STALL: Toaster Stall detected
```

Explanation The RPMXF toaster driver has detected a toaster stall condition.

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

```
%RPMXF_TOASTER-2-START: Toasters not started: memory state: [dec], expected [dec].
```

Explanation The Toaster clients could not be started. This condition could be due to either a software or a hardware problem.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the show tech-support command to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show tech-support command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%RPMXF_TOASTER-2-TDB: Could not find control block for Toaster image [chars].
```

Explanation A software error has occurred that prevented the control block representing this Toaster from being located.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the show tech-support command to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show tech-support command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%RPMXF_TOASTER-2-UNUSABLE: No usable Toaster microcode
```

Explanation No usable Toaster microcode could be loaded. This condition could be due to an already corrupted image or to a software or hardware problem.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the show tech-support command to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show tech-support command output, contact your Cisco technical support representative and provide the representative with the gathered information. RPMXFEVENTMGR Messages

Recommended Action The following are Event Manager subsystem messages.

Error Message

```
%RPMXF_TOASTER-5-DNLD_DONE: PXF download complete, PXF operational, time elapsed
[time-stamp]
```

Explanation The PXF microcode has been successfully downloaded and started. The PXF forwarding engine is now configured and operational. The time elapsed begins when the "DNLD_START" message is received.

Recommended Action No action is required. This is a normal activity at Cisco IOS boot time or after a fatal PXF error has occurred.

Error Message

```
%RPMXF_TOASTER-5-DNLD_START: Downloading PXF Microcode [chars], version=[chars],
[chars]
```

Explanation The platform code is starting to download a PXF microcode image.

Recommended Action No action is required. This is a normal activity at Cisco IOS boot time or after a fatal PXF error has occurred.

Error Message

```
%RPMXF_TOASTER-5-REDNLD: PXF download requested during PXF download
```

Explanation A PXF restart and download was requested while the previous download was still in progress. This condition is typically caused by an exception during the restart. Another restart and download will be started as soon as the current one is complete.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the show tech-support command to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show tech-support command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%RPM_BKCD-3-PXM_UPDATE: Back card line update to PXM failed/timedout: [chars]
Error  : [dec]
```

Explanation Back card line update from to PXM failed or timedout.Check for any error message in the PXM logs. Also verify whether dspcd command shows the correct information for this front card

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

Recommended Action The following are RPM Bulk messages.

Error Message

```
%RPM_BULK-3-ADDERR: Cannot add file [chars]. File Index [hex] Error [dec]
```

Explanation The bulk file entry could not be added to the MIB table.

Recommended Action Check to see if this error is due to an invalid value being used for setting the object or due to an incorrect row status for setting the object. 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/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%RPM_BULK-3-ADDOBJECTERR: Cannot add object. File [hex]. Object [dec]. Error [dec]
```

Explanation The bulk file object entry could not be added to the MIB table.

Recommended Action Check to see if this error is due to an invalid value being used for setting the object or due to an incorrect row status for setting the object. 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/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%RPM_BULK-3-CREATEABORT: File Index [hex] error state [hex]
```

Explanation The bulk file could not be created. The error detail is defined in the MIB variable cbfStatusFileState of the CISCO-BULK-FILE-MIB.my MIB.

Recommended Action If file state specified by the MIB object cbfStatusFileState shows an error state (if the state displays a value in the range 4 through 9), copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%RPM_BULK-3-DEFSETERR: Cannot set Bulk File definitions. Error [dec]
```

Explanation An error occurred while bulk file definitions were being set.

Recommended Action Check if this error is due to an invalid value being used for setting the object. 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/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%RPM_BULK-3-PARTCNFERR: Cannot set partial config. File [hex], Object [hex], size
[hex], Error [dec]
```

Explanation An error occurred while the bulk file partial configuration was being set.

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

Error Message

```
%RPM_BULK-3-STATSETERR: Cannot set Bulk File stats objects. Error [dec]
```

Explanation An error occurred while bulk file status objects were being set.

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

Error Message

```
%RPM_BULK-3-TRAPBAD: Bad file index. File Index [hex] state [hex] reason [hex]
```

Explanation The bulk file trap could not be sent because a file index is corrupt or invalid.

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

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

Error Message

```
%RPM_BULK-3-TRAPERR: Cannot generate trap. File Index [hex] state [hex] reason
[hex] error [hex]
```

Explanation The bulk file trap could not be sent. The system message text on the console or in the system log provides additional details on the nature of the 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/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.
RPM_CONFIG_COPY Messages

Recommended Action The following are RPM Config Copy feature messages.

Error Message

```
%RPM_BULK-5-CREATEDONE: [chars]. File Index [hex]
```

Explanation The bulk file transfer is completed.

Recommended Action No action is required.

Error Message

```
%RPM_BULK-5-CREATESTARTED: File Index [hex]
```

Explanation The bulk file is opened and the file transfer is started.

Recommended Action No action is required.

Error Message

```
%RPM_BULK-5-GENINFO: [chars]
```

Explanation General information.

Recommended Action No action is required.

Error Message

```
%RPM_BULK-5-GOACTV: Received GO ACTIVE.
```

Explanation The RPM bulk process received a "GO ACTIVE" event.

Recommended Action No action is required.

Error Message

```
%RPM_BULK-5-GOREADY: Process initialization is done. Wait for Events.
```

Explanation The RPM bulk process is ready to process events,

Recommended Action No action is required.

Error Message

```
%RPM_BULK-5-GOSTBY: Received GO STANDBY
```

Explanation The RPM bulk process received a "GO STANDBY" event.

Recommended Action No action is required.

Error Message

```
%RPM_BULK-5-INIT: Initialize process
```

Explanation The RPM bulk process has entered its initialization phase.

Recommended Action No action is required.

Error Message

```
%RPM_BULK-5-POPULATED: Configurations are populated in MIB tables.
```

Explanation The RPM bulk file configurations have been initialized.

Recommended Action No action is required.

RPM_CONFIG_COPY Messages

Error Message

```
%RPM_CONFIG_COPY-3-CCOPYFAILED: Snmp Config Copy Set
Failed:Index([hex])State([dec])Fail Cause([dec])
```

Explanation The configuration copy set operation has failed while writing the memory to storage. One possible reason is that there is not enough memory space where the file was to be copied. This condition could be critical.

Recommended Action Enter the following commands on the RPM and copy the output: show flash dir nvram

Recommended Action show bootvar s

Recommended Action show running-config

Recommended Action show log

Recommended Action debug rpm configCopy status

Recommended Action Enter the following commands on the PXM

Recommended Action dsplog

Recommended Action dspcds

Recommended Action Enter the shellicon command on the PXM, and then enter printAllConfigCopyTable.

Recommended Action Change the directory to E://RPM, and enter the ll command.

Error Message

```
%RPM_CONFIG_COPY-3-CCOPYINDEX: Snmp Config Copy Get Request invalid index rcv/sav
[dec]/[dec]
```

Explanation An invalid index has been passed in a configuration copy get request.

Recommended Action This condition is not critical. However, the PXM should not forward this request when the index is invalid. One possible reason for this error is that a debug command has been issued. Enter the following commands on the RPM and copy the output:

Recommended Action –show flash

Recommended Action –dir nvram

Recommended Action –show bootvar s

Recommended Action –show running-config

Recommended Action –show log

Recommended Action –debug rpm configCopy status

Recommended Action Enter the following commands on the PXM :

Recommended Action –dsplog

Recommended Action –dspcds

Recommended Action –Enter the shellicon command on the PXM, and then enter printAllConfigCopyTable.

Recommended Action –Change the directory to E ://RPM, and enter the ll command.

Error Message

```
%RPM_CONFIG_COPY-3-CCOPYINPROGRESS: Snmp Config Copy Set Request: Config Copy
already in Progress.
```

Explanation The SNMP configuration copy set request has issued an error for a SET operation because one Config Copy operation was already in progress. Only one configuration copy entry is supported at a time on the RPM.

Recommended Action This condition is not critical. However, the PXM should not forward this request when one configuration copy request is already in progress. One possible reason for this error is that a debug command has been issued. Enter the following commands on the RPM and copy the output:

Recommended Action –show flash

Recommended Action –dir nvram

Recommended Action –show bootvar s

Recommended Action –show running-config

Recommended Action –show log

Recommended Action –debug rpm configCopy status

Recommended Action Enter the following commands on the PXM :

Recommended Action –dsplog

Recommended Action –dspcds

Recommended Action –Enter the shellicon command on the PXM, and then enter printAllConfigCopyTable.

Recommended Action –Change the directory to E ://RPM, and enter the ll command.

Error Message

```
%RPM_CONFIG_COPY-3-CCOPYINVSRC: Snmp Config Copy Set Failed: Invalid
Source([dec])or Dest File([dec])
```

Explanation An invalid source or destination type has been requested. The system can only support a source type of running-configuration (type 4), or a destination type of startup-configuration (type 3).

Recommended Action This condition is not critical. However, the PXM is not supposed to forward this request when the source and destination types are incorrect. One possible reason for this error is that a debug command has been issued. Enter the following commands on the RPM and copy the output:

Recommended Action –show flash

Recommended Action –dir nvram

Recommended Action –show bootvar s

Recommended Action –show running-config

Recommended Action –show log

Recommended Action –debug rpm configCopy status

Recommended Action Enter the following commands on the PXM :

Recommended Action –dsplog

Recommended Action –dspcds

Recommended Action –Enter the shellicon command on the PXM, and then enter printAllConfigCopyTable.

Recommended Action –Change the directory to E ://RPM, and enter the ll command.

Error Message

```
%RPM_CONFIG_COPY-3-CCOPYNULLDATA: Config Copy Error: received NULL message
```

Explanation An error has occurred during the copying of the configuration file. A null message has been returned.

Recommended Action This condition is not severe. Check to see if any configuration copy request was made. Enter the dsplog command on the PXM, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. RPM_RED Messages

Recommended Action The following are Route Processor Module (RPM) redundancy messages.

Error Message

```
%RPM_CONN_MGMT-3-NO_MEM: Failed to add connection with vpi/vci: [dec]/[dec]
```

Explanation The message indicates that enough memory is not available onthe system.

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

Error Message

```
%RPM_CONN_MGMT-4-MASTERSHIP: Cannot modify the mastership on the connection with
vpi/vci: [dec]/[dec]
```

Explanation Trying to reconfigure the existing switch connection which was configured earlier as master or slave.

Recommended Action Delete the existing switch connection and re-configure it to either master or slave connection

Error Message

```
%RPM_CONN_MGMT-4-NO_ATMPVP: Failed to add a switched virtual path connection with
vpi:[dec]
```

Explanation There is no pvp configuration. Before configuring the switchpvp connection, use atm pvp command to create a VPC.

Recommended Action Create a PVP by entering the command atm pvp .

Error Message

```
%RPM_CONN_MGMT-4-NO_VPIVCI: Failed to add connection with vpi/vci: [dec]/[dec]
```

Explanation There is no PVC configuration. Before configuring the switchconnection, a PVC needs to be added under the sub intf.

Recommended Action Create a PVC by entering the pvc vpi/vci command on the switch interface.

Error Message

```
%RPM_CONN_MGMT-4-OUTOFRSRCPART: Configured swconn with vpi/vci: [dec]/[dec] is
out of resource partition
```

Explanation The vpi/vci pair used to configure the switch connection does not fall in the vpi/vci range configured on the resource partition.

Recommended Action Choose the vpi/vci pair to create a connection from the rsrc range configured on the switch partition (or) modify the vpi, vci range on the switch partition.

Error Message

```
%RPM_CONN_MGMT-4-REMATMADDR: Cannot change the remote atm address of the existing
swconn withvpi/vci: [dec]/[dec]
```

Explanation Trying to change the remote ATM address configured on a existingswitch connection.

Recommended Action Delete the existing swconn and re-configure the switch connection with the desired remote ATM address. RP_MLP Messages

Recommended Action The following are Distributed PPP Multilink messages.

Error Message

```
%RPM_CONN_MGMT-6-CONN_STATUS: Number of connections in inSynch: [dec], failed:
[dec], timed out: [dec], mismatch: [dec], Only on RPM  : [dec], Not on RPM  : [dec]
```

Explanation This is an informational message about the synchronization status of all the switch connections configured on the system.

Recommended Action No action is required.

RPM_RED Messages

Error Message

```
%RPM_RED-3-CRYPTO_ERR: [chars]
```

Explanation An error was encountered by the RPM crypto module.

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

Error Message

```
%RPM_RED-3-FILE_COPY: [chars] source_file = [chars]. destination_file = [chars]
```

Explanation The copying of the file to the running configuration (running-config) or the copying of the file to boot flash 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

```
%RPM_RED-3-IPCERR: [chars] Error String = [chars]. Error Code = [dec]
```

Explanation The RCP or IPC request to PXM has failed or has been rejected by the PXM.

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

Error Message

```
%RPM_RED-3-REDERR: An unexpected FW error has occured. [chars]. [chars]
```

Explanation An unexpected firmware 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

```
%RPM_RED-3-STATE_ERR: [chars] Current State = [dec]
```

Explanation The PXM has requested the card to go to a new state from the current state and transitions cannot occur. This error should not occur.

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. RPM_VIRTUAL_PORT Messages

Recommended Action The following are Route Processor Module (RPM) virtual port messages.

Error Message

```
%RPM_TRAP_CLIENT-3-SEQ_MISMATCH: Sequence Number Mismatch Expected [dec] ,
Received [dec]
```

Explanation Sequence number received does not match the expected value.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show rpm trapclient ctrlblk, show rpm trapclient stats, and the show rpm ssi task trap client taskid commands to gather data that may help identify the nature of the

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

Recommended Action The following are RPM Virtual Port messages.

Error Message

```
%RPM_VIRTUAL_PORT-3-CLRALLCNF_DELETE_FILE: ERROR  : clrAllCnf --- Fail to delete
clrAllCnf file on PXM C  : disk ... Please delete file manually by doing delete
c:auto_config_slot%d.
```

Explanation This error indicates that the re-configuration request to PXM has failed, timed out, or been rejected by PXM.

Recommended Action In the case of the failure or time-out the connection's state will be set to TIMEOUT and the resync process will periodically attempt to update PXM. In the case where the request is rejected by PXM the connection state will be set to FAILED until the connection is deleted or re-configured.

Error Message

```
%RPM_VIRTUAL_PORT-3-CLRALLCNF_NVRAM: ERROR  : clrAllCnf --- Fail to write to
NVRAM. NOTE  : Configuration in NVRAM is not cleaned up.
```

Error Message

```
%RPM_VIRTUAL_PORT-3-CONNDEL: %s
```

Explanation This error indicates that the delete request to PXM has failed, timed out, or been rejected by PXM.

Recommended Action In the case of the failure or time-out the connection's state will be set to TIMEOUT and the resync process will periodically attempt to update PXM. In the case where the request is rejected by PXM (which should never occur) Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message

```
%RPM_VIRTUAL_PORT-3-CONNUPDATE: %s
```

Error Message

```
%RPM_VIRTUAL_PORT-3-IPCERR: %s Error String = %s. Error Code = %d
```

Explanation The rpc/ipc request to PXM has failed or been rejected by PXM.

Recommended Action If the error message indicates rpc-timeout, the last command must be retried later. For other error cases copy the error message exactly as it appears, and report it to your technical support representative.

Error Message

```
%RPM_VIRTUAL_PORT-3-IPCPAK: %s Message size = %d
```

Explanation The ipc_get_pak_message failed. This could be due to the insufficient memeory.

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

Error Message

```
%RPM_VIRTUAL_PORT-3-IPCSIZE: %s Message size = %d
```

Explanation The error message indicates that the size of the message which is supposed to be sent to PXM or is received from PXM is too big.

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

Error Message

```
%RPM_VIRTUAL_PORT-3-RPCREQERR: %s request_type = %d
```

Explanation The rpc request from Virtual-Port or Resync process is not valid. This error should never occur

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

Error Message

```
%RPM_VIRTUAL_PORT-3-VRTLERR: An unexpected FW error has occured. %s
```

Explanation An unexpected FW error has occured

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

Error Message

```
%RPM_VIRTUAL_PORT-3-VRTLINFO: [chars]
```

Explanation This is an informational message from the RPM Virtual Port Module.

Recommended Action The message is for informational purposes only. No action is required.

RPS Messages

The following are redundant power system messages.

Error Message

```
%RPS-3-DCOUTPUTVOLTFAIL: System detected Redundant Power System DC Output Voltage
failure condition.
```

Explanation The Redundant Power System experienced a DC Output Voltage failure condition in one of the power supplies.

Recommended Action One of the DC outputs has failed on the Redundant Power Supply. For 3600 and 2600 Redundant Power supplies, DC Status LED on the front of the Power Supply will identify which DC output has failed. For 5300 Redundant Power Supply, DC OK LED on the front of the Power Supply will identify which DC output has failed. When there is a DC failure, you need to replace the Redundant Power Supply.

Error Message

```
%RPS-3-DCOUTPUTVOLTOK: Redundant Power System DC Output Voltage condition is now
normal
```

Explanation The Redundant Power System DC Output Voltage is normal.

Recommended Action This is an informational message only. No action is required.

Error Message

```
%RPS-3-FANFAIL: System detected Redundant Power System FAN FAIL condition.
```

Explanation The Redundant Power System experienced a Fan failure condition.

Recommended Action One of the fans has failed and you should replace the Redundant Power Supply.

Error Message

```
%RPS-3-FANOK: Redundant Power System FAN condition is now normal.
```

Explanation The Redundant Power System FAN is now normal.

Recommended Action The Redundant Power Supply previously detected fan failure condition which has now cleared.

Error Message

```
%RPS-3-INPUTVOLTFAIL: System detected Redundant Power System Input Voltage failure
condition.
```

Explanation The Redundant Power System experienced an Input Voltage failure in one of the power supplies.

Recommended Action One of the AC or DC inputs has failed on the Redundant Power Supply. For 3600 and 2600 Redundant Power supplies, AC Input LED on the front of the Power Supply will identify which AC input has failed. For 5300 ACDC Redundant Power Supply, AC OK LED on the front of the Power Supply will identify which AC input has failed. For 5300 DCDC Redundant Power Supply, DC Input LED on the front of the Power Supply will identify which DC input has failed. Make sure that the AC/DC circuit in your building is operational, verify that the power cord is plugged into the Redundant Power Supply, and make sure that the AC/DC power switch on the Redundant Power Supply is on.

Error Message

```
%RPS-3-INPUTVOLTOK: Redundant Power System Input Voltage condition is now normal
```

Explanation The Redundant Power System Input Voltage is normal.

Recommended Action This is an informational message only. No action is required.

Error Message

```
%RPS-3-MULTFAIL: There is more than one failure with the Redundant Power System;
please resolve problems immediately
```

Explanation The Redundant Power System experienced multiple failures. This is a critical condition

Recommended Action There are multiple failures on the Redundant Power Supply. Examine the LEDs on the front of the Redundant Power Supply to find out which failures it has.

Error Message

```
%RPS-3-OVERTEMP_OK: System temperature is now normal.
```

Explanation The system is operating at a normal temperature.

Recommended Action The system previously detected an over temperature condition which has now cleared. This is most likely due to high ambient temperature where the router is located.

Error Message

```
%RPS-3-OVERVOLT: Redundant Power System detected OVERVOLTAGE condition.
```

Explanation The Redundant Power System detected OVERVOLTAGE condition.

Recommended Action The Redundant Power System detected an over voltage condition.

Error Message

```
%RPS-3-RPSOK: Redundant Power System is now normal
```

Explanation The Redundant Power System is operating normally.

Recommended Action This is an informational message only. No action is required.

Error Message

```
%RPS-3-THERMAL: System detected Redundant Power System THERMAL FAIL condition.
```

Explanation The Redundant Power System experienced either a Fan failure or an Over Temperature condition.

Recommended Action For 3600 and 2600 Redundant Power supplies, look at the FAN and TEMP LEDs on the front of Power Supply. If the FAN LED is amber, one of the fans has failed and you should replace the Redundant Power Supply. If the TEMP LED is amber, the ambient temperature is too high. For 5300 RPS unit, this message is displayed when the ambient temperature is too high.

Error Message

```
%RPS-3-THERMOK: Redundant Power System THERMAL condition is now normal.
```

Explanation The Redundant Power System THERMAL is now normal.

Recommended Action The Redundant Power Supply previously detected an over temperature condition which has now cleared. This is most likely due to high ambient temperature where the Redundant Power Supply is located. A Redundant Power System thermal failure can also be caused by a fan failure in the Redundant Power Supply.

Error Message

```
%RPS-3-VOLTOK: Redundant Power System VOLTAGE is now normal.
```

Explanation The Redundant Power System voltage is now normal.

Recommended Action The Redundant Power System previously detected an over voltage condition which has now cleared.

Error Message

```
%RP_MLP-3-INCOMPATIBLELINK: The current config cannot be supported as
link([chars]) [chars] for bundle ([chars])
```

Explanation When using multilink: 1) All the links should be from the same port. 2) Non-channelized T3 interfaces are not supported on multilink. 3) Link added should be compatible with the existing links in the bundle. 4) All the links should be distributed Refer to product documentaion for restrictions.

Recommended Action Modify the configuration so as not to violate the restrictions.

Error Message

```
%RP_MLP-3-UNSUPPORTEDCONFIG: The current config cannot be supported as %s for %s
```

Explanation When using multilink 1) The maximum number of links in the bundle and number of bundles should not exceed max permisible by device 2) Link added should be compatible with the existing links in the bundle3) All the links should be distributed Refer to product documentaion for restrictions

Recommended Action Please modify the config as not to violate the restrictions

Error Message

```
%RP_MLP-3-UNSUPPORTED_MULTILINK: Multilink interface supported range is 1-65535.
Removing Multilink.
```

Explanation The multilink interface is out of the range.

Recommended Action Configure the multilink interface in the range of 1-65535.

Error Message

```
%RP_MLP-3-UNSUPPORTED_SERVPOLICY: Policy map configs will be removed from
interface [chars], as it is not supported.
```

Explanation The service policy configurations are unsupported on the specified interface.

Recommended Action Configure a valid service policy on the interface.

Error Message

```
%RP_MLP-4-BADLINKDECONFIG: Bad way of removing member link, now perform 'no shut'
on both sides of Multilink
```

Explanation An attempt to remove a member link has failed.

Recommended Action If the member link is to be removed from multilink bundle, first remove the multilink configuration from the member link and then perform the operation. If the member link is removed from the multilink bundle using the **no channel-group** command, enter the **no shutdown** command on both sides of the multilink interface.

Error Message

```
%RP_MLP-4-CHANGEQUEUEING: Change the queueing on the distributed multilink
interface [chars] to FCFS
```

Explanation When Multilink interface is being used in distributed mode, the queueing should be FCFS.

Recommended Action , Remove the weighted fair or priority queueing options. Enter the **shutdown** command on the multilink interface, unconfigure fair or priority queueing, then enter the **no shutdown** command to restart the multilink interface

Error Message

```
%RP_MLP-4-DLFIATMSERVPOLIABS: priority service policy aabsent with DLFIoATM on ATM
SPA on Bundle [chars]
```

Explanation A priority service policy is needed for DLFIoATM on ATM-SPA, to be able to do LFI on this interface.

Recommended Action Configure a priority service policy on the virtual template interface to enable the ATM SPA to do LFI.

Error Message

```
%RP_MLP-4-DLFIONELINKSUPPORT: Only ONE link should be configured for dLFI bundle!!
```

Explanation Trying to configure more than ONE link for dLFI bundle interface, which is not supported by dLFIoFR and dLFIoATM.

Error Message

```
%RP_MLP-4-MISCONFIGLINK: Links across linecards or dCEF disabled, giving control
to RP
```

Explanation The system is attempting to add links to a bundle that are spread across VIPs. DMLP cannot support this action. The RSP now has control of the bundle.

Recommended Action To cause the MLPPP bundle interface to be distributed, ensure that the newly added link that caused the MLPPP to become nondistributed has distributed switching enabled. If the link is added from another VIP, remove this link from the bundle interface.

Error Message

```
%RP_MLP-4-NODISTMLP: Failure downloading MLP bundle %s to the LC %d
```

Explanation The bundle is configured to be distributed, but for some reasons we cannot download the MLP config to the LCd.

Error Message

```
%RP_MLP-4-PANOTSUPPORTED: Adding Link from unsupported PA, cant add, giving
control to RP
```

Explanation The system is attempting to add links to a bundle from a PA that is not supported by DMLP. RSP now has control of the bundle making the MLPPP interface nondistributed.

Recommended Action To cause the MLPPP interface to be distributed, remove the links that are added from the nonsupported PAs.

Error Message

```
%RP_MLP-5-LEGACYCARD: Link([chars]) added, Bundle([chars]) may not be distributed
```

Explanation A link speed mismatch has occurred with other member links of the bundle. If this link become active, the bundle will not work in distributed mode.

Recommended Action To run MLP in distributed mode, reconfigure all interfaces to use the same slot. However if MLP in a non-distributed mode is desired, note that RP CPU utilization can be high.

Error Message

```
%RP_MLP-5-LINKTYPEMISMATCH: Link([chars]) added, Bundle([chars]) may not be
distributed
```

Explanation A link speed mismatch has occurred with other member links of the bundle. If this link become active, the bundle will not work in distributed mode.

Recommended Action To run MLP in distributed mode, reconfigure all interfaces to use the same slot. However if MLP in a non-distributed mode is desired, note that RP CPU utilization can be high.

Error Message

```
%RP_MLP-5-SLOTMISMATCH: Link(%s) cannot be added to Bundle(%s) as %s
```

Explanation Link should be on same slot as other member links of Bundle. If this link become active, bundle will not work in distributed mode

Error Message

```
%RP_MLP-5-SPAWARNING: Feature support switching to LC based software for %s as %s
```

Explanation A link was added to the bundle, but it is not on the same bay as other member links of the bundle. The specified link that is not on the same bay has become active, and the bundle has been switched to line card-based software support, rather than the hardware mode that is supported on FREEDM.

Recommended Action Ensure that, when a link is added to a bundle, that it is on the same bay as the other member links of the bundle, in order to have the MLP bundle in hardware mode supported on FREEDM.

Error Message

```
%RSC-2-MAC_ADDRESS_ERROR: mac address not programmed. [chars]
```

Explanation The MAC address is not programmed on the backplane EEPROM.

Recommended Action Program the MAC address. RSC_CF Messages

Recommended Action The following are Compact Flash messages.

Error Message

```
%RSC-2-MAC_ADDRESS_PORT_ERROR: Port number ([dec]) out of range for interface
[chars]
```

Explanation Port number is invalid for generating MAC address.

Recommended Action Port numbers need to be within the allowed range.

Error Message

```
%RSC-2-ROMMON_MEMSIZE_INVALID: Memory size [dec]K read from ROMMON is different
from IOS total memory region size [dec]K
```

Explanation RSC ROMMON has a possible read error. The system could malfunction because of an unreliable data read from ROMMON. Also, the system may not function properly when the RSC is reloaded next time.

Recommended Action During the nearest convenient maintenance window, reload the RSC reporting the error. If the error persists, replace the RSC with a spare. If 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

```
%RSC-3-FB_MIL_PATH_PING_INTERNAL_ERROR: Feature board MIL path ping test internal
error: [chars]
```

Explanation RSC to feature board path test through the MIL layer has an internal software error. Common software errors are the following: - The internal process received an unexpected major event; - The internal process cannot create a watched queue; - The internal process cannot create a chunk memory; - The internal process cannot create a process to service the ping response. The Diagnostic monitor cannot detect MIL path-related errors until this problem is corrected.

Recommended Action If the test does not recover itself within the next few scheduled tests, reload the RSC reporting the error during the nearest convenient maintenance window. 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

```
%RSC-3-FB_MIL_PATH_PING_NO_RSP: RSC did not receive a ping response from the
feature board in slot [dec] through the MIL layer.
```

Explanation Feature board is not responding to the ping test from RSC through the MIL layer. The RSC may not be able to communicate with the feature board.

Recommended Action If the test does not recover itself within the next few scheduled tests, reload the feature board reported in the error to re-establish communications with the RSC. If the error persists, replace the feature board with a spare. 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

```
%RSC-3-FB_MIL_PATH_PING_NO_XMIT: RSC cannot ping the feature board in slot [dec]
through the MIL layer.
```

Explanation RSC cannot transmit a ping packet from the RSC to the feature board in the specified slot through the MIL layer. The RSC may not be able to communicate with the feature board.

Recommended Action If the test does not recover itself within the next few scheduled tests, reload the feature board reported in the error to re-establish communications with the RSC. If the error persists, replace the feature board with a spare. 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

```
%RSC-3-FPGA_INCORRECT_ID: IO FPGA version [hex] is incorrect (expected [hex] or
higher)
```

Explanation IO FPGA has unexpected hardware version. IO FPGA hardware could be faulty or RSC has a wrong hardware version for IO FPGA.

Recommended Action During the nearest convenient maintenance window, reload the RSC reporting the error. If the error persists, replace the RSC with a spare. If 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

```
%RSC-3-SWITCH_FAB_ID_FAILED: MMC switching fabric [dec] version cannot be checked.
```

Explanation MMC switching fabric NP5400 version check has failed. The switching fabric could be faulty or it has a wrong hardware version.

Recommended Action If the test does not recover itself within the next few scheduled tests, reload the RSC reporting the error during the nearest convenient maintenance window. If the error persists, replace the RSC with a spare. 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

```
%RSC-3-TEST_PROCESS_ERROR: Process '[chars]' has encountered an internal error:
[chars]
```

Explanation An internal software error has occurred for the process specified in the error message. Common software errors are the following: - The specified process failed to create a watched boolean; - The specified process cannot be created; - The specified process received an unexpected major event. The test process was responsible for performing the associated component test for the Diagnostic Monitor, and the component test could not be completed. The Diagnostic Monitor will not be able to detect errors related to the component test requested.

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

Recommended Action The following are RSC CF messages.

Error Message

```
%RSC-4-DATADESCR_DECODE_ERROR: Failed to find [chars] corresponding to if_index
[dec]
```

Explanation Data descriptors are used to encode an interface index in a compact fashion for transfer to another RSC. An interface corresponding to the if_index was not found on the Standby RSC. HA synchronization will fail for that interface.

Recommended Action This is a debug message only. No action is required.

Error Message

```
%RSC-6-CPU_LATENCY_REPORT: CPU latency for [chars] priority process is [dec] msec.
The latency report threshold is set at [dec] msec.
```

Explanation CPU latency has exceeded the threshold value. CPU latency is determined by calculating how much time it takes for a process to be rescheduled at a specified priority level. If the CPU latency test does not recover, in other words, the CPU latency does not drop below the threshold value, a process at the priority level specified in the error message might be slow to respond to requests.

Recommended Action Informational message only.

Error Message

```
%RSC-6-CPU_UTILISATION_REPORT: Process '[chars]' with assigned PID=[dec] utilised
[dec].[dec]% worth of CPU in the last 5 seconds. The CPU utilisation report
threshold is set at [dec]%.
```

Explanation Processes have exceeded the CPU utilization threshold in the last five seconds. If the CPU utilization test does not recover, in other word, the CPU utilization value does not drop below the threshold value, a process might be consuming excessive CPU (CPU hog), especially if a CPU latency is reported at the same process priority level as the process specified in the error message.

Recommended Action This is a report message only. No action is required. The CPU utilization test threshold may be fine tuned by changing the cpu-utilization-threshold value in the diagnostic-monitor configuration mode.

Error Message

```
%RSCMSM-3-NO_LIST_CREATED: [chars]: Cannot create interface-based rsc list.
```

Explanation This failure is due to the list create operation.

Recommended Action Check the memory.

Error Message

```
%RSCMSM-3-NO_SUCH_INTERFACE: [chars]: The interface doesn't exist
```

Explanation The interface for resource measurement does not exist at the time of the operation.

Recommended Action Check the configuration to determine if that interface is there.

Error Message

```
%RSCMSM-5-TEST_ALREADY_RUNNING: One test is already running.
```

Explanation There is a test running at the same time.

Recommended Action Wait for the running test to complete before starting another test. RSCPB Messages

Recommended Action The following are RSC Front Panel Push Button messages.

Error Message

```
%RSCPB-5-START_RSC: RSC Start selected from front panel
```

Explanation The RSC Start (RSC STRT) function was selected using the push buttons on the front panel to reverse an earlier RSC STOP command. The RSC is reactivating.

Recommended Action No action is required.

Error Message

```
%RSCPB-5-START_TDMC: Start TDM Clocking selected from front panel
```

Explanation The STRT TDMC (Start TDM Clocking) function was selected using the front panel pushbuttons. TDM Clocking on this RSC is being started.

Recommended Action No action is required.

Error Message

```
%RSCPB-5-STOP_RSC: RSC Stop selected from front panel
```

Explanation The RSC STOP function was selected using the push buttons on the front panel. The RSC is being prepared for removal.

Recommended Action No action is required. RSP Messages

Recommended Action The following are Route Switch Processor (RSP) messages.

Error Message

```
%RSCPB-5-STOP_TDMC: Stop TDM Clocking selected from front panel
```

Explanation The STOP TDMC (Stop TDM Clocking) function was selected using the front panel pushbuttons. TDM Clocking on this RSC is being stopped.

Recommended Action No action is required.

Error Message

```
%RSCPB-5-STOP_TDMC_REJECTED: Stop TDM Clocking selected from front panel; rejected
because no peer exists to take over
```

Explanation The STOP TDMC (Stop TDM Clocking) function was selected using the front panel pushbuttons. However, TDM Clocking on this RSC cannot be stopped because there is no peer RSC present that can take over the TDM clock mastership role. As a result, the command has been rejected and not actioned.

Recommended Action No action is required. RSC_PIF_IOSDIAGS Messages

Recommended Action The following are RSC Diagnostic test messages.

Error Message

```
%RSCPB-6-ACO: Alarm cutoff (ACO) selected from front panel
```

Explanation The ACO function was selected using the push buttons on the front panel. The front panel alarm LED has been turned off, and the alarm port has been deactivated.

Recommended Action No action is required.

Error Message

```
%RSCPB-6-CLR_HIST: Alarm history LED cleared on front panel
```

Explanation The Alarm History Clear (CLR HIST) function was selected using the push buttons on the front panel. The front panel Alarm History (HIST) LED has been turned off.

Recommended Action No action is required.

Error Message

```
%RSCPB-6-IDLE: Idle timeout occurred on front panel
```

Explanation The push buttons on the front panel were used to bring up choices on the front panel display, but no final action was selected before the idle timeout of 2 minutes expired.

Recommended Action No action is required.

Error Message

```
%RSCPB-6-MODE: MODE push button pressed on front panel
```

Explanation The MODE push button was pressed on the front panel.

Recommended Action No action is required.

Error Message

```
%RSCPB-6-SEL: SEL push button pressed on front panel
```

Explanation The SEL push button was pressed on the front panel.

Recommended Action No action is required.

Error Message

```
%RSC_CF-3-CF_ERROR: Compact flash error on Cmd = [hex], Nsecs = [dec], Sector =
[dec], Cylinder Low = [dec], Cylinder High = [dec], Drive Head = [dec], [chars]
```

Explanation The compact Flash reports an error on a command.

Recommended Action If the compact Flash cannot be read from or written to, reformat disk 0.

Error Message

```
%RSC_CF-3-CF_ERROR_REG: Compact Flash Error Register = [hex], Request Sense =
[hex]
```

Explanation The compact Flash reports an error on a command.

Recommended Action If the compact Flash cannot be read from or written to, reformat disk 0. RSCPB Messages

Recommended Action The following are RSC Push Button handling messages.

Error Message

```
%RSC_CF-3-IOSDIAGS_OP_FAILED: Compact Flash function [chars] failed using path =
[chars]
```

Explanation The specified Compact Flash function failed during the Cisco IOS diagnostic test. The disk may be faulty.

Recommended Action Remove and re-insert the compact flash disk. If the error persists, replace the Compact Flash disk. RSC_FPFE_IOSDIAGS Messages

Recommended Action The following are RSC FPFE IOS Diagnostics messages.

Error Message

```
%RSC_FPFE_IOSDIAGS-3-STUCK_IN_LOOPBACK: Cannot restore FPFE Control/Config
registers after loopback test.
```

Explanation Front Panel FE control or configuration registers have been set in loopback mode and cannot be restored to the previous values. The Front Panel FE could be faulty. The system cannot use the Front Panel FE interface for any communication until the error is corrected.

Recommended Action During the nearest convenient maintenance window, reload the RSC reporting the error. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying

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

Recommended Action The following are MBus on RSC messages.

Error Message

```
%RSC_MBUS-3-EEPROM_DATA_INVALID: EEPROM diagnostics test failed to validate
EEPROM data in slot [dec] (read [hex]; expected [hex])
```

Explanation The system was unable to validate data from the RSC MBUS EEPROM. The system may not function as expected.

Recommended Action During the nearest convenient maintenance window, reload the RSC reporting the error. If the error persists, replace the RSC with a spare. If 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

```
%RSC_MBUS-3-EEPROM_READ_FAILED: EEPROM diagnostics test failed to read EEPROM data
at offset [hex] in slot [dec]
```

Explanation The system was unable to read data from the RSC MBUS EEPROM. The system may not function as expected.

Recommended Action During the nearest convenient maintenance window, reload the RSC reporting the error. If the error persists, replace the RSC with a spare. If 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

```
%RSC_MBUS-3-INVALID_SLOT: No MBUS structrue found for slot [dec]
```

Explanation Could not find an internal MBUS data structure for the referred slot. Either the slot number is out of range, or the structures have not been initialized yet.

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

Error Message

```
%RSC_MBUS-3-NO_EVENT: No more events on free queue, event discarded
```

Explanation The state machine which initialises the MBUS Agents on each card uses an event queue. There is a queue of free events, if this queue should be exhausted then messages can not be sent to the state machine, which may prevent the MBUS agent for the card in question from being initialised to run the appropriate firmware. This could cause loss of functionality due to the old firmware being run, and spurious errors due to the MBUS agent not running from RAM and therefore being slower.

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

Error Message

```
%RSC_MBUS-3-NO_QUEUE: Could not create event queue.
```

Explanation Could not create or initialise the event queue or the events on that queue for the RSC MBUS agent state machine. Will not be able to download new MBUS firmware to the cards. This could cause loss of functionality due to the old firmware being run, and spurious errors due to the MBUS agent not running from RAM and therefore being slower.

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

Error Message

```
%RSC_MBUS-4-LOCK_CANCEL: Canceled download lock request for slot [dec] not matched
to lock request
```

Explanation A mismatched cancel request may lead to the client not being notified of the cancel acknoweldgement, which may prevent that client or others from downloading code to that 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/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%RSC_MBUS-4-LOCK_OUTSTANDING: Lock granted to slot [dec], but already have an
existing grant for slot [dec]
```

Explanation The peer RSC has granted a download lock when we already have a grant, this could lead to a grant never being made and a slot never being booted.

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

Error Message

```
%RSC_MBUS-4-LOCK_RECONCILE: Lock reconcile failed for slot [dec], lock is already
granted to slot [dec]
```

Explanation This RSC has just come up, and is the lock meister, the peer RSC was the previous lock meister. The peer RSC has just notified us that it has an existing download lock outstanding that it wishes us to reconcile. However we've already allocated the lock elsewhere so two downloads will be proceeding. This could lead to download failures on one or both of these.

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

Error Message

```
%RSC_MBUS-4-PEER_REQ_OUTSTANDING: Already have an existing peer request, no
request sent for slot [dec]
```

Explanation A download request has already been sent to the peer. Multiple instances of the same download request could lock up the MBUS download lock mechanism.

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

Recommended Action The following are Resource Management Measurement messages.

Error Message

```
%RSC_PIF_IOSDIAGS-2-PIF_PC_LOCKED: [chars] is now locked at [hex]
```

Explanation XPIF PC has locked up at a non-idle address. Traffic flow on the port will be stopped.

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

Error Message

```
%RSC_PIF_IOSDIAGS-3-GMAC_READ_ERROR: [chars] failed to read from [chars] (addr
[hex])
```

Explanation Gige GMAC failed to read a value from the specified address register. Gige GMAC hardware could be faulty. The corresponding Gige interface may not be operating as expected.

Recommended Action During the nearest convenient maintenance window, reload the RSC reporting the error. If the error persists, replace the RSC with a spare. If 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

```
%RSC_PIF_IOSDIAGS-3-GMAC_RW_ERROR: [chars] data invalid at [chars] (addr [hex])
writing [hex] but actually read [hex]
```

Explanation Gige GMAC failed to validate a test value after writing into the specified address register. The corresponding Gige interface may not be operating as expected.

Recommended Action During the nearest convenient maintenance window, reload the RSC reporting the error. If the error persists, replace the RSC with a spare. If 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

```
%RSC_PIF_IOSDIAGS-3-GMAC_WRITE_ERROR: [chars] failed to write at [chars] (addr
[hex]) with value [hex]
```

Explanation Gige GMAC failed to write a value at the specified address register. Gige GMAC hardware could be faulty. The corresponding Gige interface may not be operating as expected.

Recommended Action During the nearest convenient maintenance window, reload the RSC reporting the error. If the error persists, replace the RSC with a spare. If 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

```
%RSC_PIF_IOSDIAGS-3-IMEM_READ_ERROR: PIF [dec] [chars] failed to read data from
PIF Internal Memory address [hex]
```

Explanation The specified PIF could not read data from the PIF internal memory address. The PIF internal memory could be faulty. Traffic flow on the port may be disrupted.

Recommended Action If the test does not recover itself within the next few scheduled tests, reload the RSC reporting the error during the nearest convenient maintenance window. 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

```
%RSC_PIF_IOSDIAGS-3-MMC_INVALID: MMC switching fabric [dec] is not valid
```

Explanation The specified MMC switching fabric is invalid. The software might be faulty. The specified fabric may not switch traffic.

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

Error Message

```
%RSC_PIF_IOSDIAGS-3-MMC_PORT_READ_FAIL: MMC switching fabric [dec] failed to read
data from port [dec] [chars] reg [hex]
```

Explanation The MMC switching fabric in the specified slot failed to read data from the specified register in the specified port. The port connected to the switching fabric may be faulty. Traffic flow in the port may be disrupted.

Recommended Action If the test does not recover itself within the next few scheduled tests, reload the RSC reporting the error during the nearest convenient maintenance window. 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

```
%RSC_PIF_IOSDIAGS-3-PHY_READ_ERROR: PIF [dec] [chars] failed to read data from
port [dec] PHY [dec] Reg [dec]
```

Explanation The specified PIF PHY could not read data from the specified port. The PIF PHY hardware could be faulty. Traffic flow on the port may be disrupted.

Recommended Action If the test does not recover itself within the next few scheduled tests, reload the RSC reporting the error during the nearest convenient maintenance window. 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

```
%RSC_PIF_IOSDIAGS-3-PHY_WRITE_ERROR: PIF [dec] [chars] failed to write data to
port [dec] PHY [dec] Reg [dec]
```

Explanation The specified PIF PHY could not write data to the specified PIF PHY register. The PIF PHY hardware could be faulty. Traffic flow on the port may be disrupted.

Recommended Action If the test does not recover itself within the next few scheduled tests, reload the RSC reporting the error during the nearest convenient maintenance window. 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

```
%RSC_PIF_IOSDIAGS-3-PIF_IDB_ERROR: PIF [dec] HWIDB not valid
```

Explanation No valid PIF HWIDB is available to read the PIF PHY register because of possible software corruption. The specified port is not available to handle any communication.

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

Error Message

```
%RSC_PIF_IOSDIAGS-3-PIF_PORT_NON_EXISTS: MMC [dec] PIF [dec]'s first switch local
port does not exist
```

Explanation The specified MMC switching fabric is missing a local port. There is possible software corruption. Traffic flow on the port may be disrupted.

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

Error Message

```
%RSC_PIF_IOSDIAGS-3-PIF_VER_WRONG: MMC switching fabric [dec] port [dec] [chars]
has an unexpected version [dec] (expected version between [dec] and [dec])
```

Explanation The specified port connected to the specified MMC switching fabric has an unexpected PIF version. The port has either the wrong version or faulty hardware. Traffic flow on the port may be disrupted.

Recommended Action If the test does not recover itself within the next few scheduled tests, reload the RSC reporting the error during the nearest convenient maintenance window. 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

```
%RSC_PIF_IOSDIAGS-3-WRONG_PIF: MMC switching [dec] PIF [dec] is not an [chars]
```

Explanation The PIF port type is incorrect. The software may be corrupted. Traffic flow on the port may be disrupted.

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

Recommended Action The following are RSM messages.

Error Message

```
%RSM-3-ERROR: Error: [chars]
```

Explanation An unexpected condition was detected in the Record Storage Module.

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

Error Message

```
%RSM-3-WARNING: Warning: [chars]
```

Explanation An unexpected condition was detected in the Record Storage Module.

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

Recommended Action The following are Route Switch Processor messages.

Error Message

```
%RSM-4-UNEXPECTED: Error: [chars]
```

Explanation An unexpected error occurred while performing Record Storage Module.

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

Error Message

```
%RSP-2-BADCACHE: Overrun detected.
 End of MEMD buffer : [hex] End of datagram : [hex]
 bufhdr [hex]: [hex] [hex] [hex] [hex] Flushing Processor Cache
```

Explanation A packet was processed that was greater in size than the MTU size, or an illegal buffer header data area was found.

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

Error Message

```
%RSP-2-NOMEMORY: No memory available for %s
```

Explanation An attempt at memory allocation failed.

Recommended Action Try these actions to remedy the problem: Add memory. Disable some features. Apply filtering to decrease the size of system data structures - the routing table, for example. In general, reduce other system activities to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

Error Message

```
%RSP-2-QADIAG: QA Diagnostic [chars] error at [hex]
```

Explanation An error has occurred during an attempt to access the RSP.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support** and **show logging** commands to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** and **show logging** command output, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%RSP-2-QAERROR: [chars] error, [chars] at addr [hex] ([chars])
 log [hex], data [hex] [hex]
```

Explanation While the system was attempting to process a hardware queue, an error was detected by the QA ASIC. The error could be either a zero link error or a reuse error. A zero link error is caused by an attempt to place in the hardware queue a buffer header with an address of 0x0. A reuse error occurs when the QA ASIC detects or attempts to place in the hardware queue a buffer header that is the same as another buffer header in another hardware queue. Either of these errors can occur because of a software or hardware problem with the RSP or a line card.

Recommended Action Enter the **show logging** command and view the output to see whether any parity errors were recorded just before the QAERROR error message was received. If any parity error was recorded before the QAERROR error message, a hardware error has occurred. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. If no parity error was recorded and the problem recurs, enter the **show tech-support** and **show logging** commands, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

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

Error Message

```
%RSP-2-STALL: partially inserted or removed IPs on cyBus[int]
```

Explanation The RSP has detected a stall condition of the CBus. Most likely a board is not fully seated in the chassis. A less likely possibility is a hardware problem with the RSP or backplane.

Recommended Action Try reseating the boards. 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

```
%RSP-3-ACCERROR: %s acc %08x had bad value %d
```

Explanation An incorrect value has been written on an accumulator.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative. A micro reload can correct the error condition as a workaround.

Error Message

```
%RSP-3-BADBUFHDR: %s, address %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. %RSP-3-BADHWREV : %s (slot %u) has wrong hardware revision %u.%u

Explanation The hardware in the indicated slot needs to upgraded for operation with the RSP.

Recommended Action Upgrade the board.

Error Message

```
%RSP-3-BADHWREV: [chars] (slot [int]) has wrong hardware revision [int].[int]
```

Explanation The hardware in the indicated slot must be upgraded for operation with the RSP.

Recommended Action Upgrade the board.

Error Message

```
%RSP-3-BADTURBOIPCMSG: Bad Turbo IPC msg (%s): msg=%#x lastmsg=%#x hdrsize=%#x
size=%#x
```

Explanation An error was discovered in an IPC message.

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

```
%RSP-3-BENGAL: Bengal error. [chars]
```

Explanation The system controller "Bengal" has reported an error or event.

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

Error Message

```
%RSP-3-DEVERR: Error accessing the device  : Device number = [dec] Error number =
[dec]
```

Explanation An error was detected while the device was being accessed.

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

Error Message

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

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

Error Message

```
%RSP-3-FOREVER: cmd [int] to [chars] (slot [int]) took [int] usecs, done [hex]
```

Explanation A command from the RSP to an IP took longer than expected for the system to process. This condition may be caused by a heavily loaded CPU.

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

Error Message

```
%RSP-3-IDBOFFSET: hwidb = [hex], Name = [chars], hwidb-rx_offset = [dec] Possible
datagram start = [hex]
```

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

Error Message

```
%RSP-3-IDPROM: Bad or missing ID EEPROM, controller type %u
```

Explanation The ID EEPROM on the RSP is missing or bad.

Recommended Action This message indicates a manufacturing error. Report this error to your technical support representative.

Error Message

```
%RSP-3-INVQPTR: queue=%#x, bufhdr %x: %08x %08x %08x %08x
```

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

```
%RSP-3-INVRTN: Invalid return queue next=%#x, hwidb=%#x, type=%#x queue_ptr=%#x,
bufhdr_offset=%#x, id=%d, bcast_id=%d bufhdr %x: %08x %08x %08x %08x
```

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

```
%RSP-3-INVRTNBCASTID: Invalid return queue bcast_id=%d bufhdr %x: %08x %08x %08x
%08x
```

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

```
%RSP-3-IPC: [chars] [chars]
```

Explanation An IPC error has occurred. The exact nature of the problem is described in the error message.

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

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

Error Message

```
%RSP-3-IP_PANIC: Panic: [chars] [hex] [hex] [hex] [hex]
```

Explanation The status message handler for the interface processor has detected that the firmware for the interface processor has experienced a critical condition. The name of the affected interface and the first four words of the status message buffer are displayed, along with the message, for diagnostic purposes.

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

Error Message

```
%RSP-3-LOVEGIANT: Card [chars] wants [dec] byte love letters, but only got [dec]
bytes
```

Explanation An inconsistency between the microcode and the system code has been detected.

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

Error Message

```
%RSP-3-LOVENOTE: [hex] corrupt: [hex] [hex] [hex] [hex]
```

Explanation The event handler at the RSP has detected a status update message from an interface processor, but the contents of the field in the status message that identifies the associated interface processor are not valid. This condition indicates that the status message is corrupted. This error could occur because of a hardware or a software problem. The address of the status message buffer and the first four words of the message are displayed for diagnostic purposes.

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

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

Error Message

```
%RSP-3-MSDOG: Master/slave watchdog timed out
```

Explanation While handling the interrupts from the DBus FPGA, the RSP has detected that the timeout bit in the interrupt status register has been set. This condition indicates that the master RSP no longer controls the CBus and DBus. The slave RSP might become active during this time, causing the rest of the interrupt handler not to process. This behavior could be the result of either a hardware or a software problem.

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

Error Message

```
%RSP-3-MSFIX: Fixing %s by setting to default %s
```

Explanation The characters shown can be either on the slave RSP setting or on the master RSP setting. The ROM monitor default slave RSP setting is not synchronized with the system configuration file specifications. During bootup, the system image detects the mismatch and modifies the ROM monitor setting to conform with these specifications. This mismatch most likely occurred because a new RSP was being installed and booted in a high system availability (HSA) environment (dual RSPs) for the first time. Alternatively, in established HSA configurations, this message may result from a previous Interprocess Communication (IPC) error occurring while the HSA environment is reconfigured.

Recommended Action Using the show version or show boot command, determine which slot contains the current slave RSP. Using the show config command, determine which slot has been specified as the default slave RSP. If there is no slave default-slot n command in the configuration file, the value defaults to the highest numbered CPU slot (slot 3 on a Cisco 7507, and slot 7 on a Cisco 7513). If the slot number obtained in Step 1 is the same as the number obtained in Step 2, then no further action is required. You have configured HSA in simple hardware backup mode, and both RSPs are identical. However, if the two slot numbers differ, you have configured HSA in software error protection mode, and will have different images running, depending on which RSP is currently the slave RSP. If the slot numbers discovered in Steps 1 and 2 differ, reload your router to ensure that the desired system image is running. After the reload, the actual slave RSP will match the default slave RSP specified in (or inferred from) the system configuration file. For details of various HSA configuration modes consult the Cisco IOSConfiguration Fundamentals Configuration Guide. See the Loading System Images and Configuration Files chapter (Cisco 7500 series only).

Error Message

```
%RSP-3-MSVERS: Master has m/s version %d, slave has m/s version %d
```

Explanation The master and slave are running incompatible software versions with regards to the master/slave exchange process.

Recommended Action If the slave image global configuration is used to override the default slave image from the bundle, then the slave image is incompatible. Update either the master or slave image to ensure the two are compatible. If the slave is running the image from the bundle, execute and record the output of show version, show running-config, and show controller cbus commands. Report this information and the error message to your technical support representative.

Error Message

```
%RSP-3-NOIDB: bad vc %u on %s
```

Explanation A chennelized interface driver received a packet on an unconfigured channel.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative, along with the output of 'show tech-support'.

Error Message

```
%RSP-3-NOMAC: Can't allocate MAC address for interface %u/%u
```

Explanation No MAC address was available for allocation to the specified interface.

Recommended Action Report this error to your technical support representative.

Error Message

```
%RSP-3-NORELOAD: reload command not allowed on standby RSP
```

Explanation The reload command in privileged EXEC mode is not allowed on the standby RSP.

Recommended Action Enter the slave reload command in privileged EXEC mode to reload the standby RSP.

Error Message

```
%RSP-3-NORESTART: %s: unable to schedule restart for output queue
```

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

```
%RSP-3-NOSTART: No microcode for %s card, slot %u
```

Explanation No microcode is defined or available for the specified card.

Recommended Action Reconfigure the card to specify an existing microcode file.

Error Message

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

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

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

Error Message

```
%RSP-3-PA_INIT: Malloc to [chars] failed for slot [dec] bay [dec]
```

Explanation The information structure for the port adapter could not be created. The interfaces on the specified port adapter might no longer be functional. A possible reason for this is a memory allocation failure involving the port adapter. This can occur as a result of insufficient hardware memory or a memory leak.

Recommended Action Confirm that the recommended amount of memory is installed for the platform. If memory is adequate, get the output of **show process memory** over time to determine the process using increased memory. As an immediate possible solution attempt to reseat the line card. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%RSP-3-PROCCREATEFAIL: Failed to create [chars] process
```

Explanation The RSP failed to create a process which is necessary for proper functioning of the RSP.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. If LC stats update process is indicated, then you might not see input/output rate and bytes getting incremented in show

interface output for VIP non-channelized interfaces. However, you can get the statistics from show interface acc or show interface stats. If RSP Background is indicated, the system can be very unstable.

Error Message

```
%RSP-3-RESTART: [chars]
```

Explanation The CBus buffer memory has been reset and reallocated. The exact nature of the problem is described in the error message.

Recommended Action Reset the memory manually (by changing the MTU on an interface, for example). 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

```
%RSP-3-SLAVECHANGE: Slave changed state from %s to %s
```

Explanation The slave RSP has undergone a hardware state change. Both the old state and new state are shown. Possible states are nonparticipant slave master unplugged Possible state changes indicated by the above message are any to unplugged unplugged to nonparticipant or slave nonparticipant to slave slave to nonparticipant Any other combination is unexpected.

Recommended Action The slave RSP has been removed. Consider reinstalling it if continued high system availability (HSA) operation is required. If the slave RSP is present, ensure that it is properly seated in the card cage. A slave RSP has been installed. Configure the router for HSA. See the Configuration Fundamentals Configuration Guide, in the Loading System Images and Configuration Files chapter (Cisco 7500 series only) for more details. In particular, use the slave sync config command to ensure that the new slave RSP is configured consistently with the current master RSP. CAUTION : Failure to ensure a consistent configuration on a freshly installed slave RSP might result in undefined behavior if the router reloads. A previously crashed slave RSP has been reset, or a newly installed slave RSP is in transition from unplugged to nonparticipant, and finally to slave state. No action is required. The slave RSP image has crashed. Log in to the slave RSP's console using the if-console slot command. You will now be connected to the ROM monitor prompt on the slave RSP. Diagnose the slave RSP failure. For example, capture the output from the stack and context ROM monitor commands. Provide that information to your technical support representative, along with the router's configuration and any other relevant information, so that the problem can be investigated. Log out from the slave RSP's console port using Ctrl-c or Ctrl-z, and enter the slave reload global configuration command on the master RSP to bring the slave RSP back online. All other state changes indicate a software or hardware error. Provide the router's configuration and any other relevant information to customer support so that the problem can be investigated.

Error Message

```
%RSP-3-SLAVECOPYFAILED: Copy of [chars] failed, ([chars]).
```

Explanation The system failed to copy the specified file to the standby RSP.

Recommended Action Ensure that the standby RSP exists and has enough memory for the file.

Error Message

```
%RSP-3-SLAVEMASTER: Slave stole mastership
```

Explanation The master RSP has detected that the slave RSP configuration was changed from slave to master. The former master RSP will reload and become the slave RSP, allowing the new master RSP to take over. This behavior indicates a software or hardware error.

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

Error Message

```
%RSP-3-SLAVE_NVRAM_BUSY: Slave NVRAM is temporarily busy
```

Explanation Another process is temporarily locking the slave config.

Recommended Action Retry the command that caused the error message. If the error message recurs, check for other execs via the show users command. If you know that there are no other users locking the slave nvram, then contact your technical support representative for assistance.

Error Message

```
%RSP-3-XBUFHDR: corrupt bufhdr [hex]: [hex] [hex] [hex] [hex]
```

Explanation A miscommunication has occurred between the RSP and an IP.

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

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

Recommended Action The following are router shelf time-division multiplexing messages.

Error Message

```
%RSP-4-COOKIE: Corrupt or missing MAC address cookie using random base %e
```

Explanation This message indicates the part containing the MAC addresses allocated to this chassis could not be accessed or was found to be corrupt, either due to a hardware problem or manufacturing problem.

Recommended Action Report this error to your technical support representative.

Error Message

```
%RSP-4-CRASHINFO: Error saving crashinfo for slot [dec]. Reason: [chars]
```

Explanation A VIP crashinfo file has not been saved due to the indicated reason.

Recommended Action If the reason indicates **Out of space**, the bootflash might not have sufficient memory to save the crashinfo file. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center 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

```
%RSP-4-DCEFSWITCHENABLE: DCEF switching should be enabled on member links of
[chars]
```

Explanation Distributed CEF should be enabled for the multilink interfaces specified in the error message, if required.

Recommended Action Enter the multilink interface configuration mode by using the interface multilink group-number command, with group-number being the number of the multilink bundle, then enable Distributed CEF on the interface using the **ip route-cache distributed** command as per your requirement.

Error Message

```
%RSP-4-EMPTY_VIPBAYS: VIP in slot [dec] was empty and was disabled
```

Explanation The VIP in the specified slot does not contain any port adapters. Because this type of configuration is not supported, the VIP has been disabled.

Recommended Action Remove the VIP and reinsert it with one or more port adapters in its bay or bays.

Error Message

```
%RSP-4-HSA_MEM: size mismatch, master %uMB, slave %uMB
```

Explanation Memory size mismatch between Master & Slave RSP.

Recommended Action Configure both Master and Slave RSPs to have an equal amount of memory.

Error Message

```
%RSP-4-HSA_MINMEM: %uMB required for HSA
```

Explanation HSA requires a minimum of 24mb of memory.

Recommended Action Upgrade your system to meet minimum memory requirements for HSA.

Error Message

```
%RSP-4-RSPDRAM: Insufficient DRAM to adequately run this IOS version. %dM is
recommended.
```

Explanation The quantity of RSP DRAM is below the recommended amount.

Recommended Action Add DRAM.

Error Message

```
%RSP-4-SLAVENOTUPDATED: Slave configuration not updated for %s.
```

Explanation The configuration on the slave cannot be synced with the master.

Recommended Action Ensure that 'slave auto-sync config' is configured, and that the slave is active

Error Message

```
%RSP-4-SLAVETIME: [chars]
```

Explanation A failure has occurred during an update of the reload time on the slave. Because of this, the slave might show a different reload time and a large bootup 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/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%RSP-5-SLAVEUP: Slave changed to state Running, Buffer memory state  : %s
```

Explanation This is an informational message to indicate that the slave RSP has started running the slave RSP image. This message after the router boots or after the slave reload global configuration command is issued on the master RSP.

Recommended Action No action required.

Error Message

```
%RSP-6-IPC_LOW: Ipcacc for slot [dec] has reached [dec]% of its Ipclimit
```

Explanation The specified slot has a low ipcacc value. This can either be a harmless transient condition indicating high IPC traffic or a problem indicating high CPU utilization or IPC buffer leak either at the RSP or at the line card.

Recommended Action This is a debug message only. No action is required.

Error Message

```
%RSP-6-TXSTUCK: Txacc of Interface [chars] is at [dec]% of its txlimit
```

Explanation The specified interface has a low TXACC value.This might be a transient condition and might be harmless if it occurs during periods of high packet traffic. If this condition is detected more than once during periods of relatively moderate traffic, it could indicate a problem. Distributed packet switching might be disrupted as a result of this condition.

Recommended Action If the message recurs during periods of relatively moderate traffic, this might indicate a disruption in distributed packet switching. If such a disruption occurs, enter the microcode reload command to recover. Open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%RSP_ISSU-2-IMG_DNLD_ERROR: [chars]
```

Explanation This is a critical error message about an error that has occurred in Image Predownload while performing the ISSU operations in the system. A message of this type indicates that a failure has occurred during image predownload to VIP while performing an ISSU upgrade.

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

Error Message

```
%RSP_ISSU-2-IMG_RCV_ERROR: [chars]
```

Explanation This is a critical error message about an error that has occurred in Image Predownload while performing the ISSU operations in the system. A message of this type indicates that a failure has occurred during receiving the VIP image on the active RP while performing an ISSU upgrade.

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

Error Message

```
%RSP_ISSU-2-IMG_SEND_ERROR: [chars]
```

Explanation This is a critical error message about an error that has occurred in Image Predownload while performing the ISSU operations in the system. A message of this type indicates that a failure has occurred during sending the VIP image from standby RP while performing an ISSU upgrade.

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

Error Message

```
%RSP_ISSU-2-IPC_ERROR: [chars]
```

Explanation This is a critical error message about an error that has occurred in IPC communication while performing the ISSU operations in the system. A message of this type indicates that a failure has occurred during IPC communication while performing an ISSU upgrade.

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

Error Message

```
%RSP_ISSU-2-IPC_PORTOPEN_ERROR: Failed to open '[chars]' port. Reason=[chars]
```

Explanation This is a critical error message about an error that has occurred in IPC communication while performing the ISSU operations in the system. A message of this type indicates that a failure has occurred during opening an IPC port while performing an ISSU upgrade.

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

Error Message

```
%RSP_ISSU-2-IPC_SEND_ERROR: Failed to send ISSU IPC message [dec]
```

Explanation This is a critical error message about an error that has occurred in IPC communication while performing the ISSU operations in the system. A message of this type indicates that a failure has occurred during sending an IPC message while performing an ISSU upgrade.

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

Error Message

```
%RSP_ISSU-3-GET_BUFFER: [chars] ISSU Client session ([dec]) failed to get buffer
```

Explanation RSP HA ISSU Client 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

```
%RSP_ISSU-3-ISSU_CCB_FAIL: [chars] [dec]
```

Explanation RSP ISSU CCB Playback System Error.There was a Playback Error encountered in the CCB Playback on theStandby.

Recommended Action Get the output with **debug issu ccb-playback** enabled and 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. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%RSP_ISSU-3-MSG_MTU: [chars] ISSU Client ([dec]) get message MTU failed for
message ([dec]). Error = [dec]
```

Explanation RSP HA ISSU Client get message MTU (Maximum Transmission Unit) failed.

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

Error Message

```
%RSP_ISSU-3-MSG_NOT_OK: [chars] ISSU Client ([dec]) message type ([dec]) is not ok
```

Explanation RSP HA ISSU Client message type has not negotiated correctly.

Recommended Action Enter the **show issu message types** 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/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case

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

Error Message

```
%RSP_ISSU-3-MSG_SEND: [chars] ISSU Client session ([dec]) failed to send message
```

Explanation RSP HA ISSU Client failed to send negotiation message to 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.

Error Message

```
%RSP_ISSU-3-RCV_XFORM_FAIL: [chars] ISSU Client receive transformation has failed
for message ([dec])
```

Explanation RSP HA 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.

Error Message

```
%RSP_ISSU-3-SESSION_REG: [chars] ISSU Client session ([dec]) registration failed
```

Explanation RSP HA ISSU Client session registration failed.

Recommended Action Entere the **show issu sessions** 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/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%RSP_ISSU-3-SESSION_UNREG: [chars] ISSU Client session ([dec]) un-registration
failed
```

Explanation RSP HA ISSU Client session un-registration failed.

Recommended Action Enter the **show issu sessions** 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/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%RSP_ISSU-3-VIP_MDR_FAILED: Slot [dec] has failed to complete MDR.
```

Explanation This message indicates a problem with minimal disruptive restart functionality on the VIP. The specified slot failed to complete MDR because of a checksum error or an internal crash.

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

Error Message

```
%RSP_ISSU-3-VIP_MDR_NOSTART: Slot [dec] Couldnt start MDR.
```

Explanation This is an message regarding the VIP minimal disruptive restart functionality. This message indicates that given slot has failed to start MDR.

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

Error Message

```
%RSP_ISSU-3-XFORM_MALLOC_FAIL: [chars] ISSU Client malloc ([dec]) has failed
```

Explanation RSP HA ISSU Client cannot allocate memory for the data to be transformed and sent across to the peer. Most likely a resource problem within the system.

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

Error Message

```
%RSP_ISSU-3-XMIT_XFORM_FAIL: [chars] ISSU Client transmit transformation has
failed for message ([dec])
```

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

Error Message

```
%RSP_ISSU-4-ISSU_NO_QUIESCE: linecard in slot [dec] is not ISSU quiesced.
```

Explanation This is an informative message regarding the VIP minimal disruptive restart functionality. This error message indicates that the line card specified in the given slot will get reset during the ISSU process, and there will be extended downtime during the upgrade process.

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

Error Message

```
%RSP_ISSU-4-LC_RESET: linecard in slot [dec] will be reset during MDR
```

Explanation This is an informative message regarding the VIP minimal disruptive restart functionality. This error message indicates that the line card specified in the given slot will get reset during the ISSU process, and there will be extended downtime during the upgrade process.

Recommended Action Verify whether the line card in the given slot supports minimal disruptive restart as per the feature navigator tool. If it doesnt , then no action is required. 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. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%RSP_ISSU-5-IMG_DNLD_ABORTED: MDR Image download has been aborted.
```

Explanation This is an informative message regarding the VIP minimal disruptive restart functionality. This message indicates that MDR image download has been aborted.

Recommended Action If you did not abort the download process, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%RSP_ISSU-5-IMG_DNLD_COMPLETE: Slot [dec] has received MDR image successfully
```

Explanation This is an informative message regarding the VIP minimal disruptive restart functionality. This message indicates that the line card specified in the given slot has completed image download.

Recommended Action The system is behaving normally. No action is required.

Error Message

```
%RSP_ISSU-5-IMG_DNLD_DONE: Image Download process complete.
```

Explanation This is an informative message regarding the VIP minimal disruptive restart functionality. This message indicates that the image pre-download process has been completed.

Recommended Action The system is behaving normally. No action is required.

Error Message

```
%RSP_ISSU-5-IMG_DNLD_STARTED: MDR Image download has started.
```

Explanation This is an informative message regarding the VIP minimal disruptive restart functionality. This message indicates that MDR image download has started.

Recommended Action The system is behaving normally. No action is required.

Error Message

```
%RSP_ISSU-5-IMG_RCV_DONE: Image has been received completely from standby.
```

Explanation This is an informative message regarding the VIP minimal disruptive restart functionality. This message indicates that the image receive from standby RSP has been completed.

Recommended Action The system is behaving normally. No action is required.

Error Message

```
%RSP_ISSU-5-IMG_SEND_DONE: Image Send to Active RP is complete
```

Explanation This is an informative message regarding the VIP minimal disruptive restart functionality. This message indicates that the image send to active RSP has been completed.

Recommended Action The system is behaving normally. No action is required.

Error Message

```
%RSP_ISSU-5-VIP_MDR_ABORTED: MDR has aborted on slot [dec].
```

Explanation This is an informative message regarding the VIP minimal disruptive restart functionality. This message indicates that given slot has aborted MDR preparations. This could have happened if the user has initiated an **abortversion** command.

Recommended Action If you did not abort the download process, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%RSP_ISSU-5-VIP_MDR_FINISHED: Slot [dec] has finished doing MDR.
```

Explanation This is an informative message regarding the VIP minimal disruptive restart functionality. This message indicates that a given slot has finished MDR successfully.

Recommended Action The system is behaving normally. No action is required.

Error Message

```
%RSP_ISSU-5-VIP_MDR_READY: Slot [dec] is ISSU quiesced and ready to do MDR.
```

Explanation This is an informative message regarding the VIP minimal disruptive restart functionality. This message indicates that a given slot has finished ISSU quiesce and is ready to perform MDR.

Recommended Action The system is behaving normally. No action is required.

Error Message

```
%RSP_ISSU-5-VIP_MDR_STARTED: Slot [dec] has started doing MDR.
```

Explanation This is an informative message regarding the VIP minimal disruptive restart functionality. This message indicates that a given slot has started MDR successfully.

Recommended Action The system is behaving normally. No action is required.

Error Message

```
%RSP_ISSU-6-ISSU_QUIESCED: Slot [dec] is ISSU quiesced and it will be performing
MDR
```

Explanation The line card in the specified slot has been prepared for minimal disruptive restart. The card will be performing a minimal disruptive restart when a switchover occurs.

Recommended Action The system is behaving normally. No action is required.

Error Message

```
%RSRB-3-BADVERSIONFST: FSTin: %s: version mismatch, mine %d, theirs %d
```

Explanation The remote end of a direct serial peer is running the wrong version of the system software. Either the local end, the remote end, or both are not up to date.

Recommended Action Call your technical support representative for an update.

Error Message

```
%RSRB-3-BADVERSIONIF: IFin: %s: version mismatch, mine %d, theirs %d
```

Explanation The remote end of a direct serial peer is running the wrong version of the system software. Either the local end, the remote end, or both are not up to date.

Recommended Action Call your technical support representative for an update.

Error Message

```
%RSRB-3-BADVERSIONTCP: %s: %d/%i: version mismatch, mine %d, theirs %d
```

Explanation The remote end of a TCP remote peer is running the wrong version of the system software. Either the local end, the remote end, or both are not up to date.

Recommended Action Call your technical support representative for an update.

Error Message

```
%RSRB-3-FSTERR: %s: %s: %i, op %x, len %d, trn %d
```

Explanation The remote end of a direct serial RSRB connection detected a configuration problem or traffic that is not recognized by the configuration.

Recommended Action Examine the configuration on both sides of the serial connection for possible problems. Examine the traffic being offered for propagation with respect to the configuration. The destination target ring is denoted by the value of trn.

Error Message

```
%RSRB-3-HDRNOVRP: Peer %i, HDR, no vrp
```

Explanation An internal software error occurred.

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

Error Message

```
%RSRB-3-HDRVRP: Peer %d/%i, HDR, vrp state wrong, %d
```

Explanation An internal software error occurred.

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

Error Message

```
%RSRB-3-IFERR: %s: %s: %s, op %x, len %d, trn %d
```

Explanation The remote end of a direct serial RSRB connection detected a configuration problem or traffic that is not recognized by the configuration.

Recommended Action Examine the configuration on both sides of the serial connection for possible problems. Examine the traffic being offered for propagation with respect to the configuration. The destination target ring is denoted by the value of trn.

Error Message

```
%RSRB-3-NOMEMORY: Unit %d, no memory for %s
```

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

```
%RSRB-3-NOTREM: Null idb and not remote
```

Explanation An internal software error occurred.

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

Error Message

```
%RSRB-3-SENDPUNTFST: %s: sent %s to %s
```

Explanation The local end of a direct serial RSRB connection detected a configuration problem or traffic that is not recognized by the configuration.

Recommended Action Examine the configuration on both sides of the serial connection for possible problems. Examine the traffic being offered for propagation with respect to the configuration.

Error Message

```
%RSRB-3-SENDPUNTIF: %s: sent %s to %s
```

Explanation The local end of a direct serial RSRB connection detected a configuration problem or traffic that is not recognized by the configuration.

Recommended Action Examine the configuration on both sides of the serial connection for possible problems. Examine the traffic being offered for propagation with respect to the configuration.

Error Message

```
%RSRB-4-BADLEN: Peer %s, %s, bad length %d, trn %d
```

Explanation An internal software error occurred.

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

Error Message

```
%RSRB-4-BADLENIP: Peer %d/%i, %s, bad length %d, trn %d
```

Explanation An internal software error occurred.

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

Error Message

```
%RSRB-4-BADVRE: Bad vre type
```

Explanation An internal software error occurred.

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

Error Message

```
%RSRB-4-CONIPST: Peer %d/%i, CONN, illegal state %d
```

Explanation An internal software error occurred.

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

Error Message

```
%RSRB-4-CONNILLSTATE: Peer %s, CONN, illegal state %d
```

Explanation An internal software error occurred.

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

Error Message

```
%RSRB-4-CONNSTAT: Peer %s, IFin, bad connection state %d
```

Explanation An internal software error occurred.

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

Error Message

```
%RSRB-4-HDRRECV: Peer %d/%i, HDR, recv state invalid, not empty %d
```

Explanation An internal software error occurred.

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

Error Message

```
%RSRB-4-ILLPEER: Peer %s [%-08x], illegal state %d
```

Explanation An internal software error occurred.

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

Error Message

```
%RSRB-4-LOCAL: Unit %d, local/vring set simultaneously, vrn %d
```

Explanation An internal software error occurred.

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

Error Message

```
%RSRB-4-OPTNULL: Remopened and t NULL
```

Explanation An internal software error occurred.

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

Error Message

```
%RSRB-4-PEERSTAT: Peer %s, wrong state %d
```

Explanation An internal software error occurred.

Recommended Action If any of these messages recur, call your technical support representaive for assistance.

Error Message

```
%RSRB-4-RNGXFAIL: Ring exchange failure, resetting peer: %s
```

Explanation The RSRB peer initiation logic failed due to a memory shortage or congestion condition.

Recommended Action The problem should clear and the peers should re-open without operator intervention.

RSVP Messages

The following are RSVP protocol messages.

Error Message

```
%RSVP-1-RSVP_AUTH_NO_KEYS_LEFT: No valid keys left for [IP_address]
```

Explanation The router attempted to use a key in an RSVP key chain but discovered that all the keys in the chain have expired and no other per-neighbor or per-interface keys are available for the specified neighbor. The router will continue to use the last key in the chain rather than revert to an unauthentication condition. However, the specified neighbor router might start discarding RSVP messages at that point and reservations with that neighbor might eventually time out.

Recommended Action Update the key chain by updating the text and expiration time(s) for the expired key(s).

Error Message

```
%RSVP-2-RSVP_AUTH_KEY_CHAIN_EXPIRED: All the keys in chain [chars] have expired -
update the key chain now
```

Explanation The router attempted to use a key in an RSVP key chain but discovered that all the keys in the chain have expired. The router will attempt to to find another suitable key. If no other suitable per-neighbor key can be found, the router will attempt to use key (chain) configured for the interface over which the authenticated RSVP message is being sent or received.

Recommended Action Update the key chain by updating the text and expiration time(s) for the expired key(s).

Error Message

```
%RSVP-3-BAD_RMSG_TIMER: Inconsistent rsvp reliable message timer
```

Explanation The summary refresh timer may be blocked.

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

Error Message

```
%RSVP-3-BAD_RSVP_MSG_RCVD_AUTH_COOKIE: [chars] message from [IP_address]
discarded - challenge failed for key ID [chars]
```

Explanation The router sent an RSVP message to challenge the untrusted source to compute a secure hash on a random piece of data and return the hash with the same data, but the source did not return the expected data. RSVP discarded the response because the untrusted source might be (unsuccessfully) attempting an RSVP challenge response replay attack.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support rsvp** command to gather data which 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

```
%RSVP-3-BAD_RSVP_MSG_RCVD_AUTH_DIGEST: [chars] message from [IP_address]
discarded - incorrect message digest
```

Explanation The router received an RSVP message that contained a different secure hash from the one computed by the router. RSVP discarded the message because the message might have come from an untrusted source.

Recommended Action Check the configuration on the router and the sending system to ensure they are using the correct security key and secure hash algorithm.

Error Message

```
%RSVP-3-BAD_RSVP_MSG_RCVD_AUTH_DUP: [chars] message from [IP_address] discarded -
authentication seq #[int] is a duplicate
```

Explanation The router received an RSVP message with an authentication sequence number that has already been seen. RSVP discarded the message because an untrusted source might be (unsuccessfully) attempting an RSVP message replay attack.

Recommended Action If you can verify that the source is trusted, it is possible that the source has rebooted and its clock has gone backward in time; in this case, the source should be configured to synchronize its clock with an NTP server. Otherwise, the sender could be an untrusted source (unsuccessfully) attempting an RSVP message replay attack; try to find and disable the untrusted source.

Error Message

```
%RSVP-3-BAD_RSVP_MSG_RCVD_AUTH_NO_SA: [chars] message from [IP_address]
discarded: no security association for [IP_address] - no RSVP security key
configured or no memory left.
```

Explanation The router received an RSVP message that contained a secure hash but dropped the message because the router was not able to create a security association for the sending system.

Recommended Action Check the configuration on the router to make sure that RSVP has access to a security key for the sending system. If such a key is configured, then check to see if the router has run out of memory.

Error Message

```
%RSVP-3-BAD_RSVP_MSG_RCVD_AUTH_WIN: [chars] message from [IP_address] discarded -
seq #[int] outside authentication window
```

Explanation The router received an RSVP message whose authentication sequence number is less than the lower limit of the out-of-order window. RSVP discarded the message because an untrusted source might be (unsuccessfully) attempting an RSVP message replay attack.

Recommended Action It is possible that a trusted source is sending a burst of reordered RSVP messages that is too large for the authentication window size. If you can verify that the source is trusted and its messages are being sent in large reordered bursts, enter the **ip rsvp authentication window-size** command to increase the window size on the receiving router. It is also possible that a trusted source has rebooted and its clock has gone backward in time; in this case, the source should be configured to synchronize its clock with an NTP server. Otherwise, the sender could be an untrusted source (unsuccessfully) attempting an RSVP message replay attack; try to find and disable the untrusted source.

Error Message

```
%RSVP-3-BAD_RSVP_MSG_RCVD_CHECKSUM: RSVP Message had a bad checksum: [dec] foo:
[dec]
```

Explanation The router received an invalid RSVP 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

```
%RSVP-3-BAD_RSVP_MSG_RCVD_LEN: RSVP Message had a bad length; ip data len: [dec]
rsvp len: [dec]
```

Explanation The router received an incorrect RSVP 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

```
%RSVP-3-BAD_RSVP_MSG_RCVD_MALFORMED: RSVP Message was malformed; traversed
objects len: [dec] rsvp msg len: [dec]
```

Explanation The router received an incorrect RSVP 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 rsvp** commands and your pertinent troubleshooting logs.

Error Message

```
%RSVP-3-BAD_RSVP_MSG_RCVD_OBJ_LEN: Received a bad RSVP message, num objs: [dec]
obj len: [dec] msg_len: [dec]
```

Explanation The router received an invalid RSVP 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

```
%RSVP-3-BAD_RSVP_MSG_RCVD_TYPE: RSVP Message had a bad type: [dec]
```

Explanation The router received an incorrect RSVP 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

```
%RSVP-3-BAD_RSVP_MSG_RCVD_VER: RSVP Message had a bad version: [dec]
```

Explanation The router received an incorrect RSVP message.

Recommended Action Issue the show tech-support rsvp command to gather data which may help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support rsvp** command output, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support rsvp** commands and your pertinent troubleshooting logs.

Error Message

```
%RSVP-3-CONSISTENCY: [chars]: [chars] [chars] [chars]
```

Explanation An action attempted by the RSVP implementation encountered an unexpected condition.

Recommended Action Issue the show tech-support rsvp command to gather data which may help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support rsvp** command output, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support

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

Error Message

```
%RSVP-3-IP_HDR: [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex]
```

Explanation This is an auxiliary message to several packet-related messages. It provides a raw display of the information in the header of a corrupted data block.

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

Error Message

```
%RSVP-3-MSG_1: [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex]
```

Explanation This is an auxiliary message to several packet-related messages. It provides a raw display of the information in the header of a corrupted data block.

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

Error Message

```
%RSVP-3-MSG_2: [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex]
```

Explanation This is an auxiliary message to several packet-related messages. It provides a raw display of the information in the header of a corrupted data block.

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

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

Error Message

```
%RSVP-3-RSVP_MFI_RECOVERY: RSVP calculated Recovery Time is longer than TE Rewrite
Hold-Time registered with LSD. Some LSPs might not be be recovered.
```

Explanation TE registered a maximum cutover time with the LSD that is less than the time it might actually take to recover all LSPs. As a result, more than usual traffic loss might occur on some LSPs during recovery

Recommended Action Make note of the number of Checkpointed LSPs in the RSVP HA database by entering the command **show ip rsvp high-availability database internal** . This number likely exceeds the hard defined limit of the number of recoverable LSPs. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%RSVP-3-RSVP_MSG_AUTH_CHALLENGE_TIMEOUT: No response to challenge issued to
[IP_address] for key ID [chars]
```

Explanation The router sent an RSVP message to challenge the untrusted source to compute a secure hash on a random piece of data and return the hash with the same data, but the source did not reply. The source might have crashed or lost its network connection. However, it is also possible that the source was (unsuccessfully) attempting to replay an RSVP message before the challenge and gave up when it saw the challenge from the router

Recommended Action If you can verify that the source is trusted, try to determine if it has crashed or lost its network connection and then restore network connectivity to it. If the source repeatedly crashes when challenged, a temporary workaround might be to disable challenges on the router by entering a **no ip rsvp authentication challenge** command until the problem on the source is resolved. Otherwise, assume the source is untrusted; try to find and disable it.

Error Message

```
%RSVP-3-RSVP_MSG_AUTH_TYPE_MISMATCH: [chars] message from [IP_address] discarded
- authentication algorithm mismatch
```

Explanation The router received an RSVP message from a source that required authentication but the received message was using the wrong authentication algorithm.

Recommended Action Issue a show ip rsvp authentication detail command on the router to display the expected algorithm type. Then find the source and change its configuration to match. RSVP_HA Messages

Recommended Action The following are RSVP HA messages.

Error Message

```
%RSVP-4-RSVP_AUTH_DUPLICATE_KEY_ID: Key chains [chars] and [chars] contain
duplicate key ID [int]
```

Explanation An attempt is being made to add a new key identifier to a key chain in the router configuration but RSVP detected that this identifier is found in another key chain already assigned to RSVP. Since key identifiers must be unique across all the key chains used by RSVP, RSVP will not use the keys with this identifier in all such key chains. This could cause RSVP authentication to fail in some cases.

Recommended Action Update the listed key chain(s) so they use different key identifiers.

Error Message

```
%RSVP-5-CLEAR_COUNTERS: Clear rsvp message counters by [chars]
```

Explanation The RSVP message counters have been cleared.

Recommended Action No action is required.

Error Message

```
%RSVP-5-NO_MATCH_IF_ID_HOP: Received PATH
([IP_address]_[int]-[IP_address]_[int]) - Failed to find interface from IF_ID HOP
from neighbor [IP_address]
```

Explanation The interface ID in the hop object does not match any of this node's interfaces.

Recommended Action Verify the configuration. RTT Messages

Recommended Action The following are round trip time monitor messages.

Error Message

```
%RSVP-5-RSVP_AUTH_KEY_ACL_CHANGE: Key chain [chars] [chars] for [IP_address]
because ACL '[chars]' [chars]
```

Explanation The ACL specified in the message text associates the key chain specified in the message text with a set of RSVP neighbors. RSVP uses the specified key chain to authenticate each RSVP message exchanged with that set of RSVP neighbors after the association is configured.

Subsequently, the specified ACL has been reconfigured such that the key chain association is no longer valid for one or more RSVP neighbors in the set. This causes RSVP to search the configuration for another suitable key chain to use with those neighbors. If no such key chain is found, RSVP will no longer be able to provide authentication for messages exchanged with those RSVP neighbors. This causes RSVP to discard RSVP messages from that set of neighbors. Because this might ultimately lead to loss of RSVP functionality with those neighbors, RSVP generates this system message. This system message might also be generated if the ACL is subsequently changed so that it re-associates RSVP neighbors with the specified key chain. If RSVP is not using another key chain for the set of RSVP neighbors specified by the ACL, RSVP will begin using the specified key chain to exchange authenticated RSVP messages with that set of RSVP neighbors, potentially restoring RSVP functionality with those neighbors.

Recommended Action If the ACL change unexpectedly caused authentication to be disabled or enabled for one or more RSVP neighbors, undo the ACL change so that RSVP authentication is not impacted.

Error Message

```
%RSVP-5-RSVP_AUTH_ONE_KEY_EXPIRED: Key (ID) [int] in chain [chars] has expired
```

Explanation The router has detected that one key in a RSVP key chain has expired and that RSVP has switched to the next unexpired key in that chain.

Recommended Action Update the key chain by changing the text and expiration time(s) for the expired key.

Error Message

```
%RSVP_HA-3-CF_REGISTER_FAILED: Failed to register with CF
```

Explanation The system might be low on memory.

Recommended Action Verify system memory availability. Then deconfigure graceful restart full-mode and configure it again. This will attempt to re-start the RSVP HA process and re-register with CF.

Error Message

```
%RSVP_HA-3-CLI_ADD_FAILED: Failed to add RSVP HA to CLI
```

Explanation The system might be low on memory.

Recommended Action Verify system memory availability. Then deconfigure graceful restart full-mode and configure it again. This will attempt to re-start the RSVP HA process and re-register with CF.

Error Message

```
%RSVP_HA-3-DB_INIT_FAILED: Database init failed
```

Explanation The system might be low on memory.

Recommended Action Verify system memory availability. Then deconfigure graceful restart full-mode and configure it again. This will attempt to re-start the RSVP HA process and re-register with CF.

Error Message

```
%RSVP_HA-3-ENTRY_MOVE_FAILED: Failed to move a database entry to [chars] tree
```

Explanation An attempt to move a data entry from one wavl tree to another wavl tree failed

Recommended Action This error should never happen under normal operation and indicates an internal error. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%RSVP_HA-3-ISSU_INIT_FAILED: In Service Software Upgrade (ISSU) Init failed
```

Explanation The system might be low on memory.

Recommended Action Verify system memory availability. Then deconfigure graceful restart full-mode and configure it again. This will attempt to re-start the RSVP HA process and reregister with CF

Error Message

```
%RSVP_HA-3-ITEM_SIZE_TOO_BIG: Item size ([int]) bigger than default CF buffer
([int])
```

Explanation A database entry cannot be sent to the standby because the database entry doesnot fit in a CF maximum size buffer

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

Error Message

```
%RSVP_HA-3-MAIN_INIT_FAILED: Main init failed
```

Explanation The system might be low on memory.

Recommended Action Verify system memory availability. Then deconfigure graceful restart full-mode and configure it again. This will attempt to restart the RSVP HA process and reregister with CF.

Error Message

```
%RSVP_HA-3-MSG_MGR_INIT_FAILED: Message Manager init failed
```

Explanation The system might be low on memory.

Recommended Action Verify system memory availability. Then deconfigure graceful restart full-mode and configure it again. This will attempt to restart the RSVP HA process and reregister with CF.

Error Message

```
%RSVP_HA-3-PROCESS_CREATE_FAILED: Failed to create RSVP HA process
```

Explanation The system might be low on memory.

Recommended Action Verify system memory availability. Then deconfigure graceful restart full-mode and configure it again. This will attempt to restart the RSVP HA process.

Error Message

```
%RSVP_HA-3-PROCESS_KILL: Killing RSVP HA process
```

Explanation The RSVP HA process is terminating.

Recommended Action No action is required.

Error Message

```
%RSVP_HA-3-RF_REGISTER_FAILED: Failed to register with RF
```

Explanation The system might be low on memory.

Recommended Action Verify system memory availability. Then deconfigure graceful restart full-mode and configure it again. This will attempt to restart the RSVP HA process and reregister with CF.

Error Message

```
%RSVP_HA-3-RF_UNREGISTER_FAILED: Failed to unregister with RF
```

Explanation RSVP HA client may not have registered with RF

Recommended Action No action is required.

Error Message

```
%RS_TDM-3-MALLOC_FAIL: [chars]: Memory allocation failed.
```

Explanation The system could not allocate memory for the requested function. This error may be due to memory system exhaustion.

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

Error Message

```
%RS_TDM-3-TDM_BACKPLANE_CLASH: Clash in usage for TDM backplane timeslot %d
```

Explanation The TDM backplane timeslot to be allocated is already in use

Recommended Action Check the split dial-shelf settings on both router shelves for conflicting setting

Error Message

```
%RS_TDM-3-TDM_BADARG: A TDM function is used with a bad argument: [chars]
```

Explanation An internal software error has occurred. A TDM function was called with invalid arguments and could not be processed. The invalid arguments are specified at the end of this error message, along with any other useful data.

Recommended Action Enter the **debug tdm** command. If this problem recurs, copy the error message, the trace message, and surrounding debug text 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. RSVP Messages

Recommended Action The following are RSVP protocol messages.

Error Message

```
%RS_TDM-3-TDM_BP_INIT_FAILED: Initialisation of the Backplane object failed; TDM
function partially or fully inhibited
```

Explanation Initialisation of software controlling the TDM backplane has failed. The TDM subsystem may only be able to function partially or not at all.

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

Error Message

```
%RS_TDM-3-TDM_CONFLICT: TDM split user setting are in conflict: my RS %s = %d,
other RS %s = %d
```

Explanation The user setting for tdm split on this router shelf is in conflict with the setting on the other router, More backplane DS0 are in usethan 2048 DS0

Recommended Action Set the other router dial-shelf split backplane-ds0 to non conflicting setting

Error Message

```
%RS_TDM-3-TDM_DS0_POOL_CLASH: The two sides of the split in the [chars] pool
([int] DS0s) overlap: this side has [chars] [int], other side has [chars] [int];
overlap of [dec] DS0s
```

Explanation There is a clash in the given pool whereby both sides claim to own one or more of the DS0s in the pool. This error suggests a software problem.

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

Error Message

```
%RS_TDM-3-TDM_EXTEND_CLASH: TDM extended split on Router shelf Clashes to my %s
other %s extended backplane ds0
```

Explanation The number of extended backplane ds0 for this router clashes with the other router shelf %RS_TDM-3-TDM_LEG_CLASH : TDM legacy split on Router shelf Clashes to my %d other %d legacy backplane ds0

Explanation The number of legacy backplane ds0 for this router clashes with the other router shelf

Error Message

```
%RS_TDM-3-TDM_FB_INIT_FAILED: TDM-specific initialisation of the [chars] FB in
slot [dec] failed
```

Explanation Initialisation of TDM-related hardware and/or software on the indicated FB failed. The FB is unusable in this state.

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

Error Message

```
%RS_TDM-3-TDM_LEG_CLASH: TDM legacy split on Router shelf Clashes to my [dec]
other [dec] legacy backplane ds0
```

Explanation The number of legacy backplane DS0s for the specified router shelf conflicts with the number of legacy backplane DS0s on the other specified router shelf.

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

```
%RS_TDM-3-TDM_NOT_SPLIT_PAIR: TDM split user setting are not matched pairs my RS
%s = %d ds0, expected other RS %s = %d ds0, actual other RS %s = %d ds0
```

Explanation The user setting for tdm split on this router shelf is not compatible with the setting on the other router

Recommended Action Set the other router dial-shelf split backplane-ds0 to above setting

Error Message

```
%RS_TDM-3-TDM_REDUCED_TDM_SPLIT: TDM split on %s Router shelf Reduced to %d
backplane ds0
```

Explanation The number of backplane ds0 for this router has been forced lower.

Error Message

```
%RS_TDM-3-TDM_UNKNOWN_DS0_STATE: TDM backplane DS0 [dec] is in an unknown state
```

Explanation The TDM backplane DS0 specified is in an unknown state.

Recommended Action Check the split dial-shelf settings on both sides of the split for conflicting settings. %RS_TDM-3-TDM_UNKNOWN_TS_STATE : TDM backplane timeslot [dec] is in an unknown state

Explanation The specified TDM backplane time slot is in an unknown state.

Recommended Action Check the split dial shelf settings on both router shelves for conflicting settings. RSC Messages

Recommended Action The following are route switch controller (RSC) messages.

Error Message

```
%RS_TDM-3-TDM_UNKNOWN_TS_STATE: TDM backplane timeslot %d is in an unknown state
```

Explanation The TDM backplane timeslot specified is in an unknown state

Recommended Action Check the split dial-shelf settings on both router shelves for conflicting setting.

Error Message

```
%RS_TDM-4-TDM_FREE_QUEUE_EMPTY: No backplane timeslots are available
```

Explanation A call was not hairpinned because the call capacity of the system has been exceeded.

Recommended Action Load-balancing may be required to reduce the number of calls handled by this system.

Error Message

```
%RS_TDM-4-TDM_NO_HPM_DEVICE: No hairpin device available
```

Explanation A call was not hairpinned because all devices capable of hairpinning DS0s were in use.

Recommended Action More modem or voice feature boards may be required to increase hairpinning capacity.

RTT Messages

Error Message

```
%RTT-3-AUTO: Error: [chars]
```

Explanation An error occured while generating IP SLAs Auto operation.

Recommended Action Check the configuration and try again.

Error Message

```
%RTT-3-BadLoc: %RTR: should not have reached rttmon_config_entry_command
```

Explanation An internal IP SLAs Monitor software error has occurred.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the show tech-support command to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show tech-support command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%RTT-3-BufferInitFailed: RTR: Initialization of buffers failed!
```

Explanation The RTTMON process could not be started because of a low-memory condition.

Recommended Action Reduce the usage of resources in the configuration to resolve the memory shortage. After the memory shortage is resolved in the configuration, the system must be restarted because this error occurred during system initialization. Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

Error Message

```
%RTT-3-EPNOTIFYFAILED: event type = [chars], client = [chars], reason = [chars]
```

Explanation Notification for specified type to specified IPSLAs Event Publisher client failed

Recommended Action This maybe transient system error and the notification may work next time. Take the action as suggested by the identified client for loss of notification.

Error Message

```
%RTT-3-EPSTARTERROR: Failed to start IPSLAs Event Publisher
```

Explanation The IPSLAs is unable to start a new process for Event Publisher. Reaction Alert notifications will not work.

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

Error Message

```
%RTT-3-EPURFTYPE: IPSLAs EventPublisher: Unknown reaction filter type for client
[chars]
```

Explanation The IPSLAs Event Publisher encountered unknown filter type while sending the reaction alert to specified client Reaction Alert notifications may continue to work for same and other clients.

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

Error Message

```
%RTT-3-GlobalInitFailed: RTR 0: [chars] - Failed to initialize local storage
```

Explanation The RTTMON process could not be started because of a low-memory condition.

Recommended Action Reduce the usage of resources in the configuration to resolve the memory shortage. After the memory shortage is resolved in the configuration, the system must be restarted because this error occurred during system initialization. Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

Error Message

```
%RTT-3-IPSLAINITIALIZEFAIL: IP SLA Monitor: Failed to initialize, IP SLA Monitor
functionality will not work
```

Explanation IP SLAs failed to initialize. This condition is caused by either a timer wheel timer functionality init that failed or a process that could not be created. A likely cause of this condition is that sufficient memory is not available to complete the task.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools

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

Error Message

```
%RTT-3-IPSLANEGATIVEVALUE: IP SLA Monitor([dec]): Negative Value for [chars]
```

Explanation IP SLAs statistics has generated an error message.

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

Error Message

```
%RTT-3-IPSLANOPROCESS: IP SLA Monitor: Cannot create a new process
```

Explanation IP SLAs is unable to start a new process, and may not be running.

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

Error Message

```
%RTT-3-IPSLAPROBENOTFOUND: IP SLA Monitor: Error deleting the probe
```

Explanation Trying to delete a probe which does not exist.

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

Error Message

```
%RTT-3-IPSLARESPEVQINITFAIL: IP SLAs responder initialzation failed
```

Explanation The IP SLAs responder initialization failed to initialize event queue. Because of this failure the IP SLAs probes on other routers for which this router acts as responder 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/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%RTT-3-IPSLARESPTWINITFAIL: IP SLA Monitor responder initialzation failed
```

Explanation The IP SLAs Responder initialization failed to initialize timerwheel. Because of this failure the IP SLAs probes on other routers for which this router acts as responder 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/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%RTT-3-IPSLARTPAPPINITFAILED: IP SLAs rtp operation application process
initialzation failed
```

Explanation The IP SLAs rtp operation application process failed to initialize. Because of this failure the IP SLAs RTP operations 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/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%RTT-3-IPSLATHRESHOLD: IP SLA Monitor [dec] Threshold [chars] for [chars]
```

Explanation This informational message logs threshold violations in the IP SLAs Monitor probe. This message appears when the ip sla montior logging trap command is entered.

Recommended Action If this message is not necessary, enter the no ip sla monitor logging trap command to disable logging. Otherwise, no action is required.

Error Message

```
%RTT-3-IPSLATWINITFAIL: IP SLA Monitor: Generic Timer wheel timer functionality
failed to initialize
```

Explanation IP SLAs could not initialize the timer wheel.

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

Error Message

```
%RTT-3-IPSLA_AQM: [chars]: [chars]
```

Explanation This message indicates software error in IP SLAs Auto QoS Monitor feature.

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

Error Message

```
%RTT-3-IcmpCallbackWithNullCntx: %RTR: recv NULL context from ICMP Echo Reply
```

Explanation An internal software error occurred.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the show tech-support command to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show tech-support command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%RTT-3-IcmpCallbackWithNullCntx: %RTR: recv NULL context from ICMP Echo Reply
```

Explanation An internal software error has occurred.

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

Error Message

```
%RTT-3-IcmpCallbackWithNullPtr: %RTR: recv NULL echo ptr from ICMP Echo Reply
```

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

Error Message

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Error Message

```
%RTT-3-MissingEchoStruct: %RTR: failed to get EchoAdmin Struct
```

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

Error Message

```
%RTT-3-MissingInit: %RTR: required initialization failed, thus cannot configure
```

Explanation Configuration of the RTTMON has failed because of the previously reported memory shortage.

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

Error Message

```
%RTT-3-REACTNOTIFYFAILED: entry number = [dec], reason = [chars]
```

Explanation IPSLAs Reaction condition was met for specified operation and one or more IPSLAs Event Publisher clients have registered interest for this condition but the notification for this occurrence failed.

Recommended Action These maybe transient system errors and the notification may work next time. Enter the **show ip sla event-publisher** command to see which clients are registered and take action recommended by them.

Error Message

```
%RTT-3-SAAMPLS: RTR([dec]): SAA MPLS [chars] Probe [chars] [chars] for
destination-address [IP_address] lsp-selector [IP_address]
```

Explanation This informational message logs violations in the Service Assurance Agent probes. This messages appears when the **rtr logging trap** command is entered.

Recommended Action If this message is not necessary, enter the **no rtr logging trap** command to disable logging. Otherwise, no action is required.

Error Message

```
%RTT-3-SAANEGATIVEVALUE: RTR([dec]): Negative Value for [chars]
```

Explanation RTR statistics has generated an error message.

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

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

Error Message

```
%RTT-3-SAANOPROCESS: RTR: Cannot create a new process
```

Explanation RTR is unable to start a new process and may not be running.

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

Error Message

```
%RTT-3-SAAPROBENOTFOUND: RTR: Error deleting the probe
```

Explanation A deletion attempt was performed on a probe that does not exist.

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

Error Message

```
%RTT-3-SAARESPTWINITFAIL: IP SLAs responder initialzation failed
```

Explanation The IP SLAs responder initialization failed to initialize timerwheel. Because of this failure the IP SLAs probes on other routers for which this router acts as responder will not work.

Recommended Action Contact your Cisco technical support representative.

Error Message

```
%RTT-3-SAATWINITFAIL: IP SLAs: Generic Timer wheel timer functionality failed to
initialize
```

Explanation The IP SLAs could not initialize the timer wheel.

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

information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show version** and **show running-config** commands and your pertinent troubleshooting logs. RUDP Messages

Recommended Action The following are the RUDP messages.

Error Message

```
%RTT-3-SemaphoreBadUnlock: %RTR: Attempt to unlock semaphore by wrong RTR process
[dec], locked by [dec]
```

Explanation An internal software error has occurred.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the show tech-support command to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show tech-support command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%RTT-3-SemaphoreBadUnlock: %RTR: Attempt to unlock semaphore by wrong RTR process
[dec], locked by [dec]
```

Explanation An internal software error has occurred.

Recommended Action Reduce the usage of resources in the configuration to resolve the memory shortage. After the memory shortage is resolved in the configuration, the system must be restarted because this error occurred during system initialization. Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

Error Message

```
%RTT-3-SemaphoreInUse: %RTR: Could not obtain a lock for RTR. Process [dec]
```

Explanation An internal software error has occurred.

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

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

Recommended Action The following are Auto-Running Configuration Synchronization messages.

Error Message

```
%RTT-3-SemaphoreInitFailed: RTR: Initialization of rttMonConfigSemaphore failed!
```

Explanation The RTTMON process could not be started because of a low-memory condition.

Recommended Action Reduce the use of resources in the configuration to resolve the memory shortage. After the memory shortage is resolved in the configuration, the system must be restarted because this error occurred during system initialization. Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.
%RTT-3-SemaphoreInUse : %RTR : Could not obtain a lock for RTR. Process [dec]

Explanation An internal software error has occurred.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the show tech-support command to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show tech-support command output, contact your Cisco technical support representative and provide the representative with the gathered information. RUDP Messages

Recommended Action The following are RUDP messages.

Error Message

```
%RTT-4-AUTOAPI: IPSLAs Auto CFG ERR  : [chars]([chars]) [chars]
```

Explanation An error occured while configuring IP SLAs Auto parameters. Some or all of your configurations may not have been (un)set.

Recommended Action Check the configuration and try again.

Error Message

```
%RTT-4-AUTOAPIOPER: IPSLAs Auto CFG ERR  : [chars]([chars])[[dec]] [chars]
```

Explanation An error occured while configuring IP SLAs Auto parameters. Some or all of your configurations may not have been (un)set.

Recommended Action Check the configuration and try again.

Error Message

```
%RTT-4-AUTOMEM: IPSLAs Auto MEM ERR  : [chars]([chars]) [chars]
```

Explanation IP SLAs Auto feature failed during memory allocation.

Recommended Action These may be transient errors, try again.

Error Message

```
%RTT-4-ClockNotSet: RTR Probe(s) could not be scheduled because clock is not set.
```

Explanation One or more RTR probes could not be scheduled because the system clock is not set.

Recommended Action Ensure that the system clock is functional by using Network Time Protocol or another mechanism.

Error Message

```
%RTT-4-ConfigFailed: RTR Probe [dec]: [chars]
```

Explanation The RTR probe could not be scheduled. Either the configured starting time has already occurred or the starting time is invalid.

Recommended Action Reschedule the failed probe with a valid start time.

Error Message

```
%RTT-4-DuplicateEvent: RTR [dec]: Duplicate event received. Event number [dec]
```

Explanation The RTR process has received a duplicate event.

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

Error Message

```
%RTT-4-EPAPI: IPSLAs EP API: [chars] api failed, client = [chars], reason = [chars]
```

Explanation The IPSLAs Event Publisher API has failed.

Recommended Action The error code is reported to API client. Take the action recommended by the client identified.

Error Message

```
%RTT-4-EPINIT: IPSLAs Event Publisher Init Failed. Reason = [chars]
```

Explanation The IPSLAs Event Publisher Initialization has failed. The system will try to recover by doing the initialization tasks when first client subscribes to IPSLAs events.

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

Error Message

```
%RTT-4-IPSLAAUTODISCOAUTHFAIL: IP SLAs end point discovery authentication failure
for spoke [IP_address].
```

Explanation The IP SLAs responder initialization failed to initialize timerwheel. Because of this failure the IP SLAs probes on other routers for which this router acts as responder 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/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%RTT-4-IPSLACLOCKNOTSET: IP SLA Monitor Probe(s) could not be scheduled because
clock is not set.
```

Explanation One or more IP SLAs probes could not be scheduled because system clock is not set.

Recommended Action Ensure that the system clock is functional by using Network Time Protocol or another mechanism.

Error Message

```
%RTT-4-IPSLAENDPOINTDEREGISTER: IP SLAs end point de-registered by hub
[IP_address].
```

Explanation Unavailable.

Recommended Action Unavailable.

Error Message

```
%RTT-4-IPSLASCHEDCONFIGFAIL: IP SLA Monitor Probe [dec]: [chars]
```

Explanation The IP SLAs probe could not be scheduled. Either the configured starting time has already ocurred, or the starting time is invalid.

Recommended Action Reschedule the failed probe with a valid start time.

Error Message

```
%RTT-4-OPER_CLOSS: condition [chars], entry number = [dec]
```

Explanation This message logs connection loss condition in the IPSLAs operations. This message is enabled when the **ip sla monitor logging trap** command is entered.

Recommended Action Ensure the the destination for the IPSLAs operation is reachable. Also ensure that the IPSLAs responder operation is configured on the destination. If you do not want to log these messages for IPSLA operations, enter the **no ip sla monitor logging trap** command to disable logging.

Error Message

```
%RTT-4-OPER_TIMEOUT: condition [chars], entry number = [dec]
```

Explanation This message logs timeout condition in the IPSLAs operations. This message is enabled when the **ip sla monitor logging trap** command is entered.

Recommended Action Ensure that the destination for the IPSLAs operation is reachable. If you do not want to log these messages for IPSLAs operations, enter the **no ip sla monitor logging trap** command to disable the logging.

Error Message

```
%RTT-4-REACTPARTIALEVENT: entry number = [dec], missing data = [chars]
```

Explanation IPSLAs Reaction Event is missing some interesting data

Recommended Action This could be because of IPSLAs software error. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show ip sla config** command and your pertinent troubleshooting logs.

Error Message

```
%RTT-4-SAACLOCKNOTSET: RTR Probe(s) could not be scheduled because clock is not
set.
```

Explanation One or more RTR probes could not be scheduled because the system clock has not yet been set.

Recommended Action Ensure that the system clock is functional by using the Network Time Protocol or another mechanism.

Error Message

```
%RTT-4-SAAGRPSCHEDCONFIGFAIL: Group Schedule Entry [dec]: [chars]
```

Explanation The probes could not be group-scheduled. Either the configured starting time has already occurred or the starting time is invalid.

Recommended Action Reschedule the group-scheduling entry with a valid start time.

Error Message

```
%RTT-4-SAASCHEDCONFIGFAIL: RTR Probe [dec]: [chars]
```

Explanation The RTR probe could not be scheduled. Either the configured starting time has already occurred, or the starting time is invalid.

Recommended Action Reschedule the probe that failed with a valid start time.

Error Message

```
%RTT-6-SAAMPLS: RTR([dec]): SAA MPLS Jitter Probe [chars] [chars] for
destination-address [IP_address] lsp-selector [IP_address]
```

Explanation This informational message provides information regarding violations in the Service Assurance Agent probes. This message appears after the rtr logging trap command has been entered.

Recommended Action If this message is not required, enter the no rtr logging trap command to disable logging. Otherwise, no action is required

Error Message

```
%RTT-6-SAATHRESHOLD: RTR([dec]): Threshold [chars] for [chars]
```

Explanation This informational message provides information on threshold violations in the Service Assurance Agent probes. This messages appears after the rtr logging trap command has been entered.

Recommended Action If this message is not required, enter the no rtr logging trap command to disable logging. Otherwise, no action is required.

Error Message

```
%RUDP-3-INIT: rudp [dec]: [chars][chars].
```

Explanation RUDP initialization operation fails.

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

Error Message

```
%RUDP-4-LINK: rudp [dec]: [chars][chars].
```

Explanation A warning is given out for a particular RUDP link.

Recommended Action This is a debug message only. No action is required.

Error Message

```
%RUDP-4-NOBUF: rudp [dec]: cannot get packet buffer for [chars].
```

Explanation A rudp link cannot allocate a packet buffer.

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

Recommended Action warrant, upgrade to a larger memory configuration. RUNCFGSYNC Messages

Recommended Action The following are the RUNCFGSYNC messages.

Error Message

```
%RUNCFGSYNC-6-HASRMSTATE: [chars]
```

Explanation The High Availability Single Router Mode has changed state. Additional details are provided in the error message text.

Recommended Action No action is required.

Error Message

```
%RUNCFGSYNC-6-SYNCEVENT: [chars]
```

Explanation A running configuration synchronization event has occurred.

Recommended Action No action is required.

Error Message

```
%RVTCVT_INFO-6-MSG: %s
```

RW_TOO_LONG Messages

The following are MPLS rewrite messages.

Error Message

```
%RW_TOO_LONG-3-WSEVENT: [chars] [dec] [chars]
```

Explanation The Cisco platform PXF MPLS rewrite size is greater than the configured maximum size.

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

RXP_MANAGER Messages

Error Message

```
%RXP_MANAGER-3-BADBIND: illegal bind [int] [int]
```

Explanation A illegal bind operation has occurred.

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. 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. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show version** and **show running-config** commands and your pertinent troubleshooting logs.

Error Message

```
%RXP_MANAGER-3-BADINDEX: bad index value: [chars] [dec]
```

Explanation The index value is outside the array limits.

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

representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show version** and **show running-config** commands and your pertinent troubleshooting logs.

Error Message

```
%RXP_MANAGER-3-BADTYPE: [chars] [dec]
```

Explanation A illegal type has been encountered.

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. 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. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show version** and **show running-config** commands and your pertinent troubleshooting logs.

Error Message

```
%RXP_MANAGER-3-BADUNBIND: illegal unbind [int] [int]
```

Explanation An illegal bind operation has occurred.

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. 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. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show version** and **show running-config** commands and your pertinent troubleshooting logs.

Error Message

```
%RXP_MANAGER-3-BADVAL: unexpected value: [chars] [dec]
```

Explanation An unexpected value has been encountered.

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. 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. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet

http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show version** and **show running-config** commands and your pertinent troubleshooting logs.

Error Message

```
%RXP_MANAGER-3-DEFVEC: default vectors used: [chars]
```

Explanation The default vector has been used.

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. 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. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show version** and **show running-config** commands and your pertinent troubleshooting logs.

Error Message

```
%RXP_MANAGER-3-NULLPTR: [chars] [hex]
```

Explanation A null pointer has been encountered.

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. 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. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show version** and **show running-config** commands and your pertinent troubleshooting logs.

Error Message

```
%RXP_MANAGER-3-REFCOUNT: bad refcnt: [chars] [hex]
```

Explanation A bad reference count has occurred.

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

with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show version** and **show running-config** commands and your pertinent troubleshooting logs.

Error Message

```
%RXP_MANAGER-3-UNINIT: [chars] [int]
```

Explanation An uninitialized data structure has been encountered.

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. 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. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show version** and **show running-config** commands and your pertinent troubleshooting logs. S4T68360 Messages

Recommended Action The following are the S4T68360 messages.

Error Message

```
%Regen-1-OVERTEMP: System detected OVERTEMPERATURE condition.
Putting the system in Power save mode and going to rommon.
Please resolve cooling problem and restart system!
```

Explanation The environmental monitor has detected a high-temperature condition.

Recommended Action Ensure that the room temperature is not too high and that air flow to the card is not blocked. If this condition persists, the environmental monitor might shut down the system. If the message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. REGISTRY Messages

Recommended Action The following are registry messages.

Error Message

```
%Regen-3-BADADDR: regen_little_endian_addr: Attempted conversion of invalid
address (0x%x)
```

Explanation A software error occurred in trying to determine PCI device addressing. This is most likely a software error.

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

Error Message

```
%Regen-3-BADADDR2: regen_big_endian_addr: Attempted conversion of invalid address
(0x%x)
```

Explanation A software error occurred in trying to determine PCI device addressing. This is most likely a software error.

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

Error Message

```
%Regen-3-BADBAYDEV: get_pci_dev_num: Invalid bay (%d) or device number offset (%D)
```

Explanation A software error occurred in trying to determine PCI device addressing. This is most likely a software error.

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

Error Message

```
%Regen-3-BADDEVNO: pas_get_device_subunit: Invalid PCI device number: %d
```

Explanation A software error occurred in trying to determine PCI device addressing. This is most likely a software error.

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

Error Message

```
%Regen-3-BADNV: Detected invalid NVRAM size: %d bytes
```

Explanation The detected size of NVRAM is not one of the supported sizes.The NVRAM 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/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%Regen-3-BADPA: Invalid Port Adaptor type (%d) reported for mainboard
```

Explanation The 'virtual' port adaptor type derived from the mainboard type isnot one of the supported types. It may be that this mainboard is a newmainboard type and the software release you are running does not supportthe new mainboard 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/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

```
%Regen-3-BADPCIRD: PCI Configuration Read Cycle Failed for bus %d, Device %d,
function %d, register %d
```

Explanation A PCI Bus Configuration Read cycle failed. The mainboard needs to 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/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

```
%Regen-3-BADPCIWR: PCI Configuration Write Cycle Failed for bus %d, Device %d,
function %d, register %d
```

Explanation A PCI Bus Configuration Write cycle failed. The mainboard needs to 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/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

```
%Regen-3-NOMAC: Can't allocate MAC address for interface %u/%u
```

Explanation All the available MAC addresses for the system have been 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/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

```
%Regen-3-NVERASEFAIL: Failed to erase config due to internal error
```

Explanation Password protection feature failed to erase config due to internal 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/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%Regen_MAINBOARD_ASYNC_PQUICC-3-NOMEMORY: No memory for %s of unit %d
```

Explanation The router does not have enough memory to perform the function

Recommended Action Consider adding more shared memory. Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message

```
%S4T68360-1-DWNLDCKSM: Failed for bay %d, sent = 0x%x, received = 0x%x
```

Explanation The download of the internal firmware to the S4T failed to checksum correctly. This usually indicates a hardware failure of the S4T or the Versatile Interface Processor (VIP).

Recommended Action Perform a power cycle. If the problem persists, the S4T hardware may have a problem.

Error Message

```
%S4T68360-1-DWNLDFAIL: Microcode to port adaptor in bay [dec]
```

Explanation The S4T hardware has failed. It could not download its operational microcode.

Recommended Action Attempt to reseat the PA properly in the system slots. If this error recurs, verify for the hardware failure, including the Cisco 7200 chassis if the failure occurred with the 7200, the VIP if the failure occurred with the RSP, and the PA. This error will occur only if there is a hardware failure.

Error Message

```
%S4T68360-1-INITFAIL: Bay [dec]: [chars]
```

Explanation The S4T port adapter has failed to complete is hardware initialization.

Recommended Action Attempt to reseat the PA properly in the system slots. If this error recurs, verify for the hardware failure, including the Cisco 7200 chassis if the failure occurred with the 7200, the VIP if the failure occurred with the RSP, and the PA. This error will occur only if there is a hardware failure.

Error Message

```
%S4T68360-1-NOTCMPLT: Microcode download to bay %d failed
```

Explanation The S4T port adaptor hardware failed. It did not acknowledge the completion of the operational microcode download.

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

Error Message

```
%S4T68360-1-NOTREADY: Bay %d for microcode download
```

Explanation The S4T port adaptor hardware failed. The S4T port adaptor would not begin to download the operational microcode.

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

Error Message

```
%S4T68360-1-RESTART: Bay [dec] port adaptor
```

Explanation The S4T port adaptor hardware failed. The periodic check routine detected the failure and restarted it.

Recommended Action No action is required.

Error Message

```
%S4T68360-1-STARTFAIL: [chars] [chars]
```

Explanation A software or hardware error has occurred. The S4T interface is not responding to the commands that are used to initialize it. This failure is caused by S4T port initialization or reset failure.

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

http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%S4T68360-1-STOPFAIL: [chars] [chars]
```

Explanation The S4T port adapter failed to respond to a request to disable an interface. This failure is caused by S4T port initialization or reset failure.

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

Error Message

```
%S4T68360-3-MBXREAD: Bay %d stale msg %s- mbx0  :%lx, mbx1  :%lx, mbx2  :%lx
```

Explanation The S4T has not responded to a message from the Versatile Interface Processor (VIP) within a specified time.

Recommended Action Perform a microcode reload of the VIP. If the problem persists, it indicates that the S4T or VIP hardware failed.

Error Message

```
%S4T68360-3-NOTS4T68360: Bay [dec] device ID seen as [hex], expected [hex]
```

Explanation The S4T hardware has failed. A non-S4T device pointed at the software for the S4T.

Recommended Action Check the system configuration for the failure in the bay number that is reported. If the failure is not from an M4T PA, contact the appropriate component to which the PA in that slot belongs. If the failure is from an M4T PA, reseat the PA. If the error recurs, enter the **show tech-support** and **show logging** commands, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%S4T68360-3-OWNERR: [chars] packet buffer, pak=[hex]
```

Explanation A software or hardware error has occurred. The S4T driver detected that the transmit ring is an inconsistent state.

Recommended Action Enter the **shutdown** and **no shutdown** commands to shut down and restart the interface. If this problem recurs, perform an OIR of the PA. If the problem recurs, there may be a hardware failure. Verify for a hardware failure. Copy the error message exactly as it appears on the console or in the system log and enter the **show tech-support** and **show log** commands. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%S4T68360-3-PANIC: Bay %d, Exception %d, trace %d
```

Explanation The S4T firmware detected an illegal or unexpected CPU exception or condition. This may be caused by a software error or by a hardware failure.

Recommended Action Perform a microcode reload of the Versatile Interface Processor (VIP). If the problem persists, it indicates that the S4T hardware failed.

Error Message

```
%S4T68360-5-RINGSIZE: [chars] TX packet dropped; particle count ([dec]) exceeds
[dec]
```

Explanation The TX packet got dropped since the TX ring was full.

Explanation This is normal when the port adapter gets overdriven.

SAMI Messages

The following are Services and Application Module for IP messages.

Error Message

```
%SAMI-4-FAILED_FILE_INIT_TASK: [chars] [chars] - [chars]
```

Explanation A file necessary for storing and retrieving configuration on the supervisor failed to be created.

Recommended Action Verify that there is space on the corresponding supervisor filesystem.

Error Message

```
%SAMI-4-FAILED_FILE_SYNC: Failure creating or synchronizing SAMI configuration
file to standby: [chars], [chars]
```

Explanation The active supervisor has failed to copy an SAMI configuration file from bootflash: to slavebootflash:. The standby supervisor will not be up-to-date with respect to the SAMI configuration files, should a switchover occur.

Recommended Action Verify that there is space available on the bootflash: and slavebootflash: devices. It may be necessary to squeeze either or both devices to recover space used by deleted or over-written files. After taking these actions, a new attempt to synchronize files can be started either by resetting the standby supervisor or by configuring **no sami bootflash access** followed immediately by **sami bootflash access** If these actions do not resolve the issue, gather the output from the commands: - **dir bootflash:** - **dir slavebootflash:** - **show bootflash:** - **show slavebootflash:** - If possible set **debug sami all** on the active supervisor, then reset the standby supervisor with **hw-module module reset** capturing the debug information that appears on the active supervisor's console. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center 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

```
%SAMI-4-FAILED_TASK_INIT: Failed to start a required task: [chars], [chars]
```

Explanation A necessary process failed to be created.

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

Error Message

```
%SAMI-4-UNEXPECTED: Unexpected condition: [chars]
```

Explanation An unexpected condition was detected while performing SAMI Platform operation.

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

open a case with the Technical Assistance Center 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

```
%SAMI-4-WARNING: Unexpected condition: [chars]
```

Explanation An unexpected condition was detected while performing SAMI Platform operation.

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

Recommended Action The following are Services and Application Module for IP Flash messages.

Error Message

```
%SAMI-5-SAMI_SUBINTERFACE_STATE_DOWN: Interface [chars] state changed to DOWN,
based on svclc configuration on the supervisor.
```

Explanation The subinterface will stay down until corresponding vlan is added with the svclcconfiguration on the supervisor.

Error Message

```
%SAMI-5-SAMI_SUBINTERFACE_STATE_UP: Interface [chars] state changed to UP, based
on svclc configuration on the supervisor.
```

Explanation The subinterface is marked up because it is enabled in the supervisor svclc configuration.

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

Error Message

```
%SAMI_FLASH_OPS-6-NVRAM_CRC_FAILURE: Nvram CRC Failure: [dec]
```

Explanation NVRAM corruption.

Recommended Action Informational message only. No action is required.

Error Message

```
%SAMI_FLASH_OPS-6-NVRAM_ERASE_FAILURE: Nvram Erase Failure: handle [hex], offset
[hex], error [chars]
```

Explanation NVRAM Erase Failure.

Recommended Action Informational message only. No action is required.

Error Message

```
%SAMI_FLASH_OPS-6-NVRAM_INIT_FAILURE: Nvram Init Failure of flash device at [dec]
: [chars]
```

Explanation Unable to initialize flash device.

Recommended Action Informational message only. No action is required.

Error Message

```
%SAMI_FLASH_OPS-6-NVRAM_INIT_MEMORY_FAILURE: Nvram Init Failure: [chars]
```

Explanation Unable to initialize flash device: Low Memory.

Recommended Action Informational message only. No action is required.

Error Message

```
%SAMI_FLASH_OPS-6-NVRAM_MAGIC_CORRUPT: Nvram Magic Corrupt: Presetn [dec]
Expected [dec]
```

Explanation NVRAM Corruption.

Recommended Action Informational message only. No action is required.

Error Message

```
%SAMI_FLASH_OPS-6-NVRAM_WRITE_BLOCK_FAILURE: Nvram Write Failure: handle [hex],
offset [hex], numbytes [hex] error [chars]
```

Explanation NVRAM Write Failure.

Recommended Action Informational message only. No action is required.

Error Message

```
%SAMI_FLASH_OPS-6-NVRAM_WRITE_CONFIG_FAILURE: Nvram Write Config Failure:
```

Explanation NVRAM Write Failure.

Recommended Action Informational message only. No action is required.

Error Message

```
%SARMGR-1-ANALYZE1575FAILED: The 1575 device analysis failed
```

Explanation The SAR manager has failed to initialize.

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

Error Message

```
%SARMGR-3-NOTNRPSARMGRDEV: Device reported %08x
```

Explanation PCI devide ID was not correct.

Recommended Action Copy the message exactly as it appears on the 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

```
%SASL-2-FORKFAIL: Cannot fork process [chars]
```

Explanation An attempt to fork a process has failed.

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

Error Message

```
%SASL-2-INITFAIL: Initialization failed - [chars]
```

Explanation SASL component initialization failed.

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

Error Message

```
%SBC_HA-3-SBC_B2B_RESTART: SBC restart has taken longer than expected.
The SBC will be restarted, but may require a
shut/no shut of the redundancy group in order to
return to stateful HA with the active router.
```

Explanation The session border controller (SBC) process restart has timed out. Manual intervention may be required.

Recommended Action Enter the **shut down** and **no shut down** commands on the standby redundancy group associated with the SBC.

Error Message

```
%SBC_HA-3-SBC_CODEC_INTERWORK_CFG: SBC has detected codec configuration which is
not supported on the peer. SBC cannot proceed as HA client.
Remove all newly entered codec configuration to proceed
with ISSU/ISSD.
```

Explanation The peer session border controller (SBC) does not support codec preference, variant, or interwork configuration.

Recommended Action Reinitiate the In-Service Software Upgrade (ISSU) after removing the newly added codec configuration.

Error Message

```
%SBC_HA-3-SBC_DBL_NA_ALERT_CFG: SBC has detected blacklist entries configured
which have reason na-policy-failure
OR minor, major, critical alerts which is not supported on the peer.
SBC cannot proceed as HA client.
Remove all blacklist entries with this reason or any alerts
configuration to proceed with ISSU/ISSD.
```

Explanation The peer session border controller (SBC) does not support the blacklist reason na-policy-failure configuration or the blacklist alerts configuration.

Recommended Action Reinitiate the In-Service Software Upgrade (ISSU) after removing the blacklist reason na-policy-failure, and minor, major, or critical alerts configuration.

Error Message

```
%SBC_HA-3-SBC_HA_ADMIN_DOMAIN_CFG: SBC has detected
an admin-domain configuration. This feature is not supported
on the peer. SBC cannot proceed as HA client. Remove all
admin-domain submodes from the configuration to proceed with
ISSU/ISSD.
```

Explanation The peer session border controller (SBC) does not support admin-domain configuration.

Recommended Action Reinitiate the In-Service Software Upgrade (ISSU) after removing the admin-domain submodes from the configuration.

Error Message

```
%SBC_HA-3-SBC_HA_CAC_AVG_PER2_CFG: SBC has detected
averaging-period 2 cac configuration. Averaging-period 2 is not
supported on the peer. SBC cannot proceed as HA client. Remove the
cac-policy-set averaging-period 2 configuration to proceed with
ISSU/ISSD.
```

Explanation The peer session border controller (SBC) does not support Averaging-Period 2 Call Admission Control (CAC) configuration.

Recommended Action Reinitiate the In-Service Software Upgrade (ISSU) after removing the cac-policy-set Averaging-Period 2 configuration.

Error Message

```
%SBC_HA-3-SBC_HA_CAC_AVG_PER2_RATE_CFG: SBC has detected
cac-policy-set rate limit configuration for averaging-period 2.
Averaging-period 2 is not supported on the peer. SBC cannot proceed
as HA client. Remove the cac-policy-set rate limit configuration
for averaging-period 2 to proceed with ISSU/ISSD.
```

Explanation The peer session border controller (SBC) does not support Call Admission Control (CAC) rate limit configuration for Averaging-Period 2.

Recommended Action Reinitiate the In-Service Software Upgrade (ISSU) after removing the **rate limit** commands for the Averaging-Period 2 found within the cac-policy-set entry configuration.

Error Message

```
%SBC_HA-3-SBC_HA_CAC_PRIVACY_SERV_CFG: SBC has detected
cac-policy-set privacy-service configuration for a cac entry.
This enhancement is not supported on the peer. SBC cannot proceed
as HA client. Remove the cac-policy-set privacy-service related
configuration to proceed with ISSU/ISSD.
```

Explanation The peer session border controller (SBC) does not support cac-policy-set privacy-service configuration for a Call Admission Control (CAC) entry.

Recommended Action Reinitiate the In-Service Software Upgrade (ISSU) after removing the privacy-service related commands that are configured within the cac-policy-set entry configuration.

Error Message

```
%SBC_HA-3-SBC_HA_CALL_ONA_CFG: SBC has detected
first-outbound-na-table configured within a call-policy-set.
This command is not supported on the peer. SBC cannot proceed
as HA client. Remove all first-outbound-na-table configuration
to proceed with ISSU/ISSD.
```

Explanation The peer session border controller (SBC) does not support first-outbound-na-table configuration within a call-policy-set.

Recommended Action Reinitiate the In-Service Software Upgrade (ISSU) after removing the first-outbound-na-table configuration.

Error Message

```
%SBC_HA-3-SBC_HA_PORT_TAG_CFG: SBC has detected
an port tag configuration. This feature is not supported
on the peer. SBC cannot proceed as HA client. Remove all
port tag from the configuration to proceed with
ISSU/ISSD.
```

Explanation The peer session border controller (SBC) does not support port tag configuration.

Recommended Action Reinitiate the In-Service Software Upgrade (ISSU) after removing the port tag from the configuration.

Error Message

```
%SBC_HA-3-SBC_IMP_NA_EDITSRC_CFG: SBC has detected number analysis entries that
have edit-src actions, which are not supported on the peer.
Remove all edit-src actions from all number analysis entries to proceed with ISSU/D
```

Explanation The peer session border controller (SBC) does not support edit-src actions in the number analysis entries.

Recommended Action Reinitiate the In-Service Software Upgrade (ISSU) after removing the edit-src actions from all the number analysis entries.

Error Message

```
%SBC_HA-3-SBC_IMP_NA_REGEX_CFG: SBC has detected number analysis entries that
match on text addresses, which are not supported on the peer.
Remove all regex number analysis entries to proceed with ISSU/D
```

Explanation The peer session border controller (SBC) does not support regex number analysis entries.

Recommended Action Reinitiate the In-Service Software Upgrade (ISSU) after removing the regex number analysis entries.

Error Message

```
%SBC_HA-3-SBC_IMP_NA_SRCANON_CFG: SBC has detected na-src-name-anonymous number
analysis tables, which are not supported on the peer.
Remove all na-src-name-anonymous number analysis tables to proceed with ISSU/D
```

Explanation The peer session border controller (SBC) does not support na-src-name-anonymous number analysis tables.

Recommended Action Reinitiate the In-Service Software Upgrade (ISSU) after removing all na-src-name-anonymous number analysis tables.

Error Message

```
%SBC_HA-3-SBC_MSMB_CFG: SBC has detected Multi SBC Media
Bypass configuration which is not supported on the peer.
SBC cannot proceed as HA client.
Remove all Multi SBC Media Bypass configuration to proceed
with ISSU/ISSD.
```

Explanation The peer session border controller (SBC) does not support Multi-SBC Media Bypass configuration.

Recommended Action Reinitiate the In-Service Software Upgrade (ISSU) after removing the Multi-SBC Media Bypass configuration.

Error Message

```
%SBC_HA-3-SBC_RG_NO_CLIENT: SBC was unable to register the RG Client with the RG
infrastructure for inter-chassis HA.
```

Explanation The session border controller (SBC) will not be able to support interchassis High Availability (HA) configuration.

Recommended Action No action is required.

Error Message

```
%SBC_HA-3-SBC_RG_NO_PROCESS: SBC was unable to start a process used by the RG
client
```

Explanation The session border controller (SBC) will not be able to support interchassis High Availability (HA) configuration.

Recommended Action No action is required.

Error Message

```
%SBC_HA-3-SBC_RG_NO_SOCKET: SBC was unable to open a socket for the RG client
```

Explanation The session border controller (SBC) does not support interchassis High Availability (HA) configuration.

Recommended Action No action is required.

Error Message

```
%SBC_HA-3-SBC_RG_NO_TRANSPORT: SBC was unable to register a transport with the RG
infrastructure for inter-chassis HA.
```

Explanation The session border controller (SBC) does not support interchassis High Availability (HA).

Recommended Action No action is required.

Error Message

```
%SBC_HA-3-SBC_RG_NO_VRF: SBC VRF mismatch between active and standby, please add
[chars]
```

Explanation The session border controller (SBC) has failed to support stateful switchover (SSO).

Recommended Action No action is required.

Error Message

```
%SBC_HA-3-SBC_RG_SOCK_FAIL: SBC lost connection with RG peer, socket failure
[chars], len=[dec]
```

Explanation The session border controller (SBC) High Availability (HA) will remain disabled until the peer connection is established.

Recommended Action No action is required.

Error Message

```
%SBC_HA-3-SBC_RG_VRF_INUSE: VRF is used by SBC, add back or remove from active,
please add [chars]
```

Explanation The session border controller (SBC) has failed to support stateful switchover (SSO).

Recommended Action No action is required.

Error Message

```
%SBC_HA-3-SBC_XML_BILLING_CFG: SBC has detected Xml Billing configuration which is
not supported on the peer. SBC cannot proceed as HA client.
Remove all xml billing configuration to proceed with ISSU/ISSD.
```

Explanation The peer session border controller (SBC) does not support Extensible Markup Language (XML) billing configuration. Reinitiate the In-Service Software Upgrade (ISSU) after removing the XML billing configuration.

Recommended Action

Error Message

```
%SBC_HA-3-SBC_CAC_ENHANCEMENT_CFG: SBC has detected cac enhancement feature
configured
which may have branch cli
OR cac-scope (adjacency ,account)cli
SBC cannot proceed as HA client.
Remove all cac enhancement feature config to proceed with ISSU/ISSD.
```

Explanation Peer SBC does not support cac enhancement feature configuration.

Recommended Action Manually remove cac enhancement feature configuration and reinitiate ISSU.

Error Message

```
%SBC_HA-3-SBC_FLEX_MED_RTG_CFG: SBC has detected
flexible media routing configuration. This feature is not supported
on the peer. SBC cannot proceed as HA client. Remove all
flexible media routing config from the configuration to proceed with
ISSU/ISSD.
```

Explanation Peer SBC does not support flexible media routing configuration.

Recommended Action Manually remove flexible media routing from configuration and reinitiate ISSU.

Error Message

```
%SBC_MPS-3-ENQUEFAIL: Enqueue of TDL message failed (%s).
```

Explanation An unexpected condition has occurred which resulted in configuration or event details not being forwarded.

Recommended Action Copy the message exactly as it appears on the 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

```
%SBC_MPS-3-INITFAIL: SBC module initialisation failure: %s.
```

Explanation An unexpected condition has occurred which resulted in the module being unable to initialise.

Recommended Action Copy the message exactly as it appears on the 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

```
%SBC_MPS-3-INTERNAL: An internal IOSd SBC error has been encountered%s.
```

Explanation An internal error 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/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

```
%SBC_MPS-3-MAX_RESOURCES: The maximum resource limit has been reached.
```

Explanation The system was asked to allocate more resources, but the maximum resource limit had already been reached

Recommended Action Copy the message exactly as it appears on the 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

```
%SBC_MPS-3-UNEXPECTED_PKT: An unexpected packet for call %d has been received by
SBC.
```

Explanation A packet been received by SBC for the noted call, but the call was not in a correct state to handle it. The system will ignore the packet and continue operating.

Recommended Action Copy the message exactly as it appears on the 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

```
%SBC_MPS-3-UNEXPECTED_TDL: An unexpected message has been received by SBC.
```

Explanation An internal message has been received by SBC, but it was not expecting that message at that particular time. The system will ignore the message and continue operation.

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

Error Message

```
%SBC_MPS-3-UNEXPECTED_TIMOUT: An unexpected timeout has been encountered by SBC
(%s).
```

Explanation A timeout was experienced by the IOSd SBC subsystem, but no such timeout should have occurred. The system will ignore the timeout and continue operating.

Recommended Action Copy the message exactly as it appears on the 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

```
%SBC_MPS-4-MPF_CAPABILITIES: SBC MPF Capabilities handling failure.
```

Explanation The session border controller (SBC) has failed to prepare a Media Packet Forwarding (MPF) capabilities message. The SBC failed to support the functionalities such as transcoding and Secure Real-time Transport Protocol (SRTP).

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

Error Message

```
%SBC_MPS-4-TRANSCODE_MPF_CAPABILITIES: Transcoding SBC MPF Capabilities handling
failure.
```

Explanation The session border controller (SBC) is unable to prepare a transcoding supported Multi-Processor Forwarding (MPF) capabilities message. The SBC failed to support the transcoding functionality.

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

Error Message

```
%SBC_MPS-6-DEACTIVATE_NO_RSP: SBC deactivate response is considered lost.
```

Explanation The response for SBC deactivate can get lost due to FP startup or switchover while deactivation is in progress.

Recommended Action SBC can be activated now if needed.

Error Message

```
%SBC_MPS-6-DEACTIVATE_RESPONSE: SBC deactivate is complete.
```

Explanation SBC deactivation can take a while. This happens when SBC deactivation is done in the presence of a lot calls with deactivation-mode set to abort. SBC deactivate is now complete.

Recommended Action SBC can be safely activated now if needed.

SBETH messages

Error Message

```
%SBETH-1-BAD_IDB: Invalid Interface Descriptor Block
```

Explanation The driver failed in an attempt to fetch the IDB of the interface.

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

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

Error Message

```
%SBETH-1-BAD_MEDIA: Unknown media-type in subblock
```

Explanation The media type specified in the driver subblock is invalid.

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

Error Message

```
%SBETH-1-BAD_PARTICLE: Problem getting particle size
```

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

Error Message

```
%SBETH-1-BAD_PLUGIN: Plugin function table incomplete or missing
```

Explanation The driver could not access the specific function table of the PA.

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

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

Error Message

```
%SBETH-1-BAD_POOL: Could not init buffer pools
```

Explanation The driver failed to get a pool of buffers from the Cisco IOS Software.

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

Error Message

```
%SBETH-1-BAD_SB_NOMEM: [chars] - Cannot create IDB subblock due to insufficient
memory
```

Explanation There was insufficient system memory to create the subblock.

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

Error Message

```
%SBETH-1-BAD_STRUCT: Could not initialize structure
```

Explanation The driver failed to initialize a structure.

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

Error Message

```
%SBETH-1-BAD_SUBBLOCK: [chars] - Could not install or use IDB subblock
```

Explanation An internal Cisco IOS Software error prevented the IDB subblock from being installed or used.

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

Error Message

```
%SBETH-1-IDBTYPE_UNK: Unknown IDBTYPE while starting driver
```

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

Error Message

```
%SBETH-1-INITFAIL_NOMEM: [chars], initialization failed, no buffer memory
```

Explanation The Ethernet port initialization failed due to insufficient memory.

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

Error Message

```
%SBETH-1-IOSDIAGS_READ_ERROR: MAC Read to the [chars] has failed,expected = [hex]
read = [hex]
```

Explanation SiByte MAC register read test has failed to read the expected data from the specified register. The system may not be operating as expected.

Recommended Action During the nearest convenient maintenance window, reload the RSC reporting the error. If the error persists, replace the RSC with a spare. If 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

```
%SBETH-1-MODE_INVALID: Unknown or invalid chip mode (MII/TBI)
```

Explanation The driver subblock contains an invalid or undefined chip operating mode (either a MII or a TBI mode).

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

Error Message

```
%SBETH-1-RESET: MAC Still in Reset
```

Explanation An attempt was made to access the MAC while it was resetting.

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

Error Message

```
%SBETH-2-NOISL: Interface [chars] does not support ISL
```

Explanation ISL is not supported on the hardware of the specified interface.

Recommended Action No action is required.

Error Message

```
%SBETH-3-BAD_GBIC_EEPROM: [chars] - GBIC contains a bad EEPROM
```

Explanation The interface contains a GBIC with a bad EEPROM. This error causes the link to go down.

Recommended Action Ensure that the GBIC type is compatible with the interface. Verify that the GBIC was obtained from Cisco or from a supported vendor.

Error Message

```
%SBETH-3-DUPLICATE: [chars] - duplicate GBIC
```

Explanation The GBIC module for the interface specified in the error message is a duplicate of another GBIC in the system. As a result of the error, both modules are disabled.

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

Error Message

```
%SBETH-3-DUPLICATE_GBIC: GBIC in [chars] is a duplicate of GBIC in [chars]
```

Explanation The GBIC was identified as a Cisco GBIC, but its vendor ID and serial number match those of another interface on the system. Cisco GBICs are assigned unique serial numbers.

Recommended Action Verify that the GBIC was obtained from Cisco or from a supported vendor.

Error Message

```
%SBETH-3-ERRINT: [chars], error interrupt, mac_status = [hex]
```

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

Error Message

```
%SBETH-3-MAC_LIMIT_EXCEEDED: Unable to add mac address [enet]
```

Explanation Maximum number of allowed mac entries reached. Cannot add any more.

Recommended Action Try removing some of the mac addresses, for example, those used by each unique hsrp group configuration. Standby use-bia could be used to limit the usage.

Error Message

```
%SBETH-3-NOT_SUPPORTED: [chars] - unsupported GBIC
```

Explanation The GBIC module for the interface specified in the error message is not a Cisco-supported module. As a result of the error, the module is disabled.

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

Error Message

```
%SBETH-3-TOOBIG: [chars], packet too big ([dec]), from [enet]
```

Explanation The interface has detected a packet that is larger than the MTU.

Recommended Action Check the MTU setting of the other station.

Error Message

```
%SBETH-3-UNKNOWN_GBIC: [chars] - Unknown GBIC type
```

Explanation The interface contains a GBIC of unknown type. This error causes the link to go down.

Recommended Action Ensure that the GBIC type is compatible with the interface. Verify that the GBIC was obtained from Cisco or from a supported vendor.

Error Message

```
%SBETH-6-SFP_IN: Interface [chars] [chars] SFP has been inserted.
```

Explanation An SFP has been inserted.

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

Error Message

```
%SBETH-6-SFP_OUT: Interface [chars] SFP has been removed.
```

Explanation An SFP has been removed.

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

Error Message

```
%SBFIFO-1-BAD_IDB: Allocation of an Interface Descriptor Block failed
```

Explanation The packet FIFO MAC driver has failed to obtain an IDB for the packet FIFO MAC interface. This condition 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/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%SBFIFO-1-BAD_PARTICLE: Problem getting particle size
```

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

Error Message

```
%SBFIFO-1-BAD_POOL: Could not initialize [chars]
```

Explanation The packet FIFO MAC driver has failed to obtain a pool of buffers from the Cisco IOS software. This condition 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/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%SBFIFO-1-BAD_SB_NOMEM: [chars] - Cannot create IDB subblock due to insufficient
memory
```

Explanation There was insufficent system memory to create the subblock.

Recommended Action The router requires more main memory.

Error Message

```
%SBFIFO-1-BAD_STRUCT: Could not allocate memory for [chars]
```

Explanation The packet FIFO MAC driver has failed to allocate memory for the specified component. This condition 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/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%SBFIFO-1-BAD_SUBBLOCK: [chars] - Could not install or use IDB subblock
```

Explanation An internal IOS error prevented the IDB subblock from being installed or used.

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

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

Error Message

```
%SBFIFO-1-IDBTYPE_UNK: Unknown IDBTYPE while starting driver
```

Explanation The IDBTYPE in the interface's instance structure is undefined for this driver

Recommended Action Software bug - open a case with Development Engineering.

Error Message

```
%SBFIFO-1-INITFAIL_NOMEM: [chars], initialization failed, no buffer memory
```

Explanation The packet FIFO MAC port has failed to initialize because of insufficient memory. This condition most likely indicates a software 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/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%SBFIFO-1-MODE_INVALID: Unknown or invalid chip mode (MII/TBI)
```

Explanation The driver subblock contains an invalid or undefined chip operating mode (MII or TBI mode).

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

Error Message

```
%SBFIFO-1-RESET: MAC-FIFO Still in Reset
```

Explanation An attempt was made to access the MAC-FIFO while it was resetting.

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

Error Message

```
%SBFIFO-3-ERRINT: [chars], error interrupt, mac_status = [hex]
```

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

Error Message

```
%SBFIFO-3-NOINT: Packet FIFO interface not created
```

Explanation A packet FIFO interface could not be created.

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

Error Message

```
%SBFIFO-3-TOOBIG: [chars], packet too big ([dec])
```

Explanation The packet FIFO interface has detected a packet that was larger than the predefined MTU. This condition most likely 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/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%SCB-6-BADSCB: Request to free SCB 0 ignored
```

Explanation An attempt has been made to free SCB 0. This is an internal logic error. The request was ignored.

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

```
%SCB-6-RESUME: SCB on port [dec] available, correlator: [dec] task: [chars] [hex]
```

Explanation A task waiting for a channel SCB woke up. This message is typically preceded by the message, "SCB limit on port [dec] reached." The correlator value in this message and the following message indicate that the two messages form a pair. In most cases, the pair of messages indicates a burst of activity that resulted in an unusually long queue for the channel.

Recommended Action No action is required.

Error Message

```
%SCB-6-WAIT: SCB limit on port [dec] reached, correlator: [dec] task: [chars]
[hex]
```

Recommended Action A task tried to allocate a channel SCB when all blocks were in use. The task is now waiting for a block to become available. This message is typically followed by the message, "SCB on port [dec] available." The correlator value in this message and the following message indicate that the two messages form a pair. In most cases, the pair of messages indicates a burst of activity that resulted in an unusually long queue for the channel.

Recommended Action If this message is followed by any kind of indication that the CIP has stopped working properly, report it to your Cisco technical support representative, along with the output of the show extended channel / subchannel, show extended channel / statistics, show version, show running-config, and show controller cbus commands. In addition, check the MVS syslog and the TCPIP job log (or equivalent for other mainframe operating systems) for unusual channel-related messages. Pay particular attention to anything related to TCP/IP offload.

SCCP Messages

The following are Skinny Client Control Protocol (SCCP) messages.

Error Message

```
%SCCP-0-PANIC: [chars]
```

Explanation An unrecoverable internal panic event has occurred that should be resolved immediately.

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

Error Message

```
%SCC-1-AUTHENTICATION_FAIL: This Switch may not have been manufactured by Cisco
or with Cisco's authorization. This product may contain software that was copied
in violation of Cisco's license terms. If your use of this product is the cause
of a support issue, Cisco may deny operation of the product, support under your
warranty or under a Cisco technical support program such as Smartnet. Please
contact Cisco's Technical Assistance Center for more information.
```

Explanation Smart Cookie authentication failure

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

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

Error Message

```
%SCCP-1-ALERT: [chars]
```

Explanation A condition that should be corrected immediately.

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

Error Message

```
%SCCP-2-CRITICAL: [chars]
```

Explanation Critical Conditions

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

Error Message

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

Explanation An internal error has occurred.

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

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

Error Message

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

Explanation An informational-level message involving SCCP has occurred.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the show tech-support command to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show tech-support command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

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

Explanation A notice-level message involving SCCP has occurred.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the show tech-support command to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show tech-support command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

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

Explanation A warning message has been received.

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

Error Message

```
%SCCP-5-NOTICE: [chars]
```

Explanation An internal software error has occurred.

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

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

Error Message

```
%SCCP-6-DSPFARM_REGISTER_FAILED: Failed to register SCCP Application with DSPFARM
```

Explanation The system failed to register the SCCP Application with DSPFARM.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the show tech-support command to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show tech-support command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SCCP-6-INFO: [chars]
```

Explanation This is an informational message only.

Recommended Action No action is required.

Error Message

```
%SCCP-6-SESS_REC_DATABASE_FAILED: Failed to create session record database
```

Explanation The system failed to create a session record database.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the show tech-support command to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show tech-support command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SCHED-0-BADPRIORITY: Task priority of [dec] is not allowed
```

Explanation A request was made to create a task, but the priority level for the task was not valid. The task was not created.

Recommended Action Tasks get created either at CIP startup time or as a result of a configuration command. If this message was caused by a configuration command, the configuration command was rejected. If the error message was issued at CIP startup time, while system tasks were being created, the CIP may not be fully functional. Note the steps necessary to recreate the problem, copy the error message exactly as it appears on the console or in the system log. Issue the show tech-support command to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show tech-support command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SCHED-0-INVLOCK1: Invalied lock word of [dec] used in lock request
```

Explanation An attempt has been made to request a lock, but the lock word contained invalid data. This is a fatal internal logic error.

Recommended Action This error message is typically followed by a fatal error dump with code 37. Capture all the messages and issue the show tech-support command to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show tech-support command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SCHED-0-INVLOCK2: Invalied lock word of [dec] used in unlock request
```

Explanation An attempt has been made to unlock a lock, but the data in the lock word was not valid. This is a fatal internal logic error.

Recommended Action This error message is typically followed by a fatal error dump with code 37. Capture all the messages and issue the show tech-support command to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show tech-support command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SCHED-0-ISRWATCHDOG: Interrupt of level %ld running for a long time.%s
```

Explanation The indicated Interrupt Service Routine ran for more than 2 minuteswithout relinquishing control and so caused the system to reset

Recommended Action When reporting this message, copy the message text exactly as it appears; include the stack trace; and report it to your technical support representative.

Error Message

```
%SCHED-0-NMLDATA: tcb_addr = [hex] current_tcb = [hex] lock_value = [dec]
```

Explanation This message contains data that relates to the SCHED-0-NOTMYLOCK message.

Recommended Action This error message is typically followed by a fatal error dump with code 37. Capture all the messages and issue the show tech-support command to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show tech-support command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SCHED-0-NOLOCK: Attempt was made to unlock resource that wasn't locked
```

Explanation An attempt was made to unlock a lock that was not held. This is a fatal internal logic error.

Recommended Action This error message is typically followed by a fatal error dump with code 37. Capture all the messages and issue the show tech-support command to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show tech-support command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SCHED-0-NOPROCID: No process id available for process creation
```

Explanation An attempt has been made to create one more task than the CIP is designed to allow. The task was not created.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, issue the show tech-support command, and provide the information to your Cisco technical support representative. If your running configuration shows that you are trying to use a supported number of configuration commands, the limit on the number of tasks on the CIP has to be increased.

Error Message

```
%SCHED-0-NOSTACK: Could not allocate [dec] bytes for stack from memory
```

Explanation An attempt has been made to create a task, but sufficient memory was not available to contain the stack for the task. The task was not created.

Recommended Action If this message was caused by a configuration command, it is an indication that the CIP does not have enough memory to run it. Install more memory for the CIP, or configure fewer devices. If this message occurred at CIP startup time, it is an indication that the version of CIP microcode you are running is not supported on a CIP with the amount of memory you have installed. Install more memory for the CIP in this case.

Error Message

```
%SCHED-0-NOTCB: Could not allocate [dec] bytes for tcb from memory
```

Explanation An attempt has been made to create a task, but sufficient memory was not available to contain the control block for the task. The task was not created.

Recommended Action If this message was caused by a configuration command, it is an indication that the CIP does not have enough memory to run it. Install more memory for the CIP, or configure fewer devices. If this message occurred at CIP startup time, it is an indication that the version of CIP microcode you are running is not supported on a CIP with the amount of memory you have installed. In this case, install more memory for the CIP.

Error Message

```
%SCHED-0-NOTMYLOCK: Attempt was made to unlock another task's resource
```

Explanation An attempt has been made to unlock a lock that was set by another task. This is a fatal internal logic error.

Recommended Action This error message is typically followed by a fatal error dump with code 37. Capture all the messages and issue the show tech-support command to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show tech-support command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SCHED-0-NOTPROCES: Attempt was made to lock while not at process level
```

Explanation An attempt has been made to lock a resource while not at the process level. This is a fatal internal logic error.

Recommended Action This error message is typically followed by a fatal error dump with code 37. Capture all the messages and issue the show tech-support command to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show tech-support command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SCHED-0-WATCHDOG: Scheduler running for a long time, more than the maximum
configured ([dec]) secs.[chars]
```

Explanation The scheduler was running longer than the maximum-configured time. The system has been reset as a result of this condition.

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

Error Message

```
%SCHED-2-ATTRCMD: Attempt to %s attribute %s on process %d.
```

Explanation Each process has various public and private attributes associated with it. This message indicates that an attempt was made to set or get a private attribute belonging to another 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/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

```
%SCHED-2-ATTRVALUE: Attempt to set bad %s value (%x) on process %d
```

Explanation Each process has various attributes associated with it. This message indicates that an attempt was made to set the specified attribute to an invalid value.

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

Error Message

```
%SCHED-2-EDISMSCRIT: Critical/high priority process %s may not dismiss.
```

Explanation Each process executes at a specified priority level. Higher priority processes must use the new scheduler primitives, while lower priority processes can use primitives from either the new or old scheduler. This message indicates that a higher priority process attempted to use an old scheduler primitive.

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

Error Message

```
%SCHED-2-MESSAGE: Key (%s) does not match key (%s) of process (%d) in
process_send_message request
```

Explanation An attempt was made to send a message to a process. The key associated with that process did not match the key in the message. This usually means an incorrect process id was used in the send message request.

Recommended Action Copy the error message exactly as it appears; include the stack trace; and report it to your technical support representative. If this message recurs, revert to an IOS image that did not exhibit this behavior.

Error Message

```
%SCHED-2-NOATTR: Attempt to %s unknown process attribute %d.
```

Explanation Each process has various attributes associated with it. This message indicates that an attempt was made to set or get a nonexistent process attribute.

Recommended Action Copy the message exactly as it appears on the 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

```
%SCHED-2-NOTWATCHTIMER: %s timer %x not being watched.
```

Explanation A process can register to be notified when various events occur in the router. This message indicates that an attempt was made to deregister a timer expiration event that is not currently registered.

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

Error Message

```
%SCHED-2-QUEUENOTEMPTY: Attempt to delete non-empty watched queue %s (address %x).
```

Explanation A process can register to be notified when various events occur in the router. This message indicates that an attempt was made to destroy a queue that still contained items. These items are lost and not returned to free memory.

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

Error Message

```
%SCHED-2-SEMNOTLOCKED: %s attempted to unlock an unlocked semaphore
```

Explanation Some sections of code use semaphores to protect critical sections of software. This message indicates that an attempt was made to unlock a semaphore that was not locked.

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

Error Message

```
%SCHED-2-SEMUNLOCK: %s attempted to unlock semaphore owned by %s.
```

Explanation Some sections of code use semaphores to protect critical sections of software. This message indicates that an attempt was made to unlock a semaphore that was not owned by the process attempting to unlock it.

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

Error Message

```
%SCHED-2-SETHIGHORCRIT: Attempt to set %s priority on process %d (%s)
```

Explanation Each process executes at a specified priority level. Higher priority processes must use the new scheduler primitives, while lower priority processes can use primitives from either the new or old scheduler. This message indicates that an attempt was made to set the specified priority too high for a process using old scheduler primitives.

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

Error Message

```
%SCHED-3-CORRUPT: Scheduler '%s' corrupted by process %s (expected %x, found %x)
```

Explanation The scheduler has determined that its data structures were corrupted during the execution of the current process. This corruption is the result of either the actions of the process (multiple errors reported against the same process) or an interrupt driver (multiple errors reported against different processes).

Recommended Action This message is a sign of memory corruption. Copy the error message text exactly as it appears; include the stack trace; and report it to your technical support representative. Reset the system. If this message re-occurs, revert to a previous release of IOS.

Error Message

```
%SCHED-3-INTSETWAKEUP: Invalid scheduler action (%s) at interrupt level
```

Explanation This message indicates that a process_set_wakeup_reasons was attempted from an interrupt handler.

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

Error Message

```
%SCHED-3-LOSTWAKEUP: Wakeup information for process %s lost (maj %x, min %x).
```

Explanation A process can register to be notified when various events occur in the router. This message indicates that an event for the specified process was lost and that the system might not be functioning correctly.

Recommended Action Copy the error message text exactly as it appears; include the stack trace; and report it to your technical support representative. Reset the system.

Error Message

```
%SCHED-3-PAGEZERO: Low memory modified by %s (%#x = %#x)
```

Explanation In all Cisco products, the first 256 bytes of memory are unused and are off limits. Newer platforms have hardware to immediately trap reads or writes to this area. Older platforms periodically check this memory. This message appears only on older platforms and indicates that this off-limits memory area was modified.

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

Error Message

```
%SCHED-3-PRIORITY: Illegal priority (%d) specified for process %s.
```

Explanation Each process executes at a specified priority level. Higher priority processes must use the new scheduler primitives, while lower priority processes can use primitives from either the new or old scheduler. This message indicates that an attempt was made to set the specified process to a priority level that is not allowed for the type of scheduler primitives used.

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

Error Message

```
%SCHED-3-SEMLOCKED: [chars] attempted to lock a semaphore, already locked by
itself
```

Explanation Some sections of Cisco IOS software use semaphores to protect critical sections of software. This message indicates that an attempt was made to lock a semaphore that was already locked.

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

Error Message

```
%SCHED-3-STACKSIZE: Illegal stack size (%d) specified for process %s.
```

Explanation Each process has its own stack space, which must be one of several predefined sizes. This message indicates that an attempt was made to specify an illegal stack size.

Recommended Action Copy the error message exactly as it appears; include the stack trace; and report it to your technical support representative. If this message recurs, revert to a previous IOS image that did not exhibit the problem.

Error Message

```
%SCHED-3-STILLWATCHING: Process still watching %s %s
```

Explanation A process can register to be notified when various events occur in the router. This message indicates that a process destroyed a set of events without first individually removing each event in the set.

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

Error Message

```
%SCHED-3-STILLWATCHINGT: Process still watching %s timer %x
```

Explanation A process can register to be notified when various events occur in the router. This message indicates that a process destroyed a set of events without first individually removing each event in the set.

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

Error Message

```
%SCHED-3-STUCKMTMR: Sleep with expired managed timer %x, time %#Ta (%TE ago).
```

Explanation A process can register to be notified when various events occur. This message indicates that a registered timer has expired and its value is unchanged after the process has received control twice.

Recommended Action Copy the error message exactly as it appears, include the stacktrace; and report it to your technical support representative. Reset the system. If the error recurs, revert to a previous IOS image that did not exhibit the problem.

Error Message

```
%SCHED-3-STUCKTMR: Sleep with expired timer %x, time %#Ta (%TE ago).
```

Explanation A process can register to be notified when various events occur. This message indicates that a registered timer has expired and its value is unchanged after the process has received control twice.

Recommended Action Copy the error message exactly as it appears; include the stack trace; and report it to your technical support representative.

Error Message

```
%SCHED-3-THRASHING: Process thrashing on watched %s.
```

Explanation A process can register to be notified when various events occur. This message indicates that the indicated process relinquished control 50 consecutive times and there were still outstanding events to be processed.

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

Error Message

```
%SCHED-3-UNEXPECTEDEVENT: Process received unknown event (maj %x, min %x).
```

Explanation A process received an event it did not know how to handle. A process can register to be notified when various events occur in the 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/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

```
%SCHED-3-UNEXPECTEDMESSAGE: Unknown message %x received (ptr arg %x, num arg %x).
```

Explanation A process can register to be notified when various events occur in the router. This message indicates that a process received a message from another process that it does not know how to handle.

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

Error Message

```
%SCHED-3-UNEXPECTEDQUEUE: Queue event for unknown queue (index %d).
```

Explanation A process can register to be notified when various events occur in the router. This message indicates that a process received a queuing event for an unknown queue.

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

Error Message

```
%SCHED-3-UNEXPECTEDTIMER: Unknown timer expiration, timer = %x, type %d.
```

Explanation A process can register to be notified when various events occur in the router. This message indicates that a process received a timer expiration event for an unknown timer.

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

Error Message

```
%SCHED-4-PROCESSTIME: Invalid argument ([dec] msec) for process_set_schedtime
```

Explanation An attempt was made to change the maximum time a process can run by scheduling to an invalid value. The value should fall in the range from 20 ms to 200 ms.

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 along with the contents of the stack trace. If this message recurs, revert to a Cisco IOS software image that did not exhibit this behavior.

Error Message

```
%SCHED-7-WATCH: Attempt to [chars] uninitialized watched [chars] (address [hex]).
```

Explanation A processes can register to be notified when various events occur. This message indicates that an attempt was made to register for an event without first creating the data structure for that event.

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

Error Message

```
%SCOOBY-5-SERIAL_BRIDGE_BLOCK_EVENT: Block %s/%d of serial bridge %d had I/O event
%#x
```

Explanation A serial bridge input/output event has occurred. Though this event is not serious, it is logged for diagnostic purposes.

Recommended Action Such events may occur during card online insertion and removal (OIR), dependening on the system conditions. If the events occur persistently without OIR activity, examine the logs for hardware errors and perform hardware diagnostics.

Error Message

```
%SCOOBY-3-SERIAL_BRIDGE_CRITICAL_ERROR: Reloading %s due critical event %#x in
block %s/%d ofserial bridge %d
```

Explanation A critical serial bridge I/O event has occurred. This event is serious and the card must be reloaded to recover from the error.

Recommended Action Reload the card to recover from the error. If the event recurs, perform hardware diagnostics.

Error Message

```
%SCOOBY-3-SERIAL_BRIDGE_CRITICAL_ERROR_RATE: Reloading %s due to critically high
serial bridge errorrate.
```

Explanation A serial bridge has experienced a persistently high error rate. The condition is serious and the card must be reloaded. This could be due to a hardware or software driver defect.

Recommended Action Reload the card to recover from the error. If the event recurs, perform hardware diagnostics.

Error Message

```
%SCOOBY-5-SERIAL_BRIDGE_EVENT_RATE: The %s event rate of %llu has exceeded the
threshold of %lluon serial bridge %d interconnect %d
```

Explanation A serial bridge has experienced a high event rate. This condition is not considered to be serious, but is logged for diagnostic purposes. This could be due to a hardware or software driver defect.

Recommended Action Such events may occur during card online insertion and removal (OIR), depending on the system conditions. If the events occur persistently without OIR activity, examine the logs for hardware errors and perform hardware diagnostics.

Error Message

```
%SCP-2-NOMEM: No memory available for [chars]
```

Explanation The SCP protocol subsystem could not obtain the memory it needed.

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

Error Message

```
%SCP-2-NOTREG: Process [dec]([chars]) not registered for SCP
```

Explanation The SCP application cannot send an SCP message because it has not registered for a SAP.

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

Error Message

```
%SCP-2-TOO_MANY_SAP: Not enough space to register process [dec]([chars]) for SCP
```

Explanation The SCP application cannot register for a SAP because all possible numbers have been assigned.

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

```
%SCP-3-BADVLAN: Rx'd VLAN [dec] (opcode [hex]) from the NMP which is not
configured.
```

Explanation The NMP sent a configuration command for an unconfigured VLAN interface.

Recommended Action Configure the VLAN interface.

Error Message

```
%SCP-3-NOPROC: Cannot create SCP process.
```

Explanation The system does not have sufficient internal resources available to create the queue.

Recommended Action Check the available memory capacity on the router. Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

Error Message

```
%SCP-3-NOQUEUE: Cannot create SCP Rx/Tx queue.
```

Explanation The system does not have sufficient internal resources available to create the queue.

Recommended Action Check the available memory capacity on router. Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

Error Message

```
%SCP-3-PROCEXIT: The SCP process is terminating. signal: [dec]. subcode; [dec].
addr: [hex].
```

Explanation The SCP process has been terminated.

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

Error Message

```
%SCP-3-SCP_FAILURE: SCP Opcode:[dec] Module: [dec] returned error [hex]
```

Explanation An SCP operation performed on the module 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

```
%SCP-3-SCP_HA_FAIL: SCP HA Seq Set - Module: [dec] failed [dec] times
```

Explanation The system did not receive the SCP HA sequence set 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/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%SCP-3-UNKMSG: Unknown SCP message (opcode [hex]) received.
```

Explanation The remote peer has sent an unknown SCP message.

Recommended Action Check software compatibility between the peers. SDM Messages

Recommended Action The following are SDM template messages.

Error Message

```
%SCP-4-DACK_TIMEOUT_MSG: SCP delivery ack timeout for opcode=[hex]
```

Explanation RP did not receive the SCP delivery acks from SP even after two retries.

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

Error Message

```
%SCP-4-GET_PAK_MSG: Failed for message size=[dec]
```

Explanation The system is out of pak type buffers of required size.

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

Error Message

```
%SCP-5-ASYNC_WATERMARK: [dec] messages pending in [chars]
```

Explanation The indicated number of SCP messages are waiting in the indicated local queue. This condition might mean that the SP is generating many messages, that the SP is to busy to send them, or that the line card cannot process them at a sufficient pace. In most cases, this condition occurs when there is significant control plane activity. The type of activities that can cause this message to be generated are the formation of Layer 2 trunks, the addition of new VLANs, or the toggling of links.

Recommended Action If this message is occurring sporadically during configuration then, no action is required. Otherwise, check if the SP is busy or if the interface link is rapidly coming up and then going down. If these messages persist for more than 5 minutes 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/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%SCP-5-ENABLE: Module enabled [chars]
```

Explanation The router has received module enable indication from the supervisor.

Recommended Action No action is required.

Error Message

```
%SCP-5-ONLINE: Module online [chars]
```

Explanation The router has received a online indication from the supervisor.

Recommended Action No action is required.

Error Message

```
%SCP-SP-2-NOMEM: No memory available for [chars]
```

Explanation The SCP protocol system could not obtain the memory it needed.

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

Error Message

```
%SDEE-4-BUFFER_SIZE: SDEE: Reduced maximum events stored to [int]
```

Explanation Triggers when SDEE buffer size cannot be allocated.

Recommended Action This message indicates that the specified SDEE buffer size cannot be allocated due to memory limitations.

Error Message

```
%SDEE-4-HTTP_ERROR: SDEE: HTTP returned error [dec] when registering
```

Explanation Triggers when SDEE gets an error message from HTTP during initialization.

Recommended Action This message indicates that SDEE was not able to register successfully with the HTTP server.

SDLC Messages

The following are Synchronous Data Link Control messages.

Error Message

```
%SDLC-2-ILLEGSTATE: [chars], illegal state for addr [hex], [chars]([dec])
```

Explanation An internal SDLC state violation was detected.

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

Error Message

```
%SDLC-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

```
%SDLC-2-NOPOINTER: AW_SDLC_SEC with no sdllc_llc pointer.
```

Explanation An error condition occurred during SDLLC initiation.

Recommended Action No action is required. The SDLLC session will restart without operator intervention.

Error Message

```
%SDLC-3-CONFIGERR: [chars], addr [hex], Sent SNRM, received SNRM. Check link
station roles.
```

Explanation A hardware or software error occurred.

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

Error Message

```
%SDLC-3-DLU_ERROR: [chars], DLU failed to close station [hex] before re-opening,
[chars]/[chars]
```

Explanation A hardware or software error occurred.

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

Error Message

```
%SDLC-3-NOINPIDB: Input idb not set
```

Explanation This is a software error. A frame was given to the SDLC handler to process, but the interface on which the frame arrived is not known.

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

http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%SDLC-3-NULLPAK: Interface [chars], NULL packet ptr, rvr [dec], vs [dec], vr [dec]
```

Explanation An internal software error has occurred in the SDLC processing system.

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

Error Message

```
%SDLC-4-BADFRAME: [chars], Received bad SDLC [chars]frame, address [hex], control
[hex]
```

Explanation A hardware or software error occurred.

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

Error Message

```
%SDLC-4-CTRLBAD: Interface %s, Invalid control field
```

Explanation A bad SDLC frame was received.

Recommended Action If this message recurs, check the SDLC serial line and the devices attached to it.

Error Message

```
%SDLC-4-DROPPED: Dropped SDLC packet from SDLC hold queue
```

Explanation An SDLC frame had to be dropped from the output hold queue, usually because of excessive congestion on the output link.

Recommended Action If this message occurs frequently, determine why your SDLC link is being overloaded with data and resolve the cause (typically by either increasing bandwidth to your SDLC line or reducing the load on your link).

Error Message

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

Explanation A FRMR frame was received. This can be due to a noisy serial line, an overloaded SDLC device, or corrupted data.

Recommended Action If this message recurs, service the serial line and the devices attached to it.

Error Message

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

Explanation A bad SDLC frame was received.

Recommended Action If this message recurs, check the SDLC serial line and the devices attached to it.

Error Message

```
%SDLC-4-INVLDGRPCFG: Interface [chars], ignoring group-poll mismatch, UPOLL [hex]
```

Explanation A hardware or software error occurred.

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

Error Message

```
%SDLC-4-INVNR: Interface %s, Invalid NR value
```

Explanation A bad SDLC frame was received.

Recommended Action If this message recurs, check the SDLC serial line and the devices attached to it.

Error Message

```
%SDLC-4-N1TOOBIG: Interface %s, N1 too large
```

Explanation An information frame was received from the other end of the SDLC link that was larger than allowed with the N1 parameter on this link.

Recommended Action Either increase the value of the N1 parameter for this interface on the router or reduce the size of the maximum information frame sent by the other end of the link.

Error Message

```
%SDLC-4-NOUA: %s, addr %02x received command %02x in response to SNRM, expected UA
```

Explanation The router received a frame other than a UA in response to a SNRM.

Recommended Action Check the end station to see if the SNA stack is up and running.

Error Message

```
%SDLC-4-SDLC_ERR: SDLC_ERROR with no poll
```

Explanation A protocol error was detected on a secondary station, but FRMR could not be sent because the station did not own the poll bit. This message indicates either poor line conditions or a faulty SDLC implementation.

Recommended Action If this message recurs, run traces on the SDLC line. Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message

```
%SDLC-4-XID_NOMATCH: %s, XID mismatch for %02x. CONNECTION REJECTED
```

Explanation An inbound exchange identification (XID) from a PU 2.0/PU 2.1 node was rejected. The targeted SDLC address is displayed. The XID information is displayed in a subsequent message = SDLLC-6-XID_DISPLAY or SDLLC-6-FORMAT.

Recommended Action This is a security feature. Additional information is displayed to help trace the source of the rejected XID. If the message is undesirable, simply remove the XID statement from the router configuration.

Error Message

```
%SDLC-5-INVLDGRPPOLL: Interface %s, not configured for group-poll frame, received
%02x
```

Explanation An unnumbered poll (UP) was received with the wrong group poll address.

Recommended Action Make sure the group poll address configured on the router matches the one configured in the physical unit macro (GP3174=XX) in the Network Control Program (NCP) generate file.

Error Message

```
%SDLC-6-XID_DISPLAY: sa %e da %e ss %x ds %x [%02x%02x%02x%02x]
```

Explanation This message supplies the information for the received and rejected XID.

Recommended Action See the SDLC-6-XID_NOMATCH error message.

Error Message

```
%SDLC-6-XID_FORMAT: Unsupported XID format received, format %d
```

Explanation An inappropriate exchange identification (XID) format was received for this mode of SDLLC operation. Review the type of devices you are connecting with SDLLC to make sure they are supported.

Recommended Action See the SDLLC-6-XID_NOMATCH error message.

SDLLC Messages

The following are Synchronous Data Logical Link Control (SDLLC) Logical Link Control Type 2 (LLC2) translation messages.

Error Message

```
%SDLLC-5-ACT_LINK: SDLLC: [chars] LINK address [hex] ACTIVATED: [chars]
```

Explanation An SDLLC media conversion session was activated.

Recommended Action No action is required.

Error Message

```
%SDLLC-5-DACT_LINK: SDLLC  : %s LINK address %02x DEACTIVATED  : %s
```

Explanation An SDLLC media conversion session was deactivated. If deactivation is a result of an error condition, this message will include a reason.

Recommended Action If the message does not include a description of an error, the deactivation was normal and the message is for information only. If the message does include a description of an error, begin problem analysis. Determine whether session loss is related to LLC2 timers by issuing the debug llc2-err command. If the problem is related to LLC2 timers, consider using SDLLC with the local acknowledgment feature. Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message

```
%SDM-6-MISMATCH_ADVISE: [chars]
```

Explanation This message provides information regarding an SDM mismatch.

Recommended Action No action is required.

Error Message

```
%SDP-3-CONFIG_PTR_ERROR: Received invalid config pointer from application. Unable
to process.
```

Explanation The SDP library application has an invalid configuration pointer. The SDP library is therefore unable to handle the request that it received. The configuration of the application will not be as expected and SDP parsing errors may result, even for valid SDPs.

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

Error Message

```
%SDP-3-INTERNAL: [chars]
```

Explanation An internal software error has occurred.

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

Error Message

```
%SDP-3-SDP_PTR_ERROR: Received invalid SDP pointer from application. Unable to
process.
```

Explanation The SDP library application has an invalid SDP pointer. The SDP library is therefore unable to handle the request that it received. SDP parsing or build errors may 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. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

SDSL Messages

The following are SDSL driver messages.

Error Message

```
%SDSL-1-GETPROCPARAM: Unable to retrieve parameter for process
```

Explanation Not able to retrieve parameter for the process just created.

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

Error Message

```
%SDSL-3-APIFAIL: Interface [chars], globespan API function call failed.
```

Explanation The chipset may be malfunctioning.

Recommended Action No action is required.

Error Message

```
%SDSL-3-NOMEM: Interface [chars], out of memory
```

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

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

Error Message

```
%SDSL-3-RESETFAIL: Interface [chars], restart failed.
```

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

Error Message

```
%SDSL-6-ACTIVATION: Interface [chars], the line is still not activated.
```

Explanation Cable might have been disconnected.

Recommended Action Check that the cable is connected.

Error Message

```
%SDSPFARM-6-REGISTER: mtp-[dec]:[chars] IP:[IP_address] Socket:[dec]
DeviceType:[chars] has registered.
```

Explanation The configured transcoding sdspfarm has registered to the SCCP server.

Recommended Action No action is required.

Error Message

```
%SDSPFARM-6-REGISTER_NEW: mtp-[dec]:[chars] IP:[IP_address] Socket:[dec]
DeviceType:[chars] has registered.
```

Explanation A transcoding sdspfarm has registered. The sdspfarm is not yet in current running configuration.

Recommended Action No action is required.

Error Message

```
%SDSPFARM-6-UNREGISTER_ABNORMAL: mtp-[dec]:[chars] IP:[IP_address] Socket:[dec]
DeviceType:[chars] has unregistered abnormally.
```

Explanation A transcoding sdspfarm has unregistered without sending an unregister message.

Recommended Action No action is required.

Error Message

```
%SDSPFARM-6-UNREGISTER_NORMAL: mtp-[dec]:[chars] IP:[IP_address] Socket:[dec]
DeviceType:[chars] has unregistered normally.
```

Explanation A transcoding sdspfarm has successfully unregistered

Recommended Action No action is required.

SEC Messages

The following are IP Security messages.

Error Message

```
%SEC-2-NOOPT: Box secured, no option on internal packet
```

Explanation An internal software error has occurred.

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

Error Message

```
%SEC-2-NOTSEC: First opt in tcb not BASIC security
```

Explanation An internal software error occurred.

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

Error Message

```
%SEC-2-SECINS: Security opt in tcb not SECINSERT
```

Explanation An internal software error has occurred.

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

Error Message

```
%SEC-3-ACLCOMPILE: Failed to compile access lists (too many entries)
```

Explanation The number or complexity of the combined access list entries is too high to compile or would require too much memory or CPU processing time to compile.

Recommended Action Try to reduce the number of access list entries or rearrange the existing access lists to simplify the entries.

Error Message

```
%SEC-3-NOMAX: No default for NLESO defined
```

Explanation An internal software error has occurred.

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

Error Message

```
%SEC-4-SHELFCTLRTELOPT: malformed option on vty[t-line] [char][char][char][dec]
len [dec] [chars]
```

Explanation A packet containing shelf controller telnet options was malformed. Options were ignored or truncated.

Recommended Action No action is required. SEC_LOGIN Messages

Recommended Action The following are secure login messages.

Error Message

```
%SEC-4-TOOMANY: Box secured, too many options on internal packet
```

Explanation No room for all desired IP header options. Packet discarded.

Recommended Action Configure for fewer IP header options.

Error Message

```
%SEC-6-IPACCESSLOGDP: list [chars] [chars] [chars] [IP_address] [chars]-
[IP_address] ([dec]/[dec]), [dec] packet[chars]
```

Explanation A packet matching the log criteria for the given access list was detected.

Recommended Action No action is required.

Error Message

```
%SEC-6-IPACCESSLOGNP: list [chars] [chars] [dec] [IP_address] [chars]-
[IP_address], [dec] packet[chars]
```

Explanation A packet matching the log criteria for the given access list was detected.

Recommended Action No action is required.

Error Message

```
%SEC-6-IPACCESSLOGP: list [chars] [chars] [chars] [IP_address]([dec]) [chars]-
[IP_address]([dec]), [dec] packet[chars]
```

Explanation A packet matching the log criteria for the given access list was detected.

Recommended Action No action is required.

Error Message

```
%SEC-6-IPACCESSLOGRL: access-list logging rate-limited or missed [dec]
packet[chars]
```

Explanation Some packet-matching logs were missed because the access list log messages were rate-limited or no access list log buffers were available.

Recommended Action No action is required. SERIAL Messages

Recommended Action The following are Cisco 7304 Router serial line card messages.

Error Message

```
%SEC-6-IPACCESSLOGRP: list [chars] [chars] [chars] [IP_address] [chars]-
[IP_address], [dec] packet[chars]
```

Explanation A packet matching the log criteria for the given access list has been detected.

Recommended Action No action is required.

Error Message

```
%SEC-6-IPACCESSLOGS: list [chars] [chars] [IP_address] [dec] packet[chars]
```

Explanation A packet matching the log criteria for the given access list was detected.

Recommended Action No action is required.

Error Message

```
%SEC-6-IPACCESSLOGSP: list [chars] [chars] [chars] [IP_address] [chars]-
[IP_address] ([dec]), [dec] packet[chars] [chars] [chars]
```

Explanation A packet matching the log criteria for the given access list was detected.

Recommended Action Informational message only. No action is required.

Error Message

```
%SEC_LOGIN-1-QUIET_MODE_ON: Still timeleft for watching failures is [int] secs,
[user: [chars]] [Source: [IP_address]] [localport: [int]] [Reason: [chars]] [ACL:
[chars]] at [chars]
```

Explanation Quiet mode is now on. No request for connections are now accepted other than those allowed by the ACL, if the ACL is configured for the blocking period. An implicit "deny all" of any logins will be in effect.

Recommended Action Because all requests from other sources are blocked, check the ACL and add any source addresses as necessary. SEC Messages

Recommended Action The following are IP security messages.

Error Message

```
%SEC_LOGIN-3-INIT_FAILED: Secure Login Initialization failed. [chars]
```

Explanation Initialization of the secure login subsystem 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

```
%SEC_LOGIN-4-25: Login failed [user: [chars]] [Source: [IP_address]] [localport:
[int]] [Reason: [chars]] at [chars]
```

Explanation An username or password is invalid.

Recommended Action Specify a vaild username or password.

Error Message

```
%SEC_LOGIN-4-LOGIN_FAILED: Login failed [user: %s] [Source: %i] [localport: %u]
[Reason: %s] at %s
```

Explanation Invalid User Name or Password is given from terminal.

Recommended Action A notification to indicate that login failed.

Error Message

```
%SEC_LOGIN-5-LOGIN_SUCCESS: Login Success [user: [chars]] [Source: [IP_address]]
[localport: [int]] at [chars]
```

Explanation Login has succeeded.

Recommended Action No action is required.

Error Message

```
%SEC_LOGIN-5-QUIET_MODE_OFF: Quiet Mode is OFF, because [chars] at [chars]
```

Explanation Quiet mode is now off. The router is now operating in normal connection processing mode. The reason for the change is specified in the message text.

Recommended Action No action is required.

Error Message

```
%SECONDCORE-5-UBOOT_RECOVERY: uboot reprogrammed with bundled image
```

Explanation The universal bootloader (UBOOT) was restored with the Cisco IOS bundled image.

Recommended Action No action is required.

Error Message

```
%SERIAL-4-UNSUPPORTED_STOPBITS: This interface does not support stop bit [dec].
```

Explanation The serial interface supports only one stop bit. Any other stop bit configuration defaults to one stop bit.

Recommended Action Copy the message exactly as it appears on the 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.

SENSOR Messages

Error Message

```
%SENSOR-3-TEMP_CRITICAL: System sensor [dec] has exceeded CRITCAL temperature
thresholds
```

Explanation One of the measured environmental test points exceeds the extreme threshold.

Recommended Action Correct the specified condition, or the system may shut itself down as a preventive measure. Enter the show environment all command to help determine if this is due to temperature or volatage condition. If this is a critical temperature warning, ensure that the router fans are are operating and that the room cooling and air-conditioning are functioning. This condition could cause the system to fail to operate properly.

Error Message

```
%SENSOR-3-TEMP_NORMAL: [chars] temperature sensor is now normal
```

Explanation One of the measured environmental test points is under normal operating temperature.

Recommended Action No action is required.

Error Message

```
%SENSOR-3-TEMP_SHUTDOWN: Shuting down the system because of dangerously HIGH
temperature at sensor [dec].
```

Explanation One of the measured environmental test points exceeds the operating temperature environment of the router.

Recommended Action Closely monitor the condition and correct, if possible, by cooling the environment.

Error Message

```
%SENSOR-3-TEMP_WARNING: [chars] temparature sensor [dec] has exceeded WARNING
temperature thresholds
```

Explanation One of the measured environmental test points exceeds the warning threshold.

Recommended Action Closely monitor the condition and correct, if possible, by cooling the environment.

Error Message

```
%SENSOR-3-VOLT_CRITICAL: System sensor [dec] has exceeded CRITCAL voltage
thresholds
```

Explanation One of the measured environmental test points exceeds the extreme voltage threshold.

Recommended Action Correct the specified condition, or the system may shut itself down as a preventive measure. Enter the show environment all to help determine if this is due to volatage condition. This condition could cause the system to fail to operate properly.

Error Message

```
%SENSOR-3-VOLT_NORMAL: System sensor [dec]([dec]) is now operating under NORMAL
voltage
```

Explanation One of the measured environmental test points is under normal operating voltage.

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

Error Message

```
%SENSOR-3-VOLT_SHUTDOWN: Shuting down the system because of dangerously HIGH
voltage at sensor [dec].
```

Explanation One of the measured environmental test points exceeds the operating voltage environment of the router.

Recommended Action Check power supplies. 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

```
%SENSOR-3-VOLT_WARNING: Voltage monitor [dec]([dec]) has exceeded voltage
thresholds
```

Explanation One of the measured voltage test points indicates that voltage is out of normal range.

Recommended Action Check power supplies. 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

```
%SERIAL-0-860_BOOT_NOTOK: [chars] Linecard local processor at slot [dec] failed
to boot
```

Explanation The DS3 line card local processor boot code did not initialize properly. The line card will be deactivated. This error indicates a line card hardware failure.

Recommended Action Enter the **hw-module slot** slot-number **start** command to try to reactivate the line card. If the line card does not recover from the error, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%SERIAL-0-BADPORT: [chars] (slot [dec]) [chars] [dec]
```

Explanation A very high rate of bad packets has been received on the specified port. This error can occur because of port misconfiguration, especially when there are mismatched DSU subrates (most common with Kentrox). The port is shut down so the line card is not overwhelmed with these bad packets.

Recommended Action Verify that the configuration is correct and matching on both ends of the connection. Configuration parameters include clock source (one end line, other internal), DSU (mode and subrate), and encapsulation. Also verify the physical condition on the line by running BERT or a similar test. Check the signal strength and cable length.

Error Message

```
%SERIAL-0-DLL_OUTOFLOCK: [chars] HW DLLS failed to lock in linecard at slot [dec]
```

Explanation The DS3 line card could not initialize. The line card has been deactivated.

Recommended Action Try to reactivate the line card using the **hw-module slot** slot-number **start** command. If the error persists, copy the error message exactly as it appears on the console or in the system log. Enter the **show diag** slot-number command to gather additional data that might help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show diag** slot-number output, contact your Cisco technical support representative with the information you have gathered.

Error Message

```
%SERIAL-0-INITFAIL: [chars] initialization failure for slot [dec], [chars]
```

Explanation The DS3 line card driver has failed to initialize properly. This error indicates a software initialization issue. The line card has been deactivated.

Recommended Action Try to reactivate the line card by entering the **hw-module slot** slot-number **start** command. If the error persists, copy the error message exactly as it appears on the console or in the system log. Enter the **show diag** slot-number command to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show diag** slot-number output, contact your Cisco technical support representative with the information you have gathered.

Error Message

```
%SERIAL-1-ALLOCFAIL: [chars] (slot [dec]) [chars] Allocation failure.
```

Explanation The DS3 driver data structure could not be allocated during line card initialization. This condition occurs when the system is running low on memory because of a misconfiguration or because the memory installed in the system is not large enough to meet the demands of different applications in high traffic conditions. The line card is deactivated after this error occurs.

Recommended Action Try to reactivate the line card using the **hw-module slot** slot-number **start** command. If the error recurs, check the system configuration for the amount of Route Processor-switched traffic. A large amount of Route Processor-switched traffic can cause this error, so reconfigure the system for less Route Processor-switched traffic if possible. If the amount of installed memory can be upgraded, consider upgrading main memory by removing and replacing the SDRAM SO-DIMM. If the problem persists, collect the **show tech-support** command output and the error message exactly as it appears on the console and contact your Cisco technical support representative.

Error Message

```
%SERIAL-1-FW_CRASHED: [chars] line card firmware in slot [dec] crashed
```

Explanation The DS3 line card 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/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%SERIAL-3-BMAENG: [chars] (slot [dec]) [chars] HDLC, [chars] [chars][chars].
(src=[hex], det1=[hex], det2=[hex])
```

Explanation A hardware race condition has occurred. This condition occurs when access to shared memory is not properly synchronized. The line card is deactivated and an automatic recovery is initiated. If the error occurs more than five times within an hour, the line card is not reactivated.

Recommended Action The line card can be reactivated manually using the **hw-module slot** slot-number **start** command if it has been deactivated after five failures. If the error persists, copy the error message exactly as it appears on the console or in the system log. Enter the **show diag** slot-number command to gather additional data, and contact your Cisco technical support representative with the information you have gathered.

Error Message

```
%SERIAL-3-BMAPAR: [chars] (slot [dec]) [chars] HDLC, [chars].
BMA_DATA[3:0]=[hex]. (src=[hex], det1=[hex], det2=[hex])
```

Explanation A parity error has occurred on the High-Level Data Link Control Broadcast Multi-Access engine data bus. The line card is deactivated and subsequently reactivated. If the error occurs more than five times within an hour, the line card is not reactivated. This message is probably caused by of a hardware failure.

Recommended Action If the line card is deactivated, copy the error message exactly as it appears on the console or in the system log, enter the **show diag** slot-number command to gather additional data that might help identify the nature of the error, and contact your Cisco technical support representative with the information you have gathered.

Error Message

```
%SERIAL-3-BOOTCODE_CRASHED: [chars] linecard boot code in slot [dec] crashed,
reason: [chars] ([hex])
```

Explanation The DS3 line card local processor boot code crashed. This error message indicates a line card hardware failure. The line card will be deactivated.

Recommended Action Manually attempt to activate the line card using the **hw-module slot** slot-number **start** command and check to see if the line card recovers from the error. If the error persists, copy the error message exactly as it appears on the console or in the system log, enter the **show diag** slot-number command to gather additional data, and contact your Cisco technical support representative with the information you have gathered.

Error Message

```
%SERIAL-3-BOOTCODE_NOT_READY: [chars] linecard boot code in slot [dec] not ready
for firmware download, boot code status [hex]
```

Explanation The DS3 line card boot code did not initialize properly. This error message indicates a line card hardware failure. The line card will be deactivated.

Recommended Action Manually attempt to initialize the line card using the **hw-module slot** slot-number **start** command and see if the line card recovers from the error. If the error persists, copy the error message exactly as it appears on the console or in the system log, enter the **show diag** slot-number command to gather additional data, and contact your Cisco technical support representative with the information you have gathered.

Error Message

```
%SERIAL-3-CORRUPT: [chars] Corrupt configuration, unsupported [chars] ([int])
encountered
```

Explanation The running configuration for the DS3 line card is corrupted. The DS3 driver data structures that store snapshots of interface configurations are corrupted or are not correctly updated with the corresponding interface configurations in NVRAM. This problem is caused by a software error.

Recommended Action Attempt a graceful OIR of the line card by removing and reinserting the line card into the same slot or into another slot. A graceful OIR can also be performed by entering the **hw-module slot** slot-number **stop** command followed by the **hw-module slot** slot-number **start** command. If the problem persists, copy the error message exactly as it appears on the console or in the system log, enter the **show tech-support** command to gather additional data, and contact your Cisco technical support representative with the information you have gathered.

Error Message

```
%SERIAL-3-DAUGHTER_CARD: [chars] Slot [dec]: [chars]
```

Explanation A daughter card was detected in the line card in the specified slot. The line card has been disabled because the daughter card is not supported. If this message appears even though no daughter card is present on the line card, an I2C bus access failure has occurred on the line card.

Recommended Action Remove the line card and inspect it for any daughter cards. If a daughter card is present, unmount it from the line card. After removing the daughter card, or if no daughter card was found, reinsert the line card. If the error persists, copy the error message exactly as it appears on the console or in the system log, enter the **show tech-support** command to gather additional data, and contact your Cisco technical support representative with the information you have gathered.

Error Message

```
%SERIAL-3-DS3_IPC_MESSAGE_HANDLER_FAIL: Cannot create IPC message handler for DS3
Line card on RP.
```

Explanation The IPC handling process could not be created on RP. The condition indicates resource allocation issue for RP. The DS3 line card(s) on this router will not work 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/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SERIAL-3-DS3_IPC_QUEUE_FAIL: Can not create watched queue for the DS3 Line card
on RP.
```

Explanation The condition indicates resource allocation issue on RP. The DS3 line card(s) on this router will not work 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/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SERIAL-3-FAREND_UNKNOWN: [chars] Interface [chars] received an unknown far end
request ([int])
```

Explanation The DS3 driver has received an unknown FEAC code from the far end of the link. The request has been ignored. This condition is not a catastrophic error.

Recommended Action Check the configurations at both ends of the connection. If the configuration appears correct, copy the error message exactly as it appears on the console or in the system log. Enter the **show controller** serial slot-number/port-number command to gather additional data that might help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show controller** serial slot-number/port-number output, contact your Cisco technical support representative with the information you have gathered.

Error Message

```
%SERIAL-3-FW_CHECKSUM_FAILED: [chars] linecard in slot [dec] firmware integrity
check failed.(section: [dec], expected checksum: [hex], calculated checksum:
[hex])
```

Explanation The DS3 line card local processor firmware has crashed. The line card is restarted after the firmware crash. If the firmware crashes more than five times consecutively, the line card is not reactivated.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the **show diag** slot-number command to gather additional data that might help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show diag** slot-number output, contact your Cisco technical support representative with the information you have gathered.

Error Message

```
%SERIAL-3-FW_DOWNLOAD_FAILED: [chars] linecard in slot [dec] firmware download
failed
```

Explanation The DS3 firmware download from the system main processor on the NSE to the line card local processor memory has failed.

Recommended Action This error indicates a software failure, unless it is preceded by a firmware checksum failed error. Copy the error message exactly as it appears on the console or in the system log. Enter the **show diag** slot-number command to gather additional data that might help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show diag** slot-number output, contact your Cisco technical support representative with the information you have gathered.

Error Message

```
%SERIAL-3-FW_IPC_INIT_FAILED: [chars] linecard in slot [dec] firmware ipc
initialization failed
```

Explanation The Cisco IPC module in the DS3 line card local processor firmware has failed to complete a successful initialization. The source of the problem could be a line card hardware failure or a software failure. The line card is deactivated and automatically reactivated. If this error occurs more than five times in an hour, the automatic reactivation does not occur and the line card remains deactivated.

Recommended Action If the line card is not automatically reactivated, copy the error message exactly as it appears on the console or in the system log and enter the **show version**, **show diag** slot-number, **show ipc status**, and **show ipc port** commands to gather additional data. Contact your Cisco technical support representative with the gathered information to determine whether to replace the line card or upgrade the Cisco IOS software.

Error Message

```
%SERIAL-3-FW_MSG: [chars] DS3 LC(slot [dec]), [chars]
```

Explanation An informational message has been sent from the DS3 line card firmware to the system main processor on the NSE.

Recommended Action No action is necessary.

Error Message

```
%SERIAL-3-HDLCENG: [chars] (slot [dec]) [chars] HDLC, [chars]. [chars], port [dec]
(src=[hex], det1=[hex], det2=[hex])
```

Explanation The HDLC engine inside the HDLC ASIC on the line card has detected unrecoverable errors. The line card is deactivated and an automatic recovery starts. The line card reinitializes 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 is deactivated without further attempts at recovery.

Recommended Action If the line card is not automatically reactivated, copy the error message exactly as it appears on the console or in the system log, enter the **show version** and **show diag** slot-number commands to gather additional data, and contact your Cisco technical support representative with the gathered information to determine whether to replace the line card or upgrade the Cisco IOS software.

Error Message

```
%SERIAL-3-KEEPALIVE_LOSS: [chars] Loss of keepalives from linecard in slot [dec]
```

Explanation The system main processor is not receiving keepalive messages from the line card local processor. The source of the problem could be a line card hardware failure or a software failure. The line card is deactivated and an automatic recovery starts. The line card reinitializes 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 is deactivated without further attempts at recovery.

Recommended Action If the line card is not automatically reactivated, copy the error message exactly as it appears on the console or in the system log, enter the **show version** and **show diag** slot-number commands to gather additional data, and contact your Cisco technical support representative with the gathered information to determine whether to replace the line card or to upgrade the Cisco IOS version.

Error Message

```
%SERIAL-3-NOHWIDB: [chars] [dec]/[dec][chars] hardware IDB is missing
```

Explanation The IDB for the DS3 port hardware is missing.

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

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

Error Message

```
%SERIAL-3-SRAMPAR: [chars] (slot [dec]) [chars] HDLC, [chars].
[chars]=[hex][chars]. (src=[hex], det1=[hex], det2=[hex])
```

Explanation A parity error occurred in the HDLC engine SRAM memory. The source of the problem is a hardware failure. The line card is deactivated and an automatic recovery starts. The line card reinitializes 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 is deactivated without further attempts at recovery.

Recommended Action If the line card is not automatically reactivated, copy the error message exactly as it appears on the console or in the system log, enter the **show diag** slot-number command to gather additional data, and contact your Cisco technical support representative with the gathered information for a replacement of the line card.

Error Message

```
%SERIAL-4-UNKNOWNPARAM: [chars] [dec]/[dec][chars] parameter value is unknown
```

Explanation The IPC command parameter is unknown and the corresponding IPC message has been dropped. This is an informational message only.

Recommended Action Check the release notes for your Cisco IOS version to see if this problem is associated with a documented caveat. If not, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%SERIAL-5-BERT: Interface [chars], BERT [chars]
```

Explanation The DS3 driver has processed a BERT task. This message is a notification of completion.

Recommended Action No action is required.

Error Message

```
%SERIAL-5-FAREND_EVENT: [chars] Interface [chars] [chars] far end request of type
([chars])
```

Explanation The DS3 driver has received and processed a known far-end request. The purpose of this message is to provide a notification that a known request was received from the far end of the link and that it has been processed successfully.

Recommended Action No action is required.

Error Message

```
%SERIAL_12IN1-1-CLOCKRATE: [chars]:Link has been brought [chars] due to clock rate
change, threshold configured = [int], received clock rate = [int]
```

Explanation The received clock rate is changed from below the threshold configured to above or vice versa.

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

Error Message

```
%SERIAL_12IN1-3-SPI4_ERR: SPA [dec]/[dec]: [chars] was encountered. Intr status:
[hex]
```

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. Power down and reseat the indicated SPA card. If this message recurs, copy the message exactly as it appears on the console or in the system log.Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show logging**, **show monitor event-log spa all** and **show tech-support** commands, and your troubleshooting logs.

Error Message

```
%SERIAL_12IN1-3-SPI4_HW_ERR: SPA [dec]/[dec]: [chars] was encountered.
```

Explanation The SPA driver has detected a hardware error condition on the SPA's SPI4 bus. This might result in improper operation.

Recommended Action Power down and reseat 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 and the SPA hardware troubleshooting documentation. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center 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

```
%SERIAL_12IN1-3-SW_ERR: [chars]: A software error was encountered at [chars]:
[chars]
```

Explanation The SPA driver detected a software error condition on the SPA card. This might result in improper operation.

Recommended Action The SPA driver has encountered a software error. Power down and reseat the indicated SPA card. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center 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**, **show monitor event-log spa all** and **show tech-support** commands and your troubleshooting logs.

Error Message

```
%SERIAL_12IN1-3-SW_ERR_1: [chars]: A software error was encountered at [chars]:
[chars] [hex]
```

Explanation The SPA driver detected a software error condition on the SPA card. This might result in improper operation.

Recommended Action The SPA driver has encountered a software error. Power down and reseat the indicated SPA card. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center 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**, **show monitor event-log spa all** and **show tech-support** commands and your troubleshooting logs.

Error Message

```
%SERIAL_12IN1-3-SW_ERR_2: [chars]: A software error was encountered at [chars]:
[chars] [hex]/[hex]
```

Explanation The SPA driver detected a software error condition on the SPA card. This might result in improper operation.

Recommended Action The SPA driver has encountered a software error. Power down and reseat the indicated SPA card. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center 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**, **show monitor event-log spa all** and **show tech-support** commands and your troubleshooting logs.

Error Message

```
%SERVER_CLOCK_SYNC-3-BADREQ: bad request - [chars] - from client - [chars]
```

Explanation An internal software error has occurred.

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

Error Message

```
%SERVER_CLOCK_SYNC-3-CREATEBOOL: watched boolean creation failure. bool [chars]
```

Explanation An internal software error has occurred.

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

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

Error Message

```
%SERVER_CLOCK_SYNC-3-LISTCREATE: list creation failure
```

Explanation An internal software error has occurred.

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

Error Message

```
%SERVER_CLOCK_SYNC-3-LOCATE: could not locate port [chars]
```

Explanation An internal software error has occurred.

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

Error Message

```
%SERVER_CLOCK_SYNC-3-PORTCREATE: cannot create port [chars] due to [chars]
```

Explanation An internal software error has occurred.

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

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

Error Message

```
%SERVER_CLOCK_SYNC-3-PORTOPEN: cannot open port [chars] due to [chars]
```

Explanation An internal software error has occurred.

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

Error Message

```
%SERVER_CLOCK_SYNC-3-PORTREG: cannot register port [chars] due to [chars]
```

Explanation An internal software error has occurred.

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

Error Message

```
%SERVICEMODULE-2-BADAPPLNINFO: Software load on module [chars] does not match the
identifier for the network module.
```

Explanation The current software load on the specified module does not match the identifier for the network module.

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

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

Error Message

```
%SERVICEMODULE-2-IPCONFIGFAILED: Service module [chars] IP configuration
([chars]) failed
```

Explanation The IP configuration of the service module has failed.

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

Error Message

```
%SERVICEMODULE-2-IPV6CONFIGFAILED: Service module [chars] IPV6 configuration
([chars]) failed
```

Explanation The specified IPv6 configuration of the specified service module has failed.

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

Error Message

```
%SERVICEMODULE-2-REGISTRATIONFAILED: Registration of [chars] failed, [chars]
already occupying the same slot
```

Explanation Service module has already been registered, but the system is trying to register a new service module on the same slot.

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

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

Error Message

```
%SERVICEMODULE-3-PASSWORDRESET: Service module [chars] password reset
[chars][chars]
```

Explanation The password reset of the service module failed or is not supported.

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

Error Message

```
%SERVICEMODULE-4-BADILPALLOCATE: Service module [chars] Received ILP allocate
failed ack.
```

Explanation Unavailable.

Recommended Action Unavailable.

Error Message

```
%SERVICEMODULE-4-BADILPDEALLOCATE: Service module [chars] Received ILP deallocate
failed ack.
```

Explanation Unavailable.

Recommended Action Unavailable.

Error Message

```
%SERVICEMODULE-4-BADILPOPERATION: Service module [chars] Received invalid ILP
operationt
```

Explanation The platform information of the service module was not received correctly.

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

Error Message

```
%SERVICEMODULE-4-BADIOSINFO: Service module [chars] IOS image mismatch
```

Explanation The minimum Cisco IOS image requirement for this application has not been met.

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

Error Message

```
%SERVICEMODULE-4-BADPLATFORMINFO: Service module [chars] platform information not
received correctly
```

Explanation Unavailable.

Recommended Action Unavailable.

Error Message

```
%SERVICEMODULE-4-IPV6NOTSUPPORTED: Service module [chars] ipv6 not supported
```

Explanation The IPv6 configuration of the specified service module has failed.

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

Error Message

```
%SERVICEMODULE-5-NEWPASSWORD: Service module [chars] password changed to [chars]
```

Explanation The password of the service module was changed.

Recommended Action No action is required.

Error Message

```
%SERVICEMODULE-5-RBCP_SEND_PAK_FAIL: RBCP send pak failed on [chars].
```

Explanation RBCP fails to send a pak to service-module. Turn on debug scp for more infomation.

Recommended Action No action is required.

Error Message

```
%SERVICEMODULE-5-RESTORED_DEF_GW: Service module [chars] 'service-module ip
default-gateway' restored.
```

Explanation Service-module ip default-gateway restored as Interface ip address changed.

Recommended Action No action is required.

Error Message

```
%SERVICEMODULE-5-RESTORE_EXT_IP: Service module [chars] 'service-module ext ip
address' restored.
```

Explanation Service-module ext ip address is restored as Interface ip address changed.

Recommended Action No action is required.

Error Message

```
%SERVICEMODULE-5-RESTORE_IP: Service module [chars] 'service-module ip address'
restored.
```

Explanation Service-module ip address is restored as Interface ip address changed.

Recommended Action No action is required.

Error Message

```
%SERVICEMODULE-5-SHUTDOWN1: Service module [chars] shutdown not complete:
removing the module may currupt the hard-disk
```

Explanation The service module did not respond to the shutdown request.

Recommended Action No action is required.

Error Message

```
%SERVICEMODULE-5-SHUTDOWN2: Service module [chars] shutdown complete
```

Explanation The shutdown of the service module was completed.

Recommended Action No action is required.

Error Message

```
%SERVICEMODULE-5-SHUTDOWN3: Service module [chars] shutdown not complete:
removing the module may loose unsaved configuration
```

Explanation The service module did not respond to the shutdown request.

Recommended Action No action is required.

Error Message

```
%SERVICEMODULE-5-UNCONFIGURE_DEF_GW: Service module [chars] 'service-module ip
default-gateway' unconfigured.
```

Explanation Service-module ip default-gateway unconfigured as Interface ip address changed.

Recommended Action No action is required.

Error Message

```
%SERVICEMODULE-5-UNCONFIGURE_EXT_IP: Service module [chars] 'service-module ext
ip address' unconfigured.
```

Explanation Service-module ext ip address unconfigured as Interface ip address changed.

Recommended Action No action is required.

Error Message

```
%SERVICEMODULE-5-UNCONFIGURE_IP: Service module [chars] 'service-module ip
address' unconfigured.
```

Explanation Service-module ip address unconfigured as Interface ip address changed.

Recommended Action No action is required.

Error Message

```
%SERVICEMODULE-6-INITFAIL: Slot [dec]: [chars]
```

Explanation The service module failed to initialize the accelerator at the slot specified in the error message at the specified point.

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

Error Message

```
%SERVICE_GROUP-3-SG_CREATION_ERROR: An error is detected when creating Service
Group [int] ([chars])
```

Explanation An error has been detected when creating a service group. The failure most likely occurred because of a software error.

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

Error Message

```
%SERVICE_GROUP-3-SG_DELETION_ERROR: An error is detected when deleting Service
Group [int] ([chars])
```

Explanation An error has been detected when deleting a service group. The failure most likely occurred because of the group is not configured or a software error.

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

Error Message

```
%SERVICE_GROUP-3-SG_INTERNAL_ERROR: Service Group detected an internal error
([chars] [int])
```

Explanation An internal error has been detected by the service group software.

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

Error Message

```
%SERVICE_GROUP-3-SG_IPC_TRANSMIT_FAILED: Service Group IPC message transmission
failure ([chars])
```

Explanation An error was detected when transmitting an IPC message between route processor and linecard. The failure most likely occurred because of a software error. The message output identifies the type of error that occurred.

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

Error Message

```
%SERVICE_MODULE-0-INITFAILURE: Unit %s - failed to create data structures used for
module-access
```

Explanation The CSU/DSU driver failed to allocate memory for its data structures. This is a catastrophic error. The system has crashed.

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

Error Message

```
%SERVICE_MODULE-0-INITWICFAILURE: Unit %s - failed to download properly
```

Explanation The CSU/DSU driver detected a checksum error while downloading WIC firmware.

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

Error Message

```
%SERVICE_MODULE-3-LOOPDOWNFAILED: Unit %s - WARNING - Loopdown of remote unit
failed
```

Explanation A remote CSU is looping pings/test patterns back to the system. This error could be triggered if the user disabled loopbacks on the remote CSU after placing the remote CSU into remote loopback.

Recommended Action Execute a clear command on the remote CSU.

Error Message

```
%SERVICE_MODULE-4-ACCESSERROR: Unit %s reports register access error - %s
```

Explanation This message indicates that the T1 module supplied a bad register address. It might be due to having a new version of the module operating with an old Cisco IOS software image.

Recommended Action Update the Cisco IOS software image on the system. If this does not solve the problem, copy the error message exactly as it appears and report it to your technical support representative.

Error Message

```
%SERVICE_MODULE-4-ALARMFAILURE: Unit %s - Could not access alarm status -
disabling alarm processing
```

Explanation The system issued an alarm interrupt, but could not read the alarm status register from the module. This caused the system to disable alarm processing.

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

Error Message

```
%SERVICE_MODULE-4-BADTYPE: Unit %s - reports incompatible module type %d against
router hw detect
```

Explanation A register read request returned an identity for a module which was not the same as the identity reported by the router hardware pinout.

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

Error Message

```
%SERVICE_MODULE-4-COMMANDFAILED: Unit %s not ready/responding after register %d
access command issued
```

Explanation The system did not receive a ready signal within the allotted time after writing to the command register.

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

Error Message

```
%SERVICE_MODULE-4-INTERBYTETIMEOUT: Unit %s - timed out while %s byte %d of %d
length register %d
```

Explanation The module took more than two seconds to respond between bytes.

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

Error Message

```
%SERVICE_MODULE-4-NOTREADY: Unit %s not ready for register access
```

Explanation The module was waiting for a ready status before executing a read/write request. The system reported a not ready status for 5 seconds. This caused the module to terminate the read/write request.

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

Error Message

```
%SERVICE_MODULE-4-OLDIMAGE: Unit %s - router image older than module version -
access errors may be seen
```

Explanation The Cisco IOS software image does not recognize the PROM software version number on the module. The system displays this message if the PROM has been upgraded to a new version but the Cisco IOS software image has not been upgraded.

Recommended Action Upgrade the Cisco IOS software image.

Error Message

```
%SERVICE_MODULE-4-REPEATEDRESET: Unit %s - giving up after %d repeated resets
couldn't bring module up again
```

Explanation The software issued several clear service-module requests to the module. The module did not respond to these requests.

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

Error Message

```
%SERVICE_MODULE-4-REQUESTOVERLOAD: Unit %s - module request overload - lock access
timeout
```

Explanation The system employs a Cisco IOS scheduler semaphore object to ensure mutually exclusive access across software threads to the CSU/DSU. This message indicates that a thread had to wait for more than 5 seconds on this semaphore.

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

Error Message

```
%SERVICE_MODULE-4-RESETFAILURE: Unit %s - failed to create reset process -
non-default module configuration may be lost
```

Explanation To execute a reset, the Cisco IOS software needs to initiate a separate process. The Cisco IOS software did not have sufficient memory to create this separate process. The module came up in an initialized state with the default configuration. The user defined configuration may have been lost.

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

Error Message

```
%SERVICE_MODULE-4-UNKNOWNALARM: Unit %s reports unknown network alarms - alarm
status reg = %x
```

Explanation A recent version of the module operating with an old Cisco IOS software image did not recognize an alarm condition.

Recommended Action Update the Cisco IOS software image on the system. If this does not solve the problem, copy the error message exactly as it appears and report it to your technical support representative.

Error Message

```
%SERVICE_MODULE-4-WICNOTREADY: Unit %s not ready for next command
```

Explanation The module was waiting for the current request to be processed before sending the next request. The current request has been in progress for more than 3 seconds.

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

Error Message

```
%SERVICE_MODULE-5-LOOPDOWNREMOTE: Unit %s - Remote loopback test cancelled
```

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 for assistance.

Error Message

```
%SERVICE_MODULE-5-LOOPUPFAILED: Unit %s - Loopup of remote unit failed
```

Explanation This notification message indicates that the loopback on the remote unit failed. The failure may indicate that the network connection is broken or that loopbacks are disabled at the other side.

Recommended Action Check that the router is connected to the network. Enable loopbacks on the remote unit. If the problem persists, copy the error message exactly as it appears and report it to your technical support representative.

Error Message

```
%SERVICE_MODULE-5-LOOPUPREMOTE: Unit %s - Remote unit placed in loopback
```

Explanation This notification message indicates that the user executed a loopback command on the remote unit. The remote unit is now in loopback.

Recommended Action No action is required.

Error Message

```
%SERVICE_MODULE-5-RESET: Reset of Unit %s issued
```

Explanation This message indicates that the module was reset.

Recommended Action No action is required.

Error Message

```
%SFF8472-2-NOMEM: Not enough memory available for %s
```

Explanation The floating-point subsystem (SFF8472) could not obtain the required 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/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SFF8472-3-INTERNAL_ERROR: %s
```

Explanation The SFF8472 subsystem encountered an internal software error. The error message contains text which 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/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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

`%SFF8472-3-READ_ERROR: %s`

Explanation There was an error while digital optical monitoring information was being read from the transceiver at the specified interface.

Recommended Action Remove and insert the transceiver. If the error persists, replace the transceiver.

Error Message

`%SFF8472-3-UNEXPECTEDEVENT: Process received unknown event (maj %x, min %x).`

Explanation A process can register to be notified when various events occur in the router. This message indicates that a process received an event it did not know how to handle.

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

Error Message

`%SFF8472-3-THRESHOLD_VIOLATION: %s: %s; Operating value: %s, Threshold value: %s.`

Explanation The threshold violation specified in the message has occurred.

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

Error Message

`%SFF8472_FLOAT-3-INTERNAL_ERROR: %s`

Explanation The SFF8472 floating point subsystem encountered an internal software error. The error message contains text which 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/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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%SFP-3-EEPROM_DUP_ERR: SFP on ports [chars] and [chars] have duplicate serial
numbers
```

Explanation The GBIC or SFP was identified as a Cisco GBIC, but its vendor ID and serial number match those of another GBIC on the system.

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

Error Message

```
%SFP-3-NOT_COMPATIBLE: Detected for SFP module in [chars], module disabled
```

Explanation The SFP module for the interface specified in the error message is not compatible with the interface. As a result of the error, the module is disabled.

Recommended Action Replace the module with a compatible SFP.

Error Message

```
%SFP-3-NOT_SUPPORTED: Detected for SFP module in [chars], module disabled
```

Explanation The SFP module for the interface specified in the error message is not a cisco supported module. As a result of the error, the module is disabled.

Recommended Action Replace the module with a cisco supported SFP.

Error Message

```
%SFP-4-EEPROM_CRC_ERR: EEPROM checksum error for SFP in [chars]
```

Explanation The SFP in the port specified in the message text contains invalid EEPROM data.

Recommended Action Remove the SFP from the specified port.

Error Message

```
%SFP-4-EEPROM_READ_ERR: Error in reading SFP serial ID in [chars]
```

Explanation An error occurred while the SFP type was being read from the EEPROM.

Recommended Action Remove the SFP from the port that reported the error.

Error Message

```
%SFP-4-EEPROM_SECURITY_ERR: SFP in [chars] failed security check
```

Explanation The SFP in the port specified in the message text contains invalid EEPROM data.

Recommended Action Remove the SFP from the port that reported the error.

Error Message

```
%SFP-4-REMOVED: SFP module removed from [chars]
```

Explanation The online insertion and removal (OIR) facility detected the removal of an SFP module from the interface specified in the error message.

Recommended Action No action is required.

Error Message

```
%SFP-6-INSERTED: SFP module inserted in [chars]
```

Explanation The online insertion and removal (OIR) facility detected a newly inserted SFP module for the interface specified in the error message.

Recommended Action No action is required.

Error Message

```
%SFP_SECURITY-3-DUPLICATE_SN: SFP in interface [chars] has the same serial number
as another SFP
```

Explanation The SFP's serial number matches that of another interface on the system.

Recommended Action Cisco SFPs are assigned unique serial numbers. Verify that the SFP was obtained from Cisco or a supported vendor.

Error Message

```
%SFP_SECURITY-3-ID_MISMATCH: SFP in interface [chars] failed identification check
```

Explanation The system was unable to verify the SFP's identity.

Recommended Action Verify that the SFP was obatined from Cisco or from a supported vendor. Use Software Advisor tool to check if the Cisco IOS software running on the system supports the SFP. If the SFP is newer, a system software upgrade might be required.

Error Message

```
%SFP_SECURITY-3-UNRECOGNIZED_VENDOR: SFP in interface [chars] is manufactured by
an unrecognized vendor
```

Explanation The system was unable to match the SFP's manufacturer with one on the known list of Cisco SFP vendors.

Recommended Action Verify that the SFP was obtained from Cisco or a supported vendor. Use Software Advisor tool to check if the Cisco IOS software running on the system supports the SFP. If the SFP is newer, a system software upgrade might be required.

Error Message

```
%SFP_SECURITY-3-VN_DATA_CRC_ERROR: SFP in interface [chars] has bad CRC
```

Explanation The SFP does not have valid CRC in the EEPROM data.

Recommended Action Re-insert or replace SFP.

Error Message

```
%SFP_SECURITY-4-DUPLICATE_SN: SFP interface [chars] has the same serial number as
another SFP interface
```

Explanation The SFP was identified as a Cisco SFP, but its serial number matches that of another interface on the system. Cisco SFPs are assigned unique serial numbers.

Recommended Action Verify that the SFP was obtained from Cisco or from a supported vendor.

Error Message

```
%SFP_SECURITY-4-ID_MISMATCH: Identification check failed for SFP interface
[chars]
```

Explanation The SFP was identified as a Cisco SFP, but the system was unable to verify its identity.

Recommended Action Check the list of supported SFPs for this version of the system software. An upgrade may be required for newer SFPs. If this does not fix the problem, verify that the SFP was obtained from Cisco or from a supported vendor.

Error Message

```
%SFP_SECURITY-4-SFP_INTERR: Internal error occurred in setup for SFP interface
[chars]
```

Explanation The system was unable to allocate resources or encountered some other problem while attempting to set up the specified SFP interface.

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

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

Error Message

```
%SFP_SECURITY-4-UNRECOGNIZED_VENDOR: SFP interface [chars] manufactured by an
unrecognized vendor
```

Explanation The SFP was identified as a Cisco SFP, but the system was unable to match its manufacturer with one on the known list of Cisco SFP vendors.

Recommended Action Check the list of supported SFPs for this version of the system software. A software upgrade may be required for newer SFPs.

Error Message

```
%SFP_SECURITY-4-VN_DATA_CRC_ERROR: SFP interface [chars] has bad crc
```

Explanation The SFP was identified as a Cisco SFP, but it does not have a valid CRC in the EEPROM data.

Recommended Action Check the list of supported SFPs for this version of the system software. A software upgrade may be required for newer SFPs. Even if the system could not recognize the SFP, it may still operate properly, but might perform with limited functionality.

Error Message

```
%SF_ASIC-3-ASICNUM_ERROR: Switch Fabric ASIC number %d is invalid
```

Explanation Each Switch Fabric ASIC is identified by an ID.The Switch Fabric ASIC number used is invalid and this is aninternal 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.
%SF_ASIC-3-INDEX_ERROR : Index value %d for %s table is invalid

Explanation The index into the hardware table is out-of-range

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

```
%SF_ASIC-3-INTRNUM_ERROR: Switch Fabric ASIC Interrupt number %d is invalid
```

Explanation The interrupt ID used in a Switch Fabric ASIC is invalid

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

```
%SF_ASIC-3-PORTNUM_ERROR: Switch Fabric Port number %d is invalid
```

Explanation Switch Fabric has ports that are connected to Port-ASICSand External Stack. The port-number usedis not valid (out of range)

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

```
%SF_ASIC-3-PORT_RING_MAP_ERROR: Failed to get Ring Map for Port: %d on PortASIC
: %d
```

Explanation The port on the Port ASIC couldn't be mapped to a 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/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SF_ASIC-3-RINGMAP_GET_ERROR: Failed to get %s: %d Ring Map from SFASIC  : %d
```

Explanation Switch Fabric ASIC programming of Ring Map has failed

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

```
%SF_ASIC-3-RINGMAP_PROG_ERROR: Failed to program %s: %d Ring Map 0x%x on SFASIC
: %d
```

Explanation Switch Fabric ASIC programming of Ring Map has failed

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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.
%SF_ASIC-4-SF_ASIC_INTERRUPT : %s

Explanation An interrupt was received from Switch Fabric 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/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

```
%SGBP-1-AUTHFAILED: Member [chars] failed authentication
```

Explanation This message is generated only when SGBP hellos or errors debugging is enabled. This indicates that an attempted peer connection ended in authentication failure. A peer might be misconfigured. Or this could indicate an attempted security breach.

Recommended Action Check if the peer is correctly configured. If there is a chance your network is under attack, obtain knowledgeable 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. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SGBP-1-DIFFERENT: Rcv [chars]'s addr [IP_address] is different from the hello's
addr [IP_address]
```

Explanation The internally-configured address for an SGBP member does not match the address of the host that tried to authenticate as that member. The configuration is incorrect on either this system or the other member — they must agree.

Recommended Action Determine which configuration is in error and fix it.

Error Message

```
%SGBP-1-DUPLICATE: Rcv Duplicate bundle [chars] is found on member [chars]
```

Explanation This message is generated only when SGBP hellos or errors debugging is enabled. This indicates that a duplicate bundle was received from the same peer more than once. The duplicate was discarded.

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

Error Message

```
%SGBP-1-MISSCONF: Possible misconfigured member [chars] using [IP_address]
```

Explanation This message is generated only when SGBP hellos or error debugging is enabled. This indicates a configuration error. Either this router has an incorrect IP address listed for the peer or the peer is using an incorrect IP address.

Recommended Action Find and correct the configuraton error.

Error Message

```
%SGBP-1-NOTAUTH: Rcv Connection request by non-authenticated member %s
%SGBP-1-UNKNOWNHELLO  : Rcv Hello message from non-group member using %i
```

Explanation This message is generated only when SGBP hellos or error debugging is enabled. An SGBP Hello message was received from a host that is not a member of the SGBP group, and discarded.

Recommended Action This is a configuration error. Either that host should be listed in this router's configuration as a member (if that is actually true) or the other host is misconfigured to attempt to join this group.

Error Message

```
%SGBP-1-UNKNOWNHELLO: Rcv Hello message from non-group member using [IP_address]
```

Explanation This message is generated only when SGBP hellos or error debugging is enabled. An SGBP Hello message was received from a host that is not a member of the SGBP group, and discarded.

Recommended Action This is a configuration error. Either that host should be listed in this router's configuration as a member (if that is actually true) or the other host is misconfigured to attempt to join this group.

Error Message

```
%SGBP-3-INVALID: MQ message with [chars]
```

Explanation This message is generated only when SGBP error debugging is enabled. An invalid message was received and discarded.

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

Error Message

```
%SGBP-3-INVALIDADDR: Stack group [chars] IP address [IP_address]
```

Explanation The current configuration does not allow a local IP address to be configured using sgbp member . Any local address is automatically removed fro the SGBP group.

Recommended Action Do not configure sgbp member using a local IP address.

Error Message

```
%SGBP-3-INVALIDB: [chars] for bundle '[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. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SGBP-3-INVFIELD: [chars] field type [hex] has [chars] [dec] (expected [dec])
```

Explanation This message indicates that an SGBP request from a peer contained invalid or corrupt data.

Recommended Action Check the peer equipment or network media for any problems.

Error Message

```
%SGBP-3-PEERERROR: Peer [IP_address] [chars] during 'PB [chars]' state for bundle
[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/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SGBP-3-TIMEOUT: Peer [IP_address] bidding; state 'PB [chars]' deleted
```

Explanation This message is generated only when SGBP event debugging is enabled. It indicates that a peer timed out while closing a query. The connection has been dropped.

Recommended Action Check the peer equipment and network media for problems.

Error Message

```
%SGBP-3-UNEXP: MQ [chars] from [IP_address] for query [dec]:[dec], bundle [chars],
bid [dec], state [chars]
```

Explanation This message is generated only when SGBP error debugging is enabled. The SGBP connection has entered an unexpected state, possibly due to a software error.

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

Error Message

```
%SGBP-3-UNKNOWN: [IP_address] not known
```

Explanation This message is generated only when SGBP error debugging is enabled. An SGBP connection was attempted by a host which was not recognized as a peer. The connection was not accepted.

Recommended Action Depending on the network topology and firewalling, SGBP connection attempts from a non-peer host could indicate probing and attempts to breach security. If there is a chance your network is under attack, obtain knowledgeable 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. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SGBP-3-UNKNOWNEVENT: Event [hex] from peer at [IP_address]
```

Explanation This message is generated only when SGBP error debugging is enabled. An invalid event occurred, which probably 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/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information..

Error Message

```
%SGBP-3-UNKNOWNPEER: Event [hex] from peer at [IP_address]
```

Explanation This message is generated only when SGBP error debugging is enabled. An SGBP event came from a network host which was not recognizable as an SGBP peer. The event was discarded.

Recommended Action Check if a network media error could have corrupted the address, or if peer equipment is malfunctioning to generate corrupted packets. Depending on the network topology and firewalling, SGBP packets from a non-peer host could indicate probing and attempts to breach security. If there is a chance your network is under attack, obtain knowledgeable 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. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SGBP-5-ARRIVING: New peer event for member [chars]
```

Explanation This message is generated only when SGBP event debugging is enabled. An SGBP peer joined the group.

Recommended Action No action is required.

Error Message

```
%SGBP-5-LEAVING: Member [chars] leaving group [chars]
```

Explanation This message is generated only when SGBP event debugging is enabled. An SGBP peer has left the group.

Recommended Action No action is required.

Error Message

```
%SGBP-5-SHUTDOWN: [chars]
```

Explanation This message is generated only when SGBP event debugging is enabled. A process involved in SGBP was terminated upon completion of its work.

Recommended Action No action is required.

Error Message

```
%SGBP-5-STARTUP: [chars]
```

Explanation This message is generated only when SGBP event debugging is enabled. An process involved in SGBP was started.

Recommended Action No action is required.

Error Message

```
%SGBP-7-ACTIVE: Member [chars] State - Active
```

Explanation This message is generated only when SGBP errors or events debugging is enabled. This indicates that a link to another SGBP member has completed the interactions to set it up and is now entering the active state.

Recommended Action No action is required.

Error Message

```
%SGBP-7-AUTHOK: Member [chars] State - AuthOK
```

Explanation This message is generated only when SGBP errors or events debugging is enabled. A message was received from another SGBP member indicating that an authentication attempt to that member succeeded.

Recommended Action No action is required.

Error Message

```
%SGBP-7-CANCEL: Local query #[dec]:[dec] for bundle [chars]
```

Explanation This message is generated only when SGBP query debugging is enabled. It provides information about queries in progress.

Recommended Action No action is required.

Error Message

```
%SGBP-7-CHALLENGE: Send Hello Challenge to [chars] group [chars]
```

Explanation This message is generated only when SGBP hellos debugging is enabled. This indicates that an authentication challenge was sent to a peer.

Recommended Action No action is required.

Error Message

```
%SGBP-7-CHALLENGED: Rcv Hello Challenge message from member [chars] using
[IP_address]
```

Explanation This message is generated only when SGBP hellos debugging is enabled. This indicates that an authentication challenge was received from a peer.

Recommended Action No action is required.

Error Message

```
%SGBP-7-CLOSE: Closing pipe for member [chars]
```

Explanation This message is generated only when SGBP event debugging is enabled. An interprocess communication link was closed.

Recommended Action No action is required.

Error Message

```
%SGBP-7-DONE: Query #[dec] for bundle [chars], count [dec], master is [chars]
```

Explanation This message is generated only when SGBP query debugging is enabled. It provides information about queries in progress.

Recommended Action No action is required.

Error Message

```
%SGBP-7-DUPL: Duplicate local query #[dec] for [chars], count [dec], ourbid [dec]
```

Explanation This message is generated only when SGBP query debugging is enabled. It provides information about queries in progress.

Recommended Action No action is required.

Error Message

```
%SGBP-7-EQUAL: [dec] equal highest bids, randomly select bid# [dec]
```

Explanation This message is generated only when SGBP query debugging is enabled. It provides information about queries in progress.

Recommended Action No action is required.

Error Message

```
%SGBP-7-HANGUP: I am a forward-only member, can't forward bundle [chars], hangup
```

Explanation This message is generated only when SGBP query, event and/or error debugging is enabled. This indicates a routine change of role for the router in its SGBP interactions with its peers.

Recommended Action No action is required.

Error Message

```
%SGBP-7-KEEPALIVE: Sending Keepalive to [chars], retry=[dec]
```

Explanation This message is generated only when SGBP hellos debugging is enabled. It indicates that a keepalive message was sent to an SGBP member.

Recommended Action No action is required.

Error Message

```
%SGBP-7-KEEPALIVE_TIMEOUT: Keepalive timeout on [chars]
```

Explanation This message is generated only when SGBP hellos debugging is enabled. It indicates that keepalive messages were not answered so the pipe to an SGBP member has been closed.

Recommended Action No action is required.

Error Message

```
%SGBP-7-MQ: [chars] ([hex]) for query [dec]:[dec], bundle [chars], bid [dec], len
[dec]
```

Explanation This message is generated only when SGBP error debugging is enabled. This message indicates that an SGBP query has been received.

Recommended Action No action is required.

Error Message

```
%SGBP-7-MQB: Bundle: [chars]State: [chars]OurBid: [dec]
```

Explanation This message is part of a list of debug states displayed at the request of the operator.

Recommended Action No action is required.

Error Message

```
%SGBP-7-NEWL: Local query #[dec] for [chars], count [dec], ourbid [dec]
```

Explanation This message is generated only when SGBP query debugging is enabled. It provides information about queries in progress.

Recommended Action No action is required.

Error Message

```
%SGBP-7-NEWP: Peer query #[dec] for [chars], count [dec], peerbid [dec], ourbid
[dec]
```

Explanation This message is generated only when SGBP query debugging is enabled. It provides information about queries in progress.

Recommended Action No action is required.

Error Message

```
%SGBP-7-NORESP: Failed to respond to [chars] group [chars], might not have
password
```

Explanation An authentication challenge was received but there was noinformation available to respond to it. This probably indicates a configuration error, such as a missing password.

Recommended Action Refer to the documentation to configure a username with the same name as the SGBP group.

Error Message

```
%SGBP-7-PB: [IP_address]State: [chars]Bid: [dec] Retry: [dec]
```

Explanation This message is part of a list of debug states displayed at the request of the operator.

Recommended Action No action is required.

Error Message

```
%SGBP-7-RCVD: MQ [chars] from [IP_address] for query [dec]:[dec], bundle [chars],
bid [dec], prot[chars]
```

Explanation This message is generated only when SGBP message debugging is enabled. It indicates that an SGBP packet was received.

Recommended Action No action is required.

Error Message

```
%SGBP-7-RCVINFO: Received Info Addr = [IP_address] Reference = [hex]
```

Explanation This message is generated only when SGBP hellos debugging is enabled. It indicates that data was received by a listener process.

Recommended Action No action is required.

Error Message

```
%SGBP-7-RESPONSE: Send Hello Response to [chars] group [chars]
```

Explanation This message is generated only when SGBP hellos debugging is enabled. This indicates that a response to an authentication challenge was sent to a peer.

Recommended Action No action is required.

Error Message

```
%SGBP-7-RESPONSED: Rcv Hello Response message from member [chars] using
[IP_address]
```

Explanation This message is generated only when SGBP hellos debugging is enabled. This indicates that a response to an authentication challenge was received from a peer.

Recommended Action No action is required.

Error Message

```
%SGBP-7-SENDAUTHOK: Send Hello Authentication OK to member [chars] using
[IP_address]
```

Explanation This message is generated only when SGBP hellos debugging is enabled. A message was sent or re-sent to another SGBP member indicating that an authentication attempt from that member succeeded.

Recommended Action No action is required.

Error Message

```
%SGBP-7-SENDINFO: Send Info Addr to [chars]
```

Explanation This message is generated only when SGBP hellos debugging is enabled. It indicates that data was sent by the listener process in response to received data.

Recommended Action No action is required.

Error Message

```
%SGBP-7-SENT: MQ [chars] to [IP_address] for query [dec]:[dec], bundle [chars],
bid [dec], prot[chars], len [dec]
```

Explanation This message is generated only when SGBP message debugging is enabled. It indicates that an SGBP packet was sent.

Recommended Action No action is required.

Error Message

```
%SGBP-7-WAITINFO: Member %s State - WaitInfo %SGCP-2-INTERNAL_CRITICAL  : %s
```

Explanation The SGCP subsystem encountered an internal software error. The error message contains text which 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/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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%SGCP-2-INTERNAL_CRITICAL: [chars]
```

Explanation The SGCP subsystem encountered an internal software error. the message contains text which 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/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SGCP-3-INTERNAL_ERROR: %s
```

Explanation The SGCP subsystem encountered an internal software error. The error message contains text which 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/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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%SGCP-4-INTERNAL_WARNING: %s
```

Explanation The SGCP subsystem encountered an internal software error. The error message contains text which 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/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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%SGCP_APP-6-CALL_REC_DATABASE_FAILED: Failed to create call record database
```

Explanation Failed to create call record database.

Error Message

```
%SGCP_APP-6-DIGIT_MAP_DATABASE_FAILED: Failed to create digit map database
```

Explanation Failed to create endpoint database.

Recommended Action Check the size of free memory to make sure there is enough memory.

Error Message

```
%SGCP_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

```
%SGCP_APP-6-PROCESS_CREATION_FAILED: Cannot create SGCP application process
```

Explanation Failed to create the SGCP application process.

Recommended Action Check the size of free memory to make sure there is enough memory.

Error Message

```
%SGCP_APP-6-SOCKET_OPEN_FAILED: Failed to open UDP port for SGCP. IP Adress is not
configured or UDP port (2427) already in use.
```

Explanation Failed to open UDP port for the SGCP process. IP Adress not configured or UDP port (2427) already in use.

Recommended Action Check if IP Address is configured and if any other application use the same UDP port number (2427)

Error Message

```
. %SGPM-3-POLICY_CTX_POISONED: Policy context %X has bad magic, %X.
```

Explanation The magic number in the policy context is wrong.

Recommended Action Copy the message exactly as it appears on the 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

```
%SGPM-3-POLICY_INCOMPLETE_RULE: Subscriber policy rule (%s), event (%s) is missing
a mandatory action for service (%s); automatically adding.
```

Explanation The subscriber policy rule was missing a mandatory action; automatically added.

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

```
%SGPRSWARNING-2-SGPRS_WARNING_RATE: Use a lower rate value or else loose accuracy
```

Explanation The average burst time is more than the rate.

Recommended Action If this messafe recurs, decrease the rate.

SHDSL EA Messages

Error Message

```
%SHDSL_EA-6-DSLGROUP_UPDOWN: [chars] dsl-group state changed to [chars].
```

Explanation The state of the digital subscriber line (DSL) group has changed.

Recommended Action No action is required.

Error Message

```
%SHDSL_EA-5-DSL_LOOPBACK: [chars] [chars] loopback [chars] on line [dec].
```

Explanation This message is a notifictaion that the user has performed symmetric high-bit-rate DSL (SHDSL) loopback online.

Recommended Action No action is required.

Error Message

```
%SHDSL_EA-1-DSL_LOOPBACK_FAIL: [chars] [chars] loopback on line [dec] failed.
```

Explanation An attempt to perform symmetric high-bit-rate DSL (SHDSL) loopback failed.

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

```
%SHDSL_EA-5-DYING_GASP: [chars] [chars] : Power failure at CPE.
```

Explanation The customer premise equipment (CPE) has gone down because of power failure.

Recommended Action No action is required.

Error Message

```
%SHDSL_EA-6-EFM_ACT_LINK_CHANGE: [chars] EFM Group has [dec] active links, active
link bitmap is [hex].
```

Explanation Active links were added or removed from the group, resulting in changing of the group's bandwidth.

Recommended Action No action is required.

Error Message

```
%SHDSL_EA-1-EFM_BOND: [chars] CPE-CO configuration mismatch detected for
link:[dec].
```

Explanation An error occurred because of a mismatch between customer premise equipment (CPE) and the central office (CO) configuration.

Recommended Action Correct either the CPE's or CO's configuration.

Error Message

```
%SHDSL_EA-6-EFM_BOND_LINK_RATE_CHANGE: [chars] EFM Link([dec]) bandwidth is
changed.
```

Explanation The symmetric high-bit-rate DSL (SHDSL) link is trained to a different rate of EFM bonding group.

Recommended Action No action is required.

Error Message

```
%SHDSL_EA-3-EFM_FRAME_SIZE: [chars] [chars].
```

Explanation An attempt to change the maximum frame size in EFM bonding scenario has failed.

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

Error Message

```
%SHDSL_EA-4-ERRORINT: Error interrupt: [chars] received
```

Explanation A spurious event occurred on the symmetric high-bit-rate DSL (SHDSL) EA 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/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SHDSL_EA-5-EXT_PAM: [chars] DSL Link([dec]) is trained with TCPAM [dec].PMMS/Line
probing will not be supported for this TCPAM.
```

Explanation The digital subcriber link (DSL) link is trained with extended Trellis Coded Pulse Amplitude Modulation (TCPAM). Line probing is not supported.

Recommended Action No action is required.

Error Message

```
%SHDSL_EA-3-EXT_PAM_128: [chars] DSL Link([dec]) is trained with TCPAM [dec].This
EHWIC doesn't support this PAM and the behavior of the link is upredictable.
```

Explanation The digital subcribers link (DSL) has trained with extended Trellis Coded Pulse Amplitude Modulation (TCPAM) 128, and this is not supported on this Enhanced High-speed WAN interface cards (EHWIC).

Recommended Action No action is required.

Error Message

```
%SHDSL_EA-1-FPGA: SHDSL_EA([dec]/[dec]/[dec]): [chars].
```

Explanation An attempt to download FPGA firmware for symmetric high-bit-rate DSL (SHDSL) EA card failed. This interface cannot be used.

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

Error Message

```
%SHDSL_EA-1-FWDNLD: [chars] [chars].
```

Explanation An attempt to download firmware for symmetric high-bit-rate DSL (SHDSL) EA card failed. This interface cannot be used.

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

Error Message

```
%SHDSL_EA-6-IMA_ACT_LINK_CHANGE: [chars] IMA Group has [dec] active links, active
link bitmap is [hex].
```

Explanation Active Links were added or removed from the group, changing its bandwidth.

Recommended Action No action is required.

Error Message

```
%SHDSL_EA-6-IMA_LINK_RATE_CHANGE: [chars] IMA Link([dec]) bandwidth is changed.
```

Explanation The symmetric high-bit-rate DSL (SHDSL) link is trained to a different rate.

Recommended Action No action is required.

Error Message

```
%SHDSL_EA-1-INIT: SHDSL_EA([dec]/[dec]/[dec]): [chars].
```

Explanation An attempt to initialize the symmetric high-bit-rate DSL (SHDSL) EA Enhanced High-speed WAN interface cards (EHWIC) failed. This module cannot be used

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

Error Message

```
%SHDSL_EA-4-MGMTINTR: Management interrupt: [chars] received
```

Explanation An spurious event occurred in the symmetric high-bit-rate DSL (SHDSL) EA 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/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SHDSL_EA_IPC-7-INVALID_CTX: Invalid IPC context.
```

Explanation The IPC context 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/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

```
%SHDSL_EA_IPC-7-IPCMSGFAILED: [chars] type([dec]) [chars]
```

Explanation One of the following events may have caused the IP communication (IPC) message failure:
- The opcode in IPC response does not match with the IPC message that was sent.
- The message received is of an invalid length.
- The Tx/Rx Buffer is not available.
- The message timeout.
- The empty response 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/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.

SHELF Messages

The following are router Shelf messages.

Error Message

```
%SHELF-3-DISCOVER_SOCKET_OPEN: socket open failed
```

Explanation An internal software error occurred.

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

```
%SHELF-5-AUTH_FAILED: MD5 digest does not match, SDP packet received from, %i
rejected
```

Explanation A SDP hello packet was received from shelf, which is not trusted.

Recommended Action Either specify the correct SDP password and/or destination on the shelf from which this message was received.

Error Message

```
%SHELF-6-HELLO_PROCESS_START: Shelf hello process has started.
```

Explanation This is an informational message only. An internal system controller process was started.

Recommended Action Informational messages can be disabled by changing logging level.

Error Message

```
%SHELF-6-HELLO_PROCESS_STOP: Shelf hello process has been stopped.
```

Explanation This is an informational message only. An internal system controller process completed its work.

Recommended Action Informational messages can be disabled by changing logging level.

Error Message

```
%SHELF-6-SYSCTLR_ESTABLISHED: Configured via system controller located at %i
```

Explanation This is an informational message only. Configuration information was received from a system controller.

Recommended Action Informational messages can be disabled by changing logging level.

Error Message

```
%SHELL_ISSU-2-COPY_SHELL_INIT_TO_STANDBY: Failed to copy the shell init file %s
to standby
```

Explanation If the shell init file is not copied to standby, the shell init file CLI will not be applied to maintain the consistancy between active and standby.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (Try manually copy a file to standby to see if it's a filesystem issue. It could be a space issue in the standby disk).

Error Message

```
%SHELL_ISSU-2-GET_BUFFER: Shell ISSU client failed to get buffer for message.
Error: %d (%s)
```

Explanation The Shell 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/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center 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

```
%SHELL_ISSU-2-INIT: Shell ISSU client initialization failed to %s. Error: %d (%s)
```

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

Error Message

```
%SHELL_ISSU-2-SAVE_TRIGGER_FOR_REAPPLY: Failed to add trigger to the re-apply
queue. Trigger: %s, Env: %s
```

Explanation Triggers that failed to get applied during ISSU must be saved and then re-applied after ISSU completes.

Recommended Action Copy the message exactly as it appears on the 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (Manually re-apply the trigger after ISSU completes).

Error Message

```
%SHELL_ISSU-2-SEND_NEGO_FAILED: Shell ISSU client failed to send negotiation
message. Error: %d (%s)
```

Explanation The Shell 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/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center 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

```
%SHELL_ISSU-2-SESSION_NEGO_FAIL_START: Failed to start Shell ISSU session
negotiation. Error: %d (%s)
```

Explanation The Shell ISSU client failed to start session negotition.If a problem occurs with the ISSU session start, 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/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center 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)

Error Message

```
%SHELL_ISSU-2-SESSION_REGISTRY: Shell ISSU client failed to register session
information. Error: %d (%s)
```

Explanation The Shell 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/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center 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

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

Explanation The Shell 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/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center 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

```
%SHELL_ISSU-3-MSG_NOT_OK: Shell ISSU client 'Message Type %d' is not compatible
```

Explanation The Shell 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/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center 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

```
%SHELL_ISSU-3-MSG_SIZE: Shell ISSU client failed to get the MTU for Message Type
%d.Error: %d (%s)
```

Explanation The Shell ISSU client failed to calculate the MTU for the specified message. The Shell 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/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center 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

```
%SHELL_ISSU-3-SESSION_UNREGISTRY: Shell ISSU client failed to unregister session
information. Error: %d (%s)
```

Explanation The Shell 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/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center 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

```
%SHMWIN-6-INVALID_PARAM: An invalid parameter has been passed to the function %s
```

Error Message

```
%SIBYTE-0-ADDRESS_TRAP: Address trap: %d occurred on physical address: 0x%llx at
EPC  : 0x%x, ERR_EPC  : 0x%x
```

Explanation A previously defined address trap has occurred.

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

Error Message

```
%SIBYTE-0-MISDIRECTED_INTERRUPT: A misdirected interrupt occurred with int_mask:
0x%x
```

Explanation A misdirected interrupt occurred.

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

Error Message

```
%SIBYTE-0-UNCORRECTABLE_ECC_ERR: An uncorrectable ECC error has occurred,
A_BUS_L2_ERRORS  : 0x%llx, A_BUS_MEMIO_ERRORS  : 0x%llx, A_SCD_BUS_ERR_STATUS  :
0x%llx
```

Explanation An uncorrectable ECC error has occurred.

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

Error Message

```
%SIBYTE-2-SB_MAC_FATAL: Fatal Error on mac [dec] ([hex])
```

Explanation A fatal error has occurred on a MAC interface.

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

Error Message

```
%SIBYTE-3-CORRECTABLE_ECC_ERR: A correctable ECC error has occurred,
A_BUS_L2_ERRORS  : 0x%llx, A_BUS_MEMIO_ERRORS  : 0x%llx, A_SCD_BUS_ERR_STATUS  :
0x%llx
```

Explanation A correctable ECC error has occurred.

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

Error Message

```
%SIBYTE-3-SB_MAC_ERROR: Unrecognized error on mac [dec] ([hex])
```

Explanation An unrecognized error has occurred on the MAC interface.

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

Error Message

```
%SIBYTE-3-SB_RX_FIFO_OVRFL: RX FIFO overflow on mac [dec] (count: [dec])
```

Explanation An Rx FIFO overflow has occurred on a MAC interface.

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

Error Message

```
%SIBYTE-3-SB_RX_FIFO_UNDRFL: RX FIFO underflow on mac [dec] (count: [dec])
```

Explanation An Rx FIFO underflow has occurred on a MAC interface.

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

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

Error Message

```
%SIBYTE-3-SB_SPURIOUS_INT: Spurious interrupt (level [dec])
```

Explanation A spurious interrupt has been received.

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

Error Message

```
%SIBYTE-3-SB_TX_FIFO_OVRFL: TX FIFO overflow on mac [dec] (count: [dec])
```

Explanation A Tx FIFO overflow has occurred on a MAC interface.

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

Error Message

```
%SIBYTE-3-SB_TX_FIFO_UNDRFL: TX FIFO underflow on mac [dec] (count: [dec])
```

Explanation A Tx FIFO underflow has occurred on a MAC interface.

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

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

Error Message

```
%SIBYTE-3-SB_UNEXPECTED_INT: Unexpected interrupt at level [dec] ([hex])
```

Explanation An unexpected interrupt has been received.

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

Error Message

```
%SIBYTE-3-SB_UNINITIALIZED_INT: Uninitialized interrupt [hex]
```

Explanation An uninitialized interrupt has been received.

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

Error Message

```
%SIBYTE-4-SB_EXCESS_COLL: Excessive collisions on mac [dec] (count: [dec])
```

Explanation Excessive collisions have occurred on the MAC interface .

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

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

Error Message

```
%SIBYTE-4-SB_LATE_COLL: Late collision on mac [dec] (count: [dec])
```

Explanation A late collision has occurred on the MAC interface.

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

Error Message

```
%SIBYTE-5-SB_OUT_OF_RX_DSCR_CH0: Out of RX descriptors on mac [dec] - channel 0
(count: [dec])
```

Explanation Channel 0 of the MAC interface has run out of Rx 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/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%SIBYTE-5-SB_OUT_OF_RX_DSCR_CH1: Out of RX descriptors on mac [dec] - channel 1
(count: [dec])
```

Explanation Channel 1 of the MAC interface has run out of Rx 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/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support

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

Error Message

```
%SIBYTE-6-SB_RMON_OVRFL: RMON register [dec] overflow on mac [dec]
```

Explanation An RMON register has wrapped around.

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

Error Message

```
%SIBYTE-DFC1-6-SB_RMON_OVRFL: RMON register [dec] overflow on mac [dec]
```

Explanation An RMON register has been wrapped around.

Recommended Action This is an informational message only. No action is necessary.

Error Message

```
%SIBYTE-DFC2-6-SB_RMON_OVRFL: RMON register [dec] overflow on mac [dec]
```

Explanation An RMON register has been wrapped around.

Recommended Action This is an informational message only. No action is necessary

Error Message

```
. %SIBYTE-DFC7-6-SB_RMON_OVRFL: RMON register [dec] overflow on mac [dec]
```

Explanation An RMON register has been wrapped around.

Recommended Action This is an informational message only. No action is necessary.

Error Message

```
%SIBYTE-DFC8-6-SB_RMON_OVRFL: RMON register [dec] overflow on mac [dec]
```

Explanation An RMON register has been wrapped around.

Recommended Action This is an informational message only. No action is necessary.

Error Message

```
%SIBYTE-DFC9-6-SB_RMON_OVRFL: RMON register [dec] overflow on mac [dec]
```

Explanation An RMON register has been wrapped around.

Recommended Action This is an informational message only. No action is necessary.

SIGNATURE Messages

Error Message

```
%SIGNATURE-3-ABORT_OPER: %ERROR: Aborting [chars].
```

Explanation The system is aborting the specified operation because it failed to verify a valid signature in the image file. A valid signature ensures the integrity of the image.

Recommended Action Attempt to restart the operation by using an image file that contains a valid signature.

Error Message

```
%SIGNATURE-3-CONTINUE_OPER: %ERROR: Continuing Operation [chars] in spite of
failure.
```

Explanation Although the system failed to verify a valid signature in the image file, the user decided to continue the specified operation. A valid signature ensures the integrity of the image.

Recommended Action If you decide to continue the operation without having a valid signature in the image file, no action is required. If you decide to cancel the operation after choosing to continue it, enter one of the following commands: –For the **copy** command, delete the copied file by entering the **delete** command.

Recommended Action –For the **reload** command, cancel the operation at the Proceed with reload [**confirm**] prompt.

Error Message

```
%SIGNATURE-3-DELETE_FAILED: %ERROR: Unable to auto delete file [chars]. Remove
file manually
```

Explanation The specified Cisco IOS software image file has an invalid signature, but automatic deletion of the file has failed. A valid signature ensures the integrity of the image.

Recommended Action Delete the file by entering the **delete** command.

Error Message

```
%SIGNATURE-3-NOT_ABLE_TO_PROCESS: %ERROR: Not able to process Signature in
[chars].
```

Explanation An unknown error occurred when the system attempted to process the signature in the specified image file. A valid signature ensures the integrity of the image.

Recommended Action Do not use this file. The file might be corrupted or modified. Attempt to copy the file again, or download the file again from the Cisco.com page before copying it. 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

```
%SIGNATURE-3-NOT_VALID: %ERROR: Signature not valid for file [chars].
```

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

Recommended Action Do not use this file. The file might be corrupted or modified. Attempt to copy the file again, or download the file again from the Cisco.com page before copying it. 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

```
%SIGNATURE-4-NOT_PRESENT: %WARNING: Signature not found in file [chars].
```

Explanation The specified image file does not have a signature. Only Cisco IOS software images in executable and linkable format are signed. Releases that do not support the image verification feature do not contain a signature in the image file. This message is displayed when you enter the

verify, copy, or reload commands and the specified file is not a Cisco IOS software image in executable and linkable format or of an earlier release. A valid signature ensures the integrity of the image.

Recommended Action If the specified file is a Cisco IOS image in executable and linkable format, be careful when deciding whether or not to use this file. Check the release notes to see if the image that you are using supports the image verification feature.

Error Message

```
%SIGNATURE-4-UNKNOWN: %WARNING: Found unknown signature type [hex], in file
[chars]
 Skipping the signature.
```

Explanation If the desired image belongs to a later release than the running image, the desired image might have a newer signature type. A valid signature ensures the integrity of the image.

Recommended Action Check the release notes for the Cisco IOS software image to see if a signature of the type specified was added.

SIGSM Messages

The following are Signaling Service Manager messages.

Error Message

```
%SIGSM-1-BAD_VAR_ERR: Out of range variable index %d %s
```

Explanation There is a fault in a default template or the user has provided a custom template that refers to a variable that is outside the range of cas-custom variables

Recommended Action Copy the message exactly as it appears on the 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

```
%SIGSM-1-EVENT_ERR: Unexpected event
```

Explanation An error in the signalling 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/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

```
%SIGSM-1-NO_TEMPLATE_ERR: No static template found for slot [dec] port [dec] with
parameters provided
```

Explanation The Signaling Service Manager could not find a matching static template with the same parameters as the controller being used.

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

Error Message

```
%SIGSM-3-NOMEMORY: Failed to allocate memory for the [chars]
```

Explanation An attempt to allocate memory has failed.

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

SIP Messages

Error Message

```
%SIP-3-BADPAIR: Unexpected [chars] [dec] ([chars]) in state [dec] ([chars])
substate [dec] ([chars])
```

Explanation The SIP state machine has encountered an error while processing an event or timer.

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

Error Message

```
%SIP-3-CONSTRUCT: Error encountered while trying to construct a '[dec] [chars]'
[chars] message
```

Explanation An error was encountered while attempting to construct a SIP request or response message. If malloc errors where also seen, then that is most likely the root of the problem. If no memory allocation errors have occurred, then this may be an internal problem.

Recommended Action If there were memory allocation errors at thesame time as this error, then this error can be ignored. 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/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SIP-3-DIALPEERBWCAC: Calling number [chars], called number [chars], dial-peer
[dec], dial-peer bandwidth counter [dec], requested bandwidth [dec], call state
[chars]
```

Explanation The bandwidth Call Admission Control (CAC) has rejected the call/media renegotiation because the configured dial-peer bandwidth threshold was 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/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SIP-5-DIALPEER_STATUS: VoIP dial-Peer <[dec]> is [chars]
```

Explanation The VoIP dial peer's operational status has changed.

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

Error Message

```
%SIP-3-DIGITEND: Missing digit end event for '[char]' for call ID [chars]
```

Explanation A digit begin event was detected without a matching digit end. This is most likely an internal error which is self-correcting (the NOTIFY for the digit has been transmitted).

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

Error Message

```
%SIP-3-DIGITQFULL: Unable to queue DTMF digit. Queue full. size: [dec]
```

Explanation A request to queue a DTMF digit was rejected because the DTMF queue is full. A 5xx server error has been returned. This error may indicate that a flood of DTMF digit requests from an external SIP application for a specific call has been recieved in a very short period of time.

Recommended Action No action is required.

Error Message

```
%SIP-3-FORKING_CODEC: No forking codecs configured for dial-peer [dec], the forked
m-lines will be rejected. Forking codecs are [chars]
```

Explanation Media forking requests which arrive in an INVITE message are identified by multiple media lines (m-lines) in the SDP. Each media line defines a media stream with destination port and payload types. In order to fork multiple media streams from a single call, all streams must share the same payload type and codec. Only a subset of the full list of SIP codecs are available for media forking, and the dial-peer selected for the call which is to be forked must include one of these supported codecs. This error indicates that the dial-peer does not include one of the supported codecs, so only the original media stream will be maintained; the remaining media streams will be rejected in the response by setting the port number to zero (0) in the SDP.

Recommended Action Modify the dial-peer configuration to include one of the forking codecs listed using either the codec command or the voice-class codec command.

Error Message

```
%SIP-3-INSV_ERROR: Error encountered while trying to bring the SIP component into
service
```

Explanation During bootup of the gateway, each of the Service Provider Interfaces (SPIs) are brought into service. The SIP SPI creates several processes and notifies the Call Control API (CCAPI) when it is finished. One or more of these tasks failed, so the SIP component will not be properly initialized.

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

Error Message

```
%SIP-3-INTERNAL: [chars]
```

Explanation Unavailable.

Recommended Action Unavailable.

Error Message

```
%SIP-3-INTBWCAC: Calling number [chars], called number [chars], dial-peer [dec],
interface [chars], interface bandwidth counter [dec], requested bandwidth [dec],
call state [chars]
```

Explanation The bandwidth Call Admission Control (CAC) has rejected the call/media renegotiation because the configured interface bandwidth threshold was 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/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SIP-3-INVALID: Invalid [chars] [dec]
```

Explanation An internal software error has occurred.

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

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

Error Message

```
%SIP-3-LIST_ERROR: Unable to create list for [chars]
```

Explanation Failure to create a list generally indicates that the router is out of memory, either due to a memory leak or insufficient memory. If the error was generated soon after a reload, its more likely that the router does not have enough memory. If the router has been running for a while, a memory leak is more likely. The SIP component is not properly initialized, and SIP calls may not complete properly.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show process memory command to gather data that may 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. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SIP-3-NOGETSTRUCT: No data structure passed to MIB API subsystem.
```

Explanation The SNMP Agent MIB subsystem for this MIB did not pass any data structure to the MIB API subsystem for the proper retrieval of the requested object data. Processing of the GET operation cannot continue.

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

Error Message

```
%SIP-3-NOMATCH: Unable to find matching CCB for ccCallID [dec]
```

Explanation An internal error was encountered while trying to match a call ID with a call control block.

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

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

Error Message

```
%SIP-3-NORESOURCE: No resources for [chars]
```

Explanation An error was encountered while trying to obtain memory resources for an internal queue or table. If malloc errors where also seen, then that is most likely the root of the problem. If no memory allocation errors have occurred, then this may be an internal problem.

Recommended Action If there were memory allocation errors at thesame time as this error, then this error can be ignored. 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/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SIP-3-NOSETDATA: No SET data passed to MIB API subsystem.
```

Explanation The SNMP Agent MIB subsystem for this MIB did not pass any data to the MIB API subsystem for the proper assignment of values to the internal data structures of the object. Processing of the SET operation cannot continue.

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

Error Message

```
%SIP-3-QUEUE_ERROR: Unable to enqueue event [chars] ([dec]) to a process watched
queue. Current size: [dec], max size: [dec]
```

Explanation An internal or external event was dropped because it could not be added to the queue, probably because the queue is full. The result may be minor (retransmission of a SIP message) or major (dropped call), depending on the event which was lost. This error may indicate that the call rate is exceeding the capacity of the gateway. If this is the case, the CPU utilization will be excessively high (above 75%).

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

Error Message

```
%SIP-3-UNKNOWNOBJ: MIB object [chars].[dec] is not known by MIB API subsystem.
```

Explanation The MIB object specified in the SNMP GET PDU has been correctly identified by the SNMP Agent infrastructure, but was not correctly identified by the subsystem responsible for the MIB. Processing of the GET operation cannot continue. The SNMP Agent infrastructure and subsystem responsible for the MIB, under normal conditions, will always be synchronized to the same set of MIB objects (that is, the same version of the MIB). This condition indicates that synchronization has not occurred.

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

Error Message

```
%SIP-3-UNSUPPORTED: [chars]
```

Explanation An internal software error has occurred.

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

Error Message

```
%SIP-4-MAXSDP: SIP message sent with maximum SDP.
```

Explanation An SIP protocol message containing the maximum allowable SDP size has been sent. If the desired SDP was greater than the maximum size limit, the SDP has been truncated at the limit. If the desired SDP was equal to the maximum size limit, no truncation has occurred. This warning may indicate that an SIP request containing an unusually large SDP has been received from an external SIP application for a specific call, resulting in an SIP response with the maximum SDP.

Recommended Action No action is required.

Error Message

```
%SIP-6-LONG_DUR_CALL_DETECTED: Long Duration Call is detected [chars]
```

Explanation The call is active for configured duration of long call

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

Error Message

```
%SIP200-3-BADIFCTRL: Corrupted sip-200 information for interface [chars] [[hex]]
```

Explanation The interface SIP-200 information is not valid. This is an internal software error.

Recommended Action Collect the output of **show memory** command on the line card 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. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SIP200-4-MEM_MODULE_MISMATCH: Memory modules are not identical
```

Explanation The memory modules do not have identical parameters.This might impact the performance.

Recommended Action Collect the output of **show memory** command on the line card 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. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case

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

SIP200_MP Messages

The following are 7600/Catalyst 6500 SIP-200 multiprocessing messages.

Error Message

```
%SIP200_MP-1-UNSAFE: Multiprocessor error on [chars]
```

Explanation The line card CPU contains two CPU cores, one of which is the master CPU. The CPU specified in the error message attempted to perform an operation that is illegal for multiprocessor operation between the two CPU cores.

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

Error Message

```
%SIP200_MP-3-INIT_FAILURE: Second CPU initialization failed
```

Explanation The line card CPU unit has two CPU cores in it. The second CPU core is not initialized successfully. The line card is operating with one CPU core only. You might also see a SYS-2-MALLOCFAIL warning message.

Recommended Action If this message appears when a line card boots up, reload the line card by entering the **hw-module module reset** command. Also, check how much memory the line card has by entering the **show controller cwan command**.

Error Message

```
%SIP200_MP-4-PAUSE: Non-master CPU is suspended for too long, from [hex]([int])
to [hex] for [int] CPU cycles. [chars]
```

Explanation The line card CPU contains two CPU cores, one of which is the master CPU. The master CPU caused the second, non-master CPU to be suspended for too long a time. This condition could cause packet drops on the non-master CPU. This warning indicates a transient software problem and the line card should continue to operate normally.

Recommended Action This warning indicates a transient software problem. The line card should continue to operate normally. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply

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

Error Message

```
%SIP200_MP-4-TIMEOUT: Master CPU request timed out [chars]
```

Explanation The line card CPU contains two CPU cores, one of which is the master CPU. The non-master CPU is not responding in time to the request from the master CPU. This warning indicates a transient software problem. The line card should continue to operate normally.

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

SIP200_SPIRX Messages

The following are 7600/Catalyst 6500 SIP-200 SPI4.2 bus ingress interface messages.

Error Message

```
%SIP200_SPIRX-3-INITFAIL: Failed to configure the ingress SPI4.2 device. Error =
[hex]
```

Explanation Unable to program/configure the ingress SPI4.2 device on the line card. This indicates an internal hardware 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. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 efc channel** command for the SPA.

Error Message

```
%SIP200_SPIRX-3-SPA_INTERRUPT: SPA [int] - [chars], SPA Int status = [hex]
```

Explanation SPA interrupt from the ingress SPI4.2 device.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 efc channel** command for the SPA.

Error Message

```
%SIP200_SPIRX-3-SRAM_ERROR_DATA: SRAM[dec] Address = [hex][hex] Data =
[hex][hex][hex]_[hex][hex][hex]_[hex][hex][hex]_[hex][hex][hex]
```

Explanation SRAM Address and Data 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. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 efc channel** command for the SPA.

Error Message

```
%SIP200_SPIRX-3-SRAM_INTERRUPT: [chars], Sram Int status = [hex]
```

Explanation SRAM interrupt from the ingress SPI4.2 device.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 efc channel** command for the SPA.

Error Message

```
%SIP200_SPIRX-3-STATUS_INTERRUPT: [chars], Global Int status = [hex]
```

Explanation Status interrupt from the ingress SPI4.2 device.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 efc channel** command for the SPA.

Error Message

```
%SIP200_SPITX-3-BADDESC: descriptor [hex], tag [hex], global channel [int]
```

Explanation The egress SPI4.2 device on the line card returns a descriptor entry that is corrupted.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4** efc channel command for the SPA.

Error Message

```
%SIP200_SPITX-3-BADPAK: corrupted packet to [chars]
```

Explanation The egress SPI4.2 device on the line card is handling a packet that is corrupted. This indicates an internal software error. The corrupted packet is dropped.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 efc channel** command for the SPA.

Error Message

```
%SIP200_SPITX-3-CHANNEL_ENABLE_FAIL: SPI4 Channel [int] for Bay [int], [chars]
Failed
```

Explanation Unable to Enable/Disable a given SPI4 Channel.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 efc channel** command for the SPA.

Error Message

```
%SIP200_SPITX-3-DESCR_ERR_SPA0: SPAstatus=[hex], syndrome=[hex], RdRspOvf=[int],
RdRspTo=[int], OvfVal=[int], OvfCh=[int], OvfDescHi=[hex], OvfDescLo=[hex],
DisChk=[int], SeqErrVal=[int], SeqErrCh=[int]
```

Explanation The egress SPI4.2 device on the line card detected a sequence or fifo overflow error while processing a TX Descriptor. This condition could cause packet drops.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 efc channel** command for the SPA.

Error Message

```
%SIP200_SPITX-3-DESCR_ERR_SPA1: SPAstatus=[hex], syndrome=[hex], RdRspOvf=[int],
RdRspTo=[int], OvfVal=[int], OvfCh=[int], OvfDescHi=[hex], OvfDescLo=[hex],
DisChk=[int], SeqErrVal=[int], SeqErrCh=[int]
```

Explanation The egress SPI4.2 device on the line card detected a sequence or fifo overflow error while processing a TX Descriptor. This condition could cause packet drops.

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

representative and provide the representative with the gathered information. Provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 efc channel** command for the SPA.

Error Message

```
%SIP200_SPITX-3-DESCR_ERR_SPA2: SPAstatus=[hex], syndrome=[hex], RdRspOvf=[int],
RdRspTo=[int], OvfVal=[int], OvfCh=[int], OvfDescHi=[hex], OvfDescLo=[hex],
DisChk=[int], SeqErrVal=[int], SeqErrCh=[int]
```

Explanation The egress SPI4.2 device on the line card detected a sequence or fifo overflow error while processing a TX Descriptor. This condition could cause packet drops.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 efc channel** command for the SPA.

Error Message

```
%SIP200_SPITX-3-DESCR_ERR_SPA3: SPAstatus=[hex], syndrome=[hex], RdRspOvf=[int],
RdRspTo=[int], OvfVal=[int], OvfCh=[int], OvfDescHi=[hex], OvfDescLo=[hex],
DisChk=[int], SeqErrVal=[int], SeqErrCh=[int]
```

Explanation The egress SPI4.2 device on the line card detected a sequence or fifo overflow error while processing a TX Descriptor. This condition could cause packet drops.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 efc channel** command for the SPA.

Error Message

```
%SIP200_SPITX-3-DMA_SQERR: Syndrome=[hex], SPA=[int], Ch=[int], RdSz=[int],
RdOff=[int][chars]
```

Explanation The egress SPI4.2 device on the line card detected a sequence error while processing a DMA operation. This condition could cause packet drops.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 efc channel** command for the SPA.

Error Message

```
%SIP200_SPITX-3-EFCEVNT_ERR: [chars]
```

Explanation The egress datapath device on the line card detected an error while processing internal extended flow-control events. This condition could cause a reduced packet rate.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 efc channel** command for the SPA.

Error Message

```
%SIP200_SPITX-3-EFCSTAT_FAIL_SPA0: [chars]
```

Explanation The egress SPI4.2 device on the line card detected a EFC Status Clock or synchronization failure. This condition could cause packet drops.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 efc channel** command for the SPA.

Error Message

```
%SIP200_SPITX-3-EFCSTAT_FAIL_SPA1: [chars]
```

Explanation The egress SPI4.2 device on the line card detected a EFC Status Clock or synchronization failure. This condition could cause packet drops.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 efc channel** command for the SPA.

Error Message

```
%SIP200_SPITX-3-EFCSTAT_FAIL_SPA2: [chars]
```

Explanation The egress SPI4.2 device on the line card detected a EFC Status Clock or synchronization failure. This condition could cause packet drops.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 efc channel** command for the SPA.

Error Message

```
%SIP200_SPITX-3-EFCSTAT_FAIL_SPA3: [chars]
```

Explanation The egress SPI4.2 device on the line card detected a EFC Status Clock or synchronization failure. This condition could cause packet drops.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 efc channel** command for the SPA.

Error Message

```
%SIP200_SPITX-3-EFC_ERR_SPA0: SPAstatus=[hex][chars]
```

Explanation The egress datapath device on the line card detected an error condition with the Extended Flow Control Bus interface. This condition could cause packet drops.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 efc channel** command for the SPA.

Error Message

```
%SIP200_SPITX-3-EFC_ERR_SPA1: SPAstatus=[hex][chars]
```

Explanation The egress datapath device on the line card detected an error condition with the Extended Flow Control Bus interface. This condition could cause packet drops.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 efc channel** command for the SPA.

Error Message

```
%SIP200_SPITX-3-EFC_ERR_SPA2: SPAstatus=[hex][chars]
```

Explanation The egress datapath device on the line card detected an error condition with the Extended Flow Control Bus interface. This condition could cause packet drops.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 efc channel** command for the SPA.

Error Message

```
%SIP200_SPITX-3-EFC_ERR_SPA3: SPAstatus=[hex][chars]
```

Explanation The egress datapath device on the line card detected an error condition with the Extended Flow Control Bus interface. This condition could cause packet drops.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log.Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 efc channel** command for the SPA.

Error Message

```
%SIP200_SPITX-3-EFC_QUEUE_STUCK: [chars]
```

Explanation The egress datapath device on the line card detected an error condition with the Extended Flow Control Bus interface. This condition could cause packet drops.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 efc channel** command for the SPA.

Error Message

```
%SIP200_SPITX-3-FCSTAT_FAIL_SPA0: [chars]
```

Explanation The egress SPI4.2 device on the line card detected a SPI4.2 Status Clock or synchronization failure. This condition could cause packet drops.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 efc channel** command for the SPA.

Error Message

```
%SIP200_SPITX-3-FCSTAT_FAIL_SPA1: [chars]
```

Explanation The egress SPI4.2 device on the line card detected a SPI4.2 Status Clock or synchronization failure. This condition could cause packet drops.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 efc channel** command for the SPA.

Error Message

```
%SIP200_SPITX-3-FCSTAT_FAIL_SPA2: [chars]
```

Explanation The egress SPI4.2 device on the line card detected a SPI4.2 Status Clock or synchronization failure. This condition could cause packet drops.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 efc channel** command for the SPA.

Error Message

```
%SIP200_SPITX-3-FCSTAT_FAIL_SPA3: [chars]
```

Explanation The egress SPI4.2 device on the line card detected a SPI4.2 Status Clock or synchronization failure. This condition could cause packet drops.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 efc channel** command for the SPA.

Error Message

```
%SIP200_SPITX-3-INITFAIL: Failed to configure the egress SPI4.2 device. Error =
[hex]
```

Explanation Unable to program/configure the egress SPI4.2 device on the line card. This indicates an internal hardware error.

Recommended Action IIf this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 efc channel** command for the SPA.

Error Message

```
%SIP200_SPITX-3-INT_PERR_SPA0: IntMemPerr=[hex][chars]
```

Explanation The egress SPI4.2 device on the line card detected an internal memory parity error. This condition could cause packet drops.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 efc channel** command for the SPA.

Error Message

```
%SIP200_SPITX-3-INT_PERR_SPA1: IntMemPerr=[hex][chars]
```

Explanation The egress SPI4.2 device on the line card detected an internal memory parity error. This condition could cause packet drops.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 efc channel** command for the SPA.

Error Message

```
%SIP200_SPITX-3-INT_PERR_SPA2: IntMemPerr=[hex][chars]
```

Explanation The egress SPI4.2 device on the line card detected an internal memory parity error. This condition could cause packet drops.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 efc channel** command for the SPA.

Error Message

```
%SIP200_SPITX-3-INT_PERR_SPA3: IntMemPerr=[hex][chars]
```

Explanation The egress SPI4.2 device on the line card detected an internal memory parity error. This condition could cause packet drops.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 efc channel** command for the SPA.

Error Message

```
%SIP200_SPITX-3-MISMATCH: Descriptor ring mismatch: expects [int] got [int]
```

Explanation The egress SPI4.2 device on the line card returns a descriptor entry that does not match what the line card CPU expects. This condition could cause packet drops.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 efc channel** command for the SPA.

Error Message

```
%SIP200_SPITX-3-OVERRUN_DROP: SPI4 overrun drops packet for SPA [int], queue
[int], count [int]
```

Explanation While the egress SPI4.2 device on the line card sends an packet on the extended flow controlled channel, it overruns the SPI4 channel but can not queue it to the internal hold queue. This indicates an internal software 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. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 efc channel** command for the SPA.

Error Message

```
%SIP200_SPITX-3-SPI4_ERR_SPA0: SPAstatus=[hex][chars]
```

Explanation The egress SPI4.2 device on the line card detected an error condition with the SPI4.2 Bus interface. This condition could cause packet drops.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 efc channel** command for the SPA.

Error Message

```
%SIP200_SPITX-3-SPI4_ERR_SPA1: SPAstatus=[hex][chars]
```

Explanation The egress SPI4.2 device on the line card detected an error condition with the SPI4.2 Bus interface. This condition could cause packet drops.

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

representative and provide the representative with the gathered information. Provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 efc channel** command for the SPA.

Error Message

```
%SIP200_SPITX-3-SPI4_ERR_SPA2: SPAstatus=[hex][chars]
```

Explanation The egress SPI4.2 device on the line card detected an error condition with the SPI4.2 Bus interface. This condition could cause packet drops.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 efc channel** command for the SPA.

Error Message

```
%SIP200_SPITX-3-SPI4_ERR_SPA3: SPAstatus=[hex][chars]
```

Explanation The egress SPI4.2 device on the line card detected an error condition with the SPI4.2 Bus interface. This condition could cause packet drops.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 efc channel** command for the SPA.

Error Message

```
%SIP200_SPITX-3-SRAM_ECCERR: EccSynd=[hex], Err1bit=[int], ErrMbit=[int],
SecHalf=[int], SPA=[int], Ch=[int], Addr=[hex], DataHi=[hex], DataLo=[hex],
DataEcc=[hex]
```

Explanation The egress SPI4.2 device on the line card detected a a parity error in the egress packet memory. This condition could cause packet drops.

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

http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information. Provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 efc channel** command for the SPA.

Error Message

```
%SIP400-2-IOBUS_ERROR: IO bus error occurred: %s last addr 0x%x data 0x%x tran 0x%x
```

Explanation There was a communication problem with a device on the IO bus.

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

Error Message

```
%SIP400-2-PCI_BUS_ERROR: A PCI Bus Error occurred while trying to access a device
(status reg = 0x%08x, addstatus reg = 0x%08x)
```

Explanation There was a problem with a PCI read access to a device that caused a bus error on the host processor.

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

Error Message

```
%SIP400-2-PCI_ERROR_INT: A PCI Error interrupt occurred while trying to access a
device (status reg = 0x%08x, addstatus reg = 0x%08x)
```

Explanation There was a problem with a PCI write access to a device that caused a PCI error interrupt.

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/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case

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

Error Message

```
%SIP600-2-DEVMGR_ASIC_INIT_FAILED: SIP-600 ASIC Initialization failed at
stage-asic_init%d
```

Explanation The SIP-600 received an error during initialization when attempting to initialize the ASICs that make up the forwarding hardware. A hardware problem has prevented the SIP-600 from fully initializing on the target line-card. This will result in packets not being forwarded.

Recommended Action Attempt to reload the line card. If the problem persists, 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/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

```
%SIP600-2-DEVMGR_PROC_CREATE_FAILED: SIP-600 Initialization failed to create a
required IOS process%d
```

Explanation The SIP-600 received an error during initialization when attempting to create the ASIC stage2 init process. A potential memory or other software resource problem has prevented the SIP-600 from fully initializing on the target line-card. This will result in packets not being forwarded.

Recommended Action Attempt to reload the line card. If the problem persists, 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/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

```
%SIP600-2-INITFAIL: SIP-600 Initialization Failed - %s: %s %d %d
```

Explanation The SIP-600 could not initialize the memory that is needed for the feature specified in the message.

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

with the Technical Assistance Center 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 **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%SIP600-2-NULL_OBJECT: Missing device object (%s) for pending interrupt
```

Explanation A hardware device asserted an interrupt to report an event, but there is no device object for this 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/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SIP600-2-NULL_SPA_BAY_OBJECT: SPA Bay %d is missing
```

Explanation Missing SPA Bay object.

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

```
%SIP600-2-PE_BUS_UNRECOVERABLE_INT: Packet Engine Unrecoverable Bus Interrupt: %s
= 0x%08x
```

Explanation A Packet Engine Unrecoverable Bus interrupt has occurred.

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

Error Message

```
%SIP600-2-QUPDATE: SIP-600 Update Queue Hardware Failed - %s: %s %d Cause: 0x%08X
```

Explanation The SIP-600 received an error on the specified hardware queue when attempting the specified action.

Recommended Action A hardware problem has prevented System Queues from being updated on the target line-card. This could result in packets not being forwarded. Try reloading the line card. If the problem persists, 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/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

```
%SIP600-2-UNRECOVERABLE_FAILURE: SIP-600 Unrecoverable Failure for Device: %s
```

Explanation An unexpected fatal condition has occured on the SIP-600. The message that was previously received on the console or in the system log should provide more information on the specific nature of the problem. This message indicates a hardware failure or malfunction. The system will reload to attempt to fix the problem.

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

Error Message

```
%SIP600-3-IO_BUS_ERR_INT: IO Bus Error Interrupt: 0x%08x - Deadman Timer = 0x%08x
Trans Status = 0x%08x Last Address = 0x%08x Last Data = 0x%08x
```

Explanation An IO Bus Error interrupt has occurred.

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

Error Message

```
%SIP600-3-NMI: NMI Reset Status = 0x%08x
```

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

Error Message

```
%SIP600-3-NOMEM: %s
```

Explanation The SIP-600 card could not obtain statistics due to memory exhaustion.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration. If this message recurs, Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%SIP600-3-NO_STATID: PXF(%d): no stat_id is available for statistics collection
```

Explanation The SIP-600 line card has used up all statistics collection resources. No more resources available for further statistics collection.

Recommended Action Reduce number of features configured on this PXF. If conditions warrant, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative.

Error Message

```
%SIP600-3-NO_STAT_PROCESS: Failed to create statistics process
```

Explanation The SIP-600 card failed to create a stat process and hence all statistics counters will be zero.

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

```
%SIP600-3-PE_BUS_ERR_INT: Packet Engine Bus Error Interrupt: %s
```

Explanation A Packet Engine Bus Error interrupt has occurred.

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

Error Message

```
%SIP600-3-PE_SPA_BUS_ERR_INT: SPA Bus Error Interrupt: SPA Bus Error Status
(0x%08x) = 0x%08x, SPA Bus Trans Status (0x%08x) = 0x%08x, SPA Bus Last Data
(0x%08x) = 0x%08x
```

Explanation A SPA Bus Error interrupt has occurred.

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

Error Message

```
%SIP600-3-PE_UNEXPECTED_INT: Unexpected Packet Engine Interrupt: %s
```

Explanation An unexpected Packet Engine interrupt has occurred.

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

Error Message

```
%SIP600-3-SIP10G_GEN_DEV_ERR: %s unexpected error: %s
```

Explanation The software driver for the specified SIP-600 device has detected the specified unexpected condition.

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

Error Message

```
%SIP600-3-STATID_INCONSISTENCY: PXF(%d):Inconsistent stats id(0x%x) %u packets
dropped.
```

Explanation WAN line card had received inconsistent statistics from PXF. PXF reported that one or more packets have been dropped, but no corresponding packet count was 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/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

```
%SIP600-3-UNEXPECTED_GLOBAL_INT: Unexpected Global Interrupt: %s
```

Explanation An unexpected Global Interrupt has occurred.

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

Error Message

```
%SIP600-3-UNSUPPORTED_LABEL_RANGE: The maximum label range configured for this
system exceeds the %u limit supported by the SIP-600 module.
```

Explanation The MPLS label range configured for this system is not supported.The maximum label range limit is specified in the message.

Recommended Action Change the maximum MPLS label range by entering the mpls label range command.

Error Message

```
%SIP600-4-INVALID_STATID: PXF  :Invalid-Statid (%d) for vc %u under interface %u
```

Explanation The SIP-600 line card has encountered an internal error while setting up the statistics report 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/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

```
%SIP600-4-MR_CFG_ALL_PORTS: CFM configuration is global to sip-600 and applies to
all ports
```

Explanation An SCP message to configure match register functionality on the specified port will apply to all ports on the MSC-600 card as match register configurations are done on the Parsing Engine.

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

Error Message

```
%SIP600-4-SIP10G_PXF_IRAM_PARITY_ERROR: Correcting a PXF instruction error.
```

Explanation This PXF error was a detection and correction of a typically rare event. If the error is persistent, it might indicate faulty hardware.

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

SIP600 Messages

The following are SPA Interface Processor 600 messages.

Error Message

```
%SIP600-5-MET_TIMEOUT: Rewrite Engine Multicast Expansion Table access timeout
patch invoked
```

Explanation The linecard experienced an IO-BUS timeout while accessing the Multicast Expansion Table. Recovery action taken.

Recommended Action No action is required.

Error Message

```
%SIP600-6-NULLQID: PXF(%d):Null-QID (%s) %u packets dropped.
```

Explanation The SIP-600 line card has encountered an invalid queue. The packet has been dropped. The packet will be counted in the null queue statistics. Packet traffic should continue 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/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

```
%SIP600_PARSING_ENGINE-3-DROP_FIFO_OVERFLOW: Parsing Engine Drop Fifo Overflow
```

Explanation This message indicates that the SIP-600 parsing engine has detected that the Drop FIFO queue has exceeded the maximum limit. New updates will be discarded. The parsing engine continues to process data from the interfaces if possible.

Recommended Action If traffic has resumed, no action is required. 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/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SIP600_PARSING_ENGINE-3-INTERRUPT_ERROR: %s
```

Explanation This message indicates that the SIP-600 parsing engine has detected the specified interrupt event. The message text on the console or in the system log provides more information on this error. The parsing engine continues to process data from the interfaces if possible.

Recommended Action If traffic has resumed, no action is required. 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/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SIP600_PARSING_ENGINE-3-MASTER_ABORT: Parsing Engine CPU Master Abort Error
```

Explanation This message indicates that the SIP-600 parsing engine has detected a CPU Master Abort Interrupt. A read to write-only register or a write to read-only register could cause this interrupt. The parsing engine continues to process data from the interfaces if possible.

Recommended Action If traffic has resumed, no action is required. 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/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SIP600_PARSING_ENGINE-3-PARITY_ERROR: Parsing Engine CPU Parity Error
```

Explanation This message indicates that the SIP-600 parsing engine has detected a CPU parity. Suspect hardware fault on second occurrence only. Otherwise, the Parsing Engine continues to process data from the interface if possible.

Recommended Action If traffic has resumed, no action is required. 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/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SIP600_PARSING_ENGINE-3-RP_INT_WATCHDOG_TIMEOUT: Parsing Engine RP Interface
Watchdog Timeout
```

Explanation This message indicates that the SIP-600 parsing engine has detected an RP interface Watchdog Timeout. The RP Interface process has not relinquished the processor for the watchdog timeout period. The parsing engine continues to process data from the interfaces if possible.

Recommended Action If traffic has resumed, no action is required. 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/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SIP600_QOS-2-INITFAIL: SIP-600 Initialization Failed %s: %s %d %d
```

Explanation SIP-600 could not initialize the memory that is needed for the QoS feature.

Recommended Action A hardware problem has occurred on the target line-card which will prevent the QoS feature from functioning. If QoS is a desired feature, then try reloading the linecard. If the problem persists, 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/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

```
%SIP600_QOS-2-NOMEM: Memory Allocation Failure - %s: %s %d %d
```

Explanation SIP-600 could not allocate the memory that is required for the QoS feature. This condition might indicate that more memory must be installed on the affected line card or platform to service all features and related entries that are enabled in the configuration.

Recommended Action Check available memory and install more if necessary. If sufficient memory is available, reload the Cisco IOS image on the affected line card or platform. If the error persists, Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show tech-support and show logging).

Error Message

```
%SIP600_QOS-3-CLASSIFYUPDATE: SIP-600 Update QoS Classify Hardware Failed - %s:
%s %d Cause: 0x%08X
```

Explanation SIP-600 received an error on the specified hardware classify entry when attempting the specified action.

Recommended Action If the error occurs on allocating any of the Default Classify Entries, then try to reload the linecard since traffic can not be forwarded out this linecard. If the error occurs in all other cases, remove the QoS action just performed at the user interface, wait a period of time, then re-apply the service-policy. If the problem persists, 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/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

```
%SIP600_QOS-3-EXCEEDEXCESSQRATE: SIP-600 Exceeded system maximum excess queue
rates - %s: %s %d Cause: 0x%08X
```

Explanation SIP-600 received an error on the specified hardware queue when attempting the specified action. This may be the result of configuring a QoS action.

Recommended Action The sum of excess bandwidth for all queues allocated has exceeded the system limit of 360 GIG. Remove the service-policy that failed and try applying the shape command to each of the classes if not already configured. Then reapply the service-policy. If the problem persists, 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/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

```
%SIP600_QOS-3-EXCEEDGUARTQRATE: SIP-600 Exceeded Guaranteed Rates on interface -
%s: %s %d Cause: 0x%08X
```

Explanation SIP-600 received an error on the specified hardware queue when attempting the specified action. This may be the result of configuring a QoS action.

Recommended Action The sum of all queue guaranteed rates has exceeded the max configurable for the interface the queues are applied. A condition which can cause this when the priority command is configured without the police command. The user must add police command to limit the rate to priority queue. If this is not the case, the user can try removing the service-policy and reapplying it. If the problem persists, 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/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

```
%SIP600_QOS-3-INSUFFDFLTBW: SIP-600 Insufficient bandwidth for default
processing: port %d queue id %d Cause: 0x%08X
```

Explanation SIP-600 reserves 1% of the port's bandwidth for router control packets. When a service-policy is applied, this bandwidth is first deducted from the QoS class-default queue. If there isn't sufficient bandwidth in class-default and the sum of queue guaranteed bandwidth exceeds the link rate, this message is generated instead of the error EXCEEDGUARTQRATE. The user should first determine if there is any bandwidth left available for class-default so space is made available for the port's queue to handle control packets.

Recommended Action Reduce the amount of bandwidth configured on user-defined classes so more bandwidth is available for class class-default. If necessary, explicitly configure bandwidth for class-default using the 'bandwidth' command. If the problem persists, 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/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

```
%SIP600_QOS-3-NORESOURCE: SIP-600 Out of Resources- %s: %s %d Cause: 0x%08X
```

Explanation The specified resource has been depleted from the SIP-600.

Recommended Action Change the SIP-600 configuration to conserve on the use of the specified resource.

Error Message

```
%SIP600_QOS-3-NOTFOUND: SIP-600 Software Element Not Found - %s: %s %d
```

Explanation SIP-600 client could not locate a required software element.

Recommended Action Reload the Cisco IOS image on the affected line card or platform. If the error persists, Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show tech-support and show log)

Error Message

```
%SIP600_QOS-3-NOTSUP: SIP-600 Feature Not Supported - %s: %s %s
```

Explanation The SIP-600 does not support the specified feature.

Recommended Action Change the SIP-600 configuration so that it does not include the specified feature.

Error Message

```
%SIP600_QOS-3-QEXCEEDWREDGRP: SIP-600 Exceeded WRED limit groups for queue %d
```

Explanation SIP-600 depleted available resources when configuring WRED on the specified hardware queue. This will be the result of attempting to perform a QoS action configure by the user.

Recommended Action For each queue, there is a limited number of unique WRED limits sets which can be configured. The user's configuration action has caused the limits to go beyond the system limit. As a result, WRED is NOT configured on that queue. The configuration below illustrates three unique sets of WRED min/max limits. random-detect random-detect prec 0 1000 2000 1 random-detect prec 1 1000 2000 1 random-detect prec 2 2000 3000 1 random-detect prec 3 2000 3000 1 random-detect prec 4 1000 2000 1 random-detect prec 5 3000 4000 1 random-detect prec 6 2000 3000 1 random-detect prec 7 3000 4000 1 Update your configuration so WRED configuration is within the limits and re-apply the service-policy.

Error Message

```
%SIP600_QOS-3-QUPDATE: SIP-600 Update Queue Hardware Failed - %s: %s %d Cause:
0x%08X
```

Explanation SIP-600 received an error on the specified hardware queue when attempting the specified action. This will be the result of attempting to perform a QoS action configure by the user.

Recommended Action There are a variety of reasons this may occur. 1) If the user configuration action was to remove a service-policy then re-apply a service-policy to the same interface, it is possible that queues are still draining which prevents new queues from being allocated. You need to remove the service-policy that failed, wait for a period of time, then re-apply the service-policy. 2) It is possible that the number of resources has been depleted. You can consolidate your current QoS configuration to free up resources then try re-applying your new configuration. 3) If the error was the result of removing queue hardware, then there is a hardware problem which must be reported. If the problem persists, 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/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

```
%SIP600_QOS-3-QWREDGTQLIMIT: SIP-600 WRED maximum threshold exceeds queue-limit
for queue %d
```

Explanation The WRED maximum threshold values should be greater than the assigned queue-limit. This will be the result of the user attempting to configure WRED or by changing bandwidth rates which changes queue-limit values. If this error has occurred, the queue is allocated but WRED is not enabled.

Recommended Action The user should make sure the queue-limits configured does not exceed any of the WRED max_threshold values. If the queue-limit command is not configured, then configure one which is greater than WRED max_threshold values.

Error Message

```
%SIP600_QOS-4-NOTINSHAPE: Warning - Ingress shaping on [chars] not supported on
this interface.
```

Explanation Ingress shaping on the specified precedences or DSCP not supported on this interface because such packets are control data, which go through a separate high priority path.

Recommended Action You do not need to reconfigure the QOS policy since the specific match statements are ignored. No action is required.

SIPSPA Messages

The following are Shared Port Adapter on GSR line card messages.

Error Message

```
%SIPSPA-3-BADCMD: [chars]: Unsupported command [dec], arg0=[hex], arg1=[hex],
arg2=[hex]
```

Explanation The Route Processor passed down a command that the software was not prepared 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. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SIPSPA-3-BADINT: Attempted to access HWIDB for port [int]
```

Explanation The line card attempted to access the HWIDB associated with a non-existent 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. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SIPSPA-3-BAD_IFCOMTYPE: Bad ifcom message type=[int]
```

Explanation The Route Processor passed down a message that the software was not prepared 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. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SIPSPA-3-CMDNOINT: HWIDB Null for command [dec], arg=[hex]
```

Explanation The Route Processor passed down a command that the software was unprepared 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. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SIPSPA-3-DEVICE_ERROR: subSlot %d, spatype 0x%x. Device error: %s
```

Explanation An error related to a device on the SPA is 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/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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%SIPSPA-3-EFC_CHAN_ERR: EFC error - interface %s, vc %d, anyphy %d, err_code %d :
%s
```

Explanation Failed to configure efc channel/parameters

Recommended Action Seach for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require 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/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

```
%SIPSPA-3-FCI_NOT_SET: Bay [dec]: [chars]: FCI type not set
```

Explanation An FCI type of zero was detected.

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

Error Message

```
%SIPSPA-3-HWIDB_FAILURE: Creation: port %d vc %d
```

Explanation Failed to create a hwidb.

Recommended Action Copy the message exactly as it appears on the 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%SIPSPA-3-INVALID_ANYPHY: Bay %d - Invalid anyphy number %u for vc %d
```

Explanation Interface has invalid anyphy mumber

Recommended Action Seach for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. 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

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

Explanation The line card failed to allocate a buffer for communication with 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. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SIPSPA-3-IPCSENDFAIL: Failed to send IPC message [chars]
```

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

Error Message

```
%SIPSPA-3-ISR_RC_ERROR: ISR return code out of range. rc=%d
```

Explanation The ISR error return code is out of range.

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

Error Message

```
%SIPSPA-3-LINKREC_ERROR: Link record error - Bay %d vc %d, error code %d
```

Explanation Error processing link record structure

Recommended Action Seach for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. 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

```
%SIPSPA-3-MESSAGE_ERROR: Bay %d: %s
```

Explanation An unexpected error has occurred.

Recommended Action Seach for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require 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/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

```
%SIPSPA-3-MSGTOOBIG: Message length exceeds max, [int] bytes
```

Explanation The line card attempted to send too large a 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. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center 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

```
%SIPSPA-3-NODISPATCH: Dispatch vector Null, cmd=[dec], dintf=[dec]
```

Explanation No command dispatch vector was found for the specified interface.

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

```
%SIPSPA-3-POWER: Bay %d 12V power is %s
```

Explanation SPA 12V power fault indicator

Recommended Action Copy the message exactly as it appears on the 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

```
%SIPSPA-3-SONET_CLOCK_FAILED: SPA Sonet clock has failed (status = [hex])
```

Explanation The SPA SONET clock has failed. SPAs that rely on the SPA SONET clock for proper operation, such as POS and ATM will be affected.

Recommended Action If the SPA Sonet clock does not recover, perform an OIR.

Error Message

```
%SIPSPA-3-SONET_CLOCK_RECOVERED: SPA Sonet clock has recovered (status = [hex])
```

Explanation SPA Sonet clock has recovered.

Recommended Action No action is required.

Error Message

```
%SIPSPA-3-SPI4_CONFIG_FAILURE: Bay %d, spi4 configuration failure, error %d
```

Explanation Failed to configure SPI4 interface

Recommended Action Seach for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require 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/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

```
%SIPSPA-3-SPI4_INIT_FAILURE: Bay %d initialization failure
```

Explanation Failed to create SPI4 subblock

Recommended Action Seach for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require 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/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

```
%SIPSPA-4-MAX_BANDWIDTH: Total SPA bandwidth exceeds line card capacity of %lu
Mbps
```

Explanation The total bandwidth of SPAs exceeds the rated capacityof this line card.

Recommended Action Refer to the line card guidelines for the maximum allowedaggregated SPA bandwidth for the line card

Error Message

```
%SIPSPA-4-MAX_BANDWIDTH_NS: Total SPA bandwidth exceeds line card capacity,
installed combination of SPA interfaces is not supported
```

Explanation The total bandwidth of SPAs exceeds the rated capacityof this line card.

Recommended Action Refer to the line card guidelines for the maximum allowedaggregated SPA bandwidth for the line card

Error Message

```
%SIPSPA-4-SPABUS: Bay %d %s failed. sz=%u rd_par=%u noresp=%u err_l=%u addr=0x%x
data=0x%x parity=0x%x deadman=%u
```

Explanation SPABUS has reported an error.

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

```
%SIPSPA-4-SPABUS2: Bay %d %s failed. sz=%u rd_par=%u noresp=%u absent=%u err_l=%u
addr=0x%x data=0x%x parity=0x%x deadman=%u
```

Explanation SPABUS has reported an error.

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

```
%SIPSPA-6-ERRORRECOVER: A Hardware or Software error occurred on [chars]. Reason
: [chars] Automatic Error recovery initiated. No further intervention required.
```

Explanation An error occurred in one of the devices, recovery would be attempted. If recovery succeeds no further messages would be logged and no intervention would be required.

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

Error Message

```
%SIPSPA-6-OIR: Bay %d %s changed to %s
```

Explanation SPA OIR Sequence

Recommended Action No action is required.

Error Message

```
%SK-0-PANIC: [chars]
```

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

Error Message

```
%SK-1-ALERT: [chars]
```

Explanation A condition that should be corrected immediately.

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

Error Message

```
%SK-2-CRITICAL: [chars]
```

Explanation Critical conditions have been detected, as indicated in the message text.

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

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

Error Message

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

Explanation The system has encountered an error as indicated in the message text.

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

Error Message

```
%SK-4-IPCRCVDROP: Slot [dec]: Could not [chars] memory ( [dec] bytes ) to receive
IPC
```

Explanation The Cisco IOS software was not able to allocate memory to receive the IPC from the switch kernel. Some IPCs might be lost between the Cisco IOS software and the 8 PG line card in that 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/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%SK-4-IPCSENDTIMEOUT: Slot %d: Could not send IPC for %d seconds. Still trying...
```

Explanation IOS was not able to send an IPC to Switch Kernel running in the CPU in the 8PG card. IOS will retry to send the IPC

Recommended Action The message may occur occasionally depending on the load on the system. If the condition persists, the line card on the slot will be reset. In that case, please contact your Cisco technical support representative and provide information about events that led to the reset

Error Message

```
%SK-4-VLANOVERLAP: Traffic may be locally switched between %s &amp;amp; %s.
Routing over these interfaces may not be fully functional
```

Explanation The subinterfaces specified have the same encapsulation configured. Since 8PG has a local-switching ASIC, traffic with that encapsulation will be bridged among those interfaceseven though they may not be in the same bridge-group. In addition,if the subinterfaces have different configuration, routing overthese subinterfaces may not work since there is only one backend portchannel that represents both the subinterfaces.

Recommended Action Re-evaluate the implications of local-switching between the interfaces specified. If local-switching among the subinterfaces is not desired, change the encapsulation on one of the subinterfaces.

Error Message

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

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

Error Message

```
%SK-5-NOTICE: [chars]
```

Explanation See the message text for details on this notice.

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

Error Message

```
%SK-6-INFO: %s
```

Explanation Informational

Recommended Action No action is required.

Error Message

```
%SK-7-ASSERT: Assertion Failure ( [chars] @[chars]:[dec] ) : [chars]
```

Explanation An assertion error has occurred.

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

SKINNYMAIN Messages

Error Message

```
%SKINNYMAIN-4-KEYPADFAST: Keypad messages from the phone [dec] are too fast
```

Explanation The inter digit interval is too short. Each digit may not be processed properly.

Recommended Action Configure keypad-normalize for the phone.

SKINNYSECURESERVICE Messages

The following are Skinny Secure Service messages.

Error Message

```
%SKINNYSECURESERVICE-3-NOINIT: Can't initialize Secure Skinny server
```

Explanation Internal problems with initializing ports for the secure skinny server.

Recommended Action Ensure the skinny secure server port is available on the local machine.

Error Message

```
%SKINNYSECURESERVICE-3-NOMEM: Can't initialize memory for Secure Skinny server
```

Explanation Insufficient memory for secure skinny server.

Recommended Action Increase amount of available memory.

Error Message

```
%SKINNYSECURESERVICE-3-NOPROC: Could not start Skinny Secure Server
```

Explanation Internal problem in process creation .

Recommended Action No action is required.

Error Message

```
%SKINNYSECURESERVICE-3-NOSOCKETS: Max Number of Skinny Secure Server sockets
exceeded: too many IP phones
```

Explanation There are too many skinny secure server clients requesting service.

Recommended Action Reduce number of secure IP phones requesting service. SKINNYSERVER Messages

Recommended Action The following are Skinny Server messages.

Error Message

```
%SKINNYSERVER-3-NOINIT: Can't initialize Skinny server
```

Explanation Internal problems with initializing ports for the skinny server.

Recommended Action Ensure the skinny server port is available on the local machine.

Error Message

```
%SKINNYSERVER-3-NOMEM: Can't initialize memory for Skinny server
```

Explanation Insufficient memory for skinny server.

Recommended Action Increase amount of available memory.

Error Message

```
%SKINNYSERVER-3-NOSOCKETS: Max Number of Skinny Server sockets exceeded: too many
IP phones
```

Explanation There are too many skinny server clients requesting service.

Recommended Action Reduce the number of IP phones requesting service.

SLB Messages

The following are SLB messages.

Error Message

```
%SLB-4-CF: Unexpected error: %s
```

Explanation An unexpected error occurred in SLB slave replication

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

Error Message

```
%SLB-4-CF_BULK: %s
```

Explanation An unexpected error occurred in SLB slave replication, bulk sync

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

Error Message

```
%SLB-4-CF_IPC: Slave replication messages are creating a backlog in IPC. Some SLB
objects may not be synchronized.
```

Explanation Due to IPC resource contention, SLB was unable to replicate all objects.

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

Error Message

```
%SLB-4-CF_NUM: Unexpected error: %s %d
```

Explanation An unexpected error occurred in SLB slave replication

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

Error Message

```
%SLB-4-CF_RATE: Overrun of SLB's slave replication rate, some SLB objects may not
be synchronized.
```

Explanation Due to a high connection rate, SLB was unable to replicate all objects.

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

Error Message

```
%SLB-4-IF_REMOVED: Access interface removed: [chars] [chars] being set to
outofservice.
```

Explanation An interface being referenced in slb access configuration has been removed. The vserver, or firewall farms referencing this interface will be brought out of service.

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

Error Message

```
%SLB-4-PROBE: Probe [chars] for [IP_address]:[int] [chars]
```

Explanation An error occurred during an SLB probe operation.

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

Error Message

```
%SLB-4-UNEXPECTED: Unexpected error: %s
```

Explanation An unexpected error occurred while performing SLB operation

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

Error Message

```
%SLB-4-VRF_REMOVED: Access VRF removed: [chars] [chars] being set to outofservice.
Access VRF
 configuration has been removed.
```

Explanation A VPN Routing and Forwarding (VRF) instance being referenced in the server load balancing (SLB) access configuration has been removed. The server or the firewall farm referencing this VRF has been brought out of service. The access VRF configuration has been removed.

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

Error Message

```
%SLB-4-WARNING: Unexpected condition: [chars]
```

Explanation An unexpected condition was detected while performing SLB operation.

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

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

Error Message

```
%SLB-6-REAL: Real [chars] ([chars]) has changed state to [chars]
```

Explanation A real server has changed either to or from the operational state. Possible causes for this message might be testing, probe testing, or setting the maximum number of connections (maxconns).

Recommended Action This is an informational message. No action is required.

Error Message

```
%SLBSCPU-3-BADTYPE: Unknown type of indication [hex]
```

Explanation The microcode is sending a bad indication type.

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

Error Message

```
%SLBSCPU-3-NOCFGDWLD: Unable to request initial config download from main CPU.
```

Explanation Normally after initialization, the SLB CPU requests the main CPU to send a configuration read from NVRAM. This message is generated when a failure occurs during that communication.

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

Error Message

```
%SLBSCPU-3-NOPROC: Cannot create SLB SCPU Process
```

Explanation An error occurred during the initialization of an SLB process on an SLB CPU.

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

Error Message

```
%SLBSCPU-3-NOREQ: Failed to get request packet for ICC
```

Explanation An error occurred during communication between an SLB CPU and the main CPU.

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

Error Message

```
%SLBSCPU-3-NORESP: Did not receive ICC response
```

Explanation An error occurred during communication between SLB CPU and the main CPU.

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

Error Message

```
%SLBSCPU-6-CFGDWLD: Request [dec] initial config download from main CPU.
```

Explanation After initialization, the SLB CPU has requested the main CPU to send a configuration read from NVRAM. This message indicates that a request was sent.

Recommended Action No action is required.

SLB_DFP Messages

The following are server load balancing dynamic feedback protocol agent messages.

Error Message

```
%SLB_DFP-4-BAD_LEN: Agent %i:%u - Invalid message length - %u
```

Explanation Too many errors reading message header from SLB DFP Agent

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

Error Message

```
%SLB_DFP-4-BAD_MSG: Agent [IP_address]:[int] - Unknown message type [int], vector
[int]
```

Explanation An unknown message type has been received from the SLB DFP Agent.

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

Error Message

```
%SLB_DFP-4-BAD_SEND: Agent [IP_address]:[int] - Send failed
```

Explanation An attempt to send a message to the SLB DFP agent has failed.

Recommended Action Enter the **ping** or **traceroute** command to verify that the DFP agent is reachable. Verify that the DFP agent on the server is running. 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

```
%SLB_DFP-4-BIG_MSG: Agent [IP_address]:[int] - Message length [int], too big
```

Explanation The message received from the SLB DFP agent exceeds the maximum allowable size.

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

Error Message

```
%SLB_DFP-4-BIG_VEC: Agent [IP_address]:[int] - Message type [int], vector [int]
too big
```

Explanation A message from the SLB DFP agent exceeds the maximum allowable size. A message exceeding maximum allowable size can be caused by a connection error between DFP manager and agent.

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

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

Error Message

```
%SLB_DFP-4-CON_FAIL: Agent %i:%u - Socket_connect failed
```

Explanation Socket_connect to SLB DFP Agent failed

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

Error Message

```
%SLB_DFP-4-KEEP_ALV: Agent [IP_address]:[int] - Have not received keep alive
```

Explanation The system has not received a keepalive message from the SLB DFP Agent.

Recommended Action Verify that the DFP agent can be reached using a ping or a traceroute. Verify that the DFP agent on the server is running. 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

```
%SLB_DFP-4-NO_PARSE: Agent %i:%u - Could not parse message
```

Explanation Could not parse message from SLB DFP Agent

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

Error Message

```
%SLB_DFP-4-READ_ERR: Agent %i:%u - Too many read errors
```

Explanation Too many errors reading message header from SLB DFP Agent

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

Error Message

```
%SLB_DFP-4-RECONN_MGR: Manager [IP_address] is reconnecting
```

Explanation The SLB manager is reconnecting without first disconnecting.

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

Error Message

```
%SLB_DFP-4-SOCK_ERR: Agent [IP_address]:[int] - Socket_recv error [dec]
```

Explanation A message involving a socket error has been received from the SLB DFP agent.

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

Error Message

```
%SLB_DFP-4-SOCK_OPN: Agent [IP_address]:[int] - Socket alreay open
```

Explanation An attempt was made to open the socket to the SLB DFP agent when it was already open.

Recommended Action If the problem persists, unconfigure and reconfigure SLB DFP. 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. SLBSCPU Messages

Recommended Action The following are SLB-Vito SLB CPU messages.

Error Message

```
%SLB_DFP-4-UKN_CON: Agent %i:%u - Unknown connection state %u
```

Explanation Unknown connection state processing SLB DFP timer

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

Error Message

```
%SLB_DFP-4-UNEXPECTED: Unexpected error: %s
```

Explanation An unexpected error occurred while performing SLB DFP operation

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

Error Message

```
%SLB_DFP-4-UNK_TYPE: Agent %i:%u - Unknown message type %u
```

Explanation Message from SLB DFP Agent has unknown type

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

Error Message

```
%SLB_KAP-3-BIND_FAIL: SLB Keep Alive Application Protocol Socket_bind failed for
Port:[dec]
```

Explanation SLB Keep Alive Application Protocol process attempts to bind a socket port 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. Also perform a search of the Bug Toolkit http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SLB_KAP-4-UNEXPECTED: Unexpected error: [chars]
```

Explanation An unexpected error occurred while performing SLB Keep Alive Application Protocol operation.

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

Error Message

```
%SLICE_TOASTER-0-FP_ERROR: System Board Init error: [chars]
```

Explanation The system board is not working properly or it is not compatible with this IOS image.

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

Error Message

```
%SLICE_TOASTER-0-FP_REV: System Board rev [dec].[dec] is [chars], require at least
[dec].[dec]
```

Explanation This IOS image is incompatible with the hardware revision of the system board, or the system board is supported but with software workarounds for certain hardware problems. In the first case IOS does not complete the boot process, in the second case IOS will run but may exhibit unexpected behavior.

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

Error Message

```
%SLICE_TOASTER-0-FP_TYPE: System Board type [dec] is [chars]
```

Explanation This IOS image is incompatible with the hardware type of the system board.

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

Error Message

```
%SLICE_TOASTER-2-DOWNLOAD: [chars]: Slice (PXF) microcode image [chars]: could not
be downloaded.
```

Explanation The Slice (PXF) microcode could not be downloaded. This could be due to an already corrupted image or to a software or hardware problem.

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

Error Message

```
%SLICE_TOASTER-2-DUMP: Slice (PXF) has crashed, attempting to write core
file(s)....
```

Explanation Slice (PXF) hardware has crashed because of an exception. Depending on current configuration, one or more core files will be generated.

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

Error Message

```
%SLICE_TOASTER-2-HDRCORRUPT: Slice (PXF) microcode header of image [chars] has
been corrupted, expected [hex], got [hex].
```

Explanation The Slice (PXF) microcode appears to be corrupted. This could be due to an already corrupted image or, less likely, 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/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SLICE_TOASTER-2-IMAGE: Slice (PXF) microcode image [chars]: could not be read.
```

Explanation The Slice (PXF) microcode could not be read. This could be due to an already corrupted image or, less likely, 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/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SLICE_TOASTER-2-INCOMPAT: This Slice (PXF) microcode image is incompatible with
this Cisco IOS image.
```

Explanation The signature in the Slice (PXF) microcode image does not match the signature in the IOS image.

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

Error Message

```
%SLICE_TOASTER-2-METADATA: Slice (PXF) microcode meta-data [chars]: [chars], in
file: [chars].
```

Explanation The Slice (PXF) microcode appears to be corrupted. This could be due to an already corrupted image or, less likely, 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/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SLICE_TOASTER-2-NOTDETECT: SLICE (PXF) Not detected during system Init. This
router will not be usable due to this problem
```

Explanation The Slice (PXF) hardware not detected during system initialization. This router will not be usable due to this problem.

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

Error Message

```
%SLICE_TOASTER-2-OPER: Slice (PXF) not operational: [chars]
```

Explanation The Slice (PXF) clients could not be made operational. This could be due to a software or hardware problem.

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

Error Message

```
%SLICE_TOASTER-2-ROW: Slice (PXF) microcode header of image [chars] doesn't match
block [chars], row [dec] not row [dec].
```

Explanation The Slice (PXF) microcode appears to be corrupted. This could be due to an already corrupted image or, less likely, 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/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SLICE_TOASTER-2-STALL: Slice (PXF) Stall detected
```

Explanation The Slice (PXF) driver detected a slice stall condition.

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

Error Message

```
%SLICE_TOASTER-2-START: Slice (PXF) not started: memory state: [dec], expected
[dec].
```

Explanation The Slice (PXF) clients could not be started. This could be due to a software or hardware problem.

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

Error Message

```
%SLICE_TOASTER-2-TDB: Could not find control block for Slice (PXF) image [chars].
```

Explanation A software error occurred that prevented locating the control block representing this Slice (PXF).

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

Error Message

```
%SLICE_TOASTER-2-UNUSABLE: No usable Slice (PXF) microcode
```

Explanation No usuable Slice (PXF) could be loaded. This could be due to an already corrupted image or to a software or hardware problem.

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

Error Message

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

Explanation General error information.

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

Error Message

```
%SLICE_TOASTER-3-FATALPXF: Fatal Slice (PXF) interrupt, reg=[hex], mask=[hex],
config=[hex] - [chars]
```

Explanation The Slice (PXF) issued a fatal interrupt. This may be a hardware or 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/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SLICE_TOASTER-3-INV_TT2RP_CMD: Invalid TT2RP Cmd ([dec]) received from PXF (Msg:
[hex][hex])
```

Explanation The Slice (PXF) sent a TT2RP command to the RP with an invalid TT2RP Command ID. This error would typically indicate a PXF microcode error.

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

Error Message

```
%SLICE_TOASTER-3-NOMEM: OUT of Memory: [chars]
```

Explanation Component is out of memory.

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

Error Message

```
%SLICE_TOASTER-3-PXF_CRASHINFO_FAIL: Failed to write Slice (PXF) debug
information.
```

Explanation Slice (PXF) 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 encounterd some other error.

Error Message

```
%SLICE_TOASTER-4-PXF_CRASHINFO: Writing Slice (PXF) debug information to [chars].
```

Explanation A file containing information useful for diagnosing a Slice (PXF) restart is being written.

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

Error Message

```
%SLICE_TOASTER-5-DNLD_DONE: PXF download complete, PXF operational, time elapsed
[time-stamp]
```

Explanation The PXF microcode was successfully downloaded and started. The PXF forwarding engine is now configured and operational. The time elapsed is measured from the DNLD_START message.

Recommended Action This is a normal activity at IOS boot time or after a fatal PXF error occurred.

Error Message

```
%SLICE_TOASTER-5-DNLD_START: Downloading PXF Microcode [chars], version=[chars],
[chars]
```

Explanation The platform code was starting to download a particular PXF microcode image.

Recommended Action This is a normal activity at IOS boot time or after a fatal PXF error occurred.

Error Message

```
%SLIP-2-BADQUOTE: Impossible quoted character %x
```

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

Error Message

```
%SLIP-2-BADSTATE: Impossible input state %x
```

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

Error Message

```
%SLOT-3-CHKPT_INTERNAL: Internal OIR checkpointing error [[chars]]
```

Explanation An internal error occurred within the OIR checkpointing code.

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

Error Message

```
%SLOT-3-DISC_FAIL: Could not start board discovery process.
```

Explanation Could not start the feature board discovery process, so feature boards will not be discovered either at boot time or if inserted.

Recommended Action The likely fault is memory starvation at boot time, which points to a fault in the version of IOS being run. Try a different version.

Error Message

```
%SLOT-3-INCOMPAT: Board in slot [dec] ignored, it is a [chars] board which is
incompatible with the system.
```

Explanation Each RSC may only own boards of either T1 or E1 types, they may not be mixed. If mixing is attempted then the new boards will be ignored and this error message will be displayed.

Recommended Action Do not have both T1 and E1 type cards owned by the same RSC. It is possible to have an E1 card on one side of the chassis and T1 on the other, but only if owned by different RSCs with the system in classic-split mode.

Error Message

```
%SLOT-3-SLOT_INTERNAL: Slot state machine error for slot [dec] [[chars]]
```

Explanation An internal error occurred within the slot state machine code.

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

Error Message

```
%SLOT-4-FB_NOT_DISC: Timed out waiting for discovery of boards ([dec] seconds),
[dec] missing
```

Explanation At boot time while reading the redundancy mode booting will suspend until all FBs have been discovered. If they are not discovered within the alloted period booting will continue regardless, this may lead to the rejection of configuration specific to the missing 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/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SLOT-4-FB_RESET: Resetting feature board [dec], [chars]
```

Explanation Feature board is being reset for the reason specified.

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

Error Message

```
%SLOT-4-RSC_RESET: Resetting RSC [dec], [chars]
```

Explanation RSC is being reset for the reason specified.

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

Error Message

```
%SLOTDUMP-3-CORE_DUMP_ERROR: Core dump error slot %d: %s
```

Explanation An error occured during a core dump of slot

Recommended Action None.

Error Message

```
%SLOT_FPD-3-GETHWVER_FAILED: Failed to get baseboard hardware revision number in
Slot %u.
```

Explanation Failed to get the board's revision number.

Recommended Action Check module seating and module status. Re-insert the module. Contact TAC if this message is seen again.

Error Message

```
%SLOT_FPD-3-GETVER_FAILED: Failed to get FPD version for FPD=%u in Slot %u: %s.
```

Explanation Failed to get FPD version due to either IPC problem or operation error. The card will be disabled.

Recommended Action Check module seating and module status. Ensure compatibility among FPD and IOS by comparing output of command show hw-module slot fpd with IOS Release Notes. Obtain IOS version by command show version.

Error Message

```
%SLOT_FPD-3-SUBBLOCK: Failed to %s FPD subblock in Slot %u.
```

Explanation Failed to create, delete, or populate a FPD subblock due to operation 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

`%SLOT_FPD-3-UPGRADE_FAILED: Failed to upgrade FPD for slot %d, %s.`

Explanation The FPD image upgrade operation failed. The cause could be a wrong image file, error in accessing fpga storage, physical interrupt such as power failure or card removal. Depending on the slot type and error cause, the card could be in an unusable state. Normally the system automatically reattempts the upgrade and shuts the card after repeated failures.

Recommended Action Do not interrupt the system while an FPD upgrade is in progress. Obtain the matching FPD package. Refer to IOS Release Notes for more information on obtaining the correct FPD package for the card. Review the output of the RP FPD logs.

Error Message

`%SLOT_FPD-4-UPGRADE_STATE: %s on slot %u.`

Explanation Display the upgrade state

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

Error Message

`%SLOT_HM-3-HM_REGISTRATION_FAILED: The rsc_slot subsystem failed to register with the Health-Monitor`

Explanation The rsc_slot subsystem tried to register with the Health Monitor but failed. The Health Monitor rules associated with the subsystem will not be operational. This will not have any adverse effects on CEF or the Health Monitor.

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

Error Message

```
%SLOT_HM-3-RULE_OPERATION_FAILED: Failed to [chars] [chars] for Repeat FB [dec]
Reboot Rule.
```

Explanation The RSC Slot subsystem tried to create or delete a Health Monitor rule, or its component conditions or actions, but failed.The Health Monitor rule will not be operational. This will not have any adverse effects on the RSC slot subsystem or the Health Monitor.

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

Error Message

```
%SLOT_HM-3-SUBSYS_HEALTH_CHANGE_FAIL: Attempt to [chars] rsc slot HM subsystem
health (for slot [dec]) by [dec] failed.
```

Explanation An attempt to update the rsc slot HM subsystem health failed. The rsc slot subsystem health will now be incorrect. Hence the system health will also be incorrect. The effect on the system health will be negligible since the weighting of the rsc slot subsystem is low. As a result it is unlikely that such an error will cause more than just a cosmetic problem.

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

Error Message

```
%SLOT_HM-4-FB_POWERDOWN: Powering down feature board [dec], [chars]
```

Explanation Feature board is being powered down for the reason specified.To re-enable the FB, enter the hw-module slot reset CLI.

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

Error Message

```
%SLOT_SYNC-2-INITSYS: [chars]
```

Explanation A software error occurred during initialization of the interface synchronization RF subsystem.

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

Error Message

```
%SLOT_SYNC-3-INVALID_MSG: Incorrectly formatted message ([hex], [hex]) received
by [chars]
```

Explanation An inconsistent message data was received from the peer CPU. This error is probably due to an incompatible image version.

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

Error Message

```
%SLOT_SYNC-3-NO_BUFFER: Unable to transmit message type [dec] from [chars]
```

Explanation A transmission error occurred while a message was being sent to another CPU. This error is probably due to nonavailability of a 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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%SLOT_SYNC-3-RECV_BAD_SUBCARD_COUNT: Received a slot sync message with subcard
count as [dec] for slot [dec]
```

Explanation A slot synchronization message with a bad subcard count has been received.

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

Error Message

```
%SLOT_SYNC-3-SEND_BAD_SUBCARD_COUNT: Sending a slot sync message with subcard
count as [dec] for slot [dec]
```

Explanation A slot synchronization message with a bad subcard count has been sent.

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

Error Message

```
%SLOT_SYNC-3-TRANSMIT_ERROR: Unable to transmit message type [dec] from [chars]
```

Explanation A transmission error occurred while a message was being sent to another CPU. This error is due to message translation.

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

Error Message

```
%SLOT_SYNC-3-UNKNOWN_MSG: Unknown message type [hex] received by [chars]
```

Explanation An unknown message type was received from the peer CPU. This error is probably due to an incompatible image version.

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

Error Message

```
%SLOT_SYNC-5-UNSUPPORTED_MSG: Msgtype %s sent by %s unsupported by peer.
```

Explanation Peer responded that it didn't recognize a message sent by this CPU, possibly due to a different image version.

Recommended Action May require a software upgrade on the Standby CPU. Copy the message exactly as it appears on the 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

```
%SM-4-BADEVENT: Event '%s' is invalid for the current state '%s': %s %s
```

Explanation An attempt was made to post an event to a state machine that is invalid for the current 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/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center 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 **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%SM-4-INIT: Internal error while initializing state machine '%s', state '%s': %s
```

Explanation An attempt was made to initialize an invalid 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/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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%SM-4-PERSIST: Persistent event '%s' did not leave the current state '%s': %s %s
```

Explanation An attempt was made to post a persistent event to a state machine that would cause an infinite loop in the current 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/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center 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 **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%SM-4-STOPPED: Event '%s' ignored because the state machine is stopped: %s %s
```

Explanation An attempted was made to post an event to a state machine that has already been stopped.

Recommended Action Copy the message exactly as it appears on the 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%SM-SP-4-BADEVENT: Event '[chars]' is invalid for the current state '[chars]':
[chars] [chars]
```

Explanation An attempt was made to post an event to a state machine that is invalid for the current state.

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

Error Message

```
%SMAN-3-HOSTINFO_MONITOR_FAILURE: ion, suchas the hostname. This error is raised
if initializationfails.
```

Explanation The initialization has failed. The shell manager trace file has more details.

Recommended Action Copy the message exactly as it appears on the 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

```
%SMAN-3-HOSTINFO_READ_FAILURE: ion,such as the hostname. This error is raised if
reading fails.
```

Explanation The message indicates that the reading of host information has failed. The shell manager trace file has more details.

Recommended Action Copy the message exactly as it appears on the 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

```
%SMAN-3-INVALID_EPOCH_FILE: An upgrade or installation has produced an invalid
messagingconfiguration file %s, %s
```

Explanation During an upgrade or installation of a new package a messagingconfiguration file was produced which is invalid. The file iseither empty or has invalid permissions and cannot be read.

Recommended Action Retry the installation or upgrade to resolve the problem. Else, revert to a valid package.

Error Message

```
%SMAN-2-NO_MEMORY: Cannot allocate memory for an internal data structure
```

Explanation An out of memory condition occurred when attempting to createan internal data structure. The daemon which encountered theproblem should have exited and will be restarting. A specificreason why and where exactly the problem occurred will berecorded in the log files for that daemon.

Recommended Action The process manager should have restarted the process. Unless the condition recurs, the system will continue to run successfully. Monitor the processes for excessive memory consumption to ensure that none of them is leaking memory.

Error Message

```
%SMAN-3-PTL_RENDERER_FAILURE: ion failure. This is likely to happen formismatched
messages being exchanged.
```

Explanation Mismatched messages have been exchanged.

Recommended Action This is a configuration issue resulting from either a bad or mismatched package. Uninstall the new packages.

Error Message

```
%SMAN-3-TDL_MESSAGE: ion must both use the same or a compatible APIversion
```

Explanation A problem was encountered in either constructing or otherwisesetting a field in a TDL message. If the problem occurredduring construction it is an out of memory situation otherwiseit is likely to be a library mismatch issue.

Recommended Action Check the log files in the UIPEER ERR entries for messages reporting problem in creating a TDL message or setting values for the fields.

Error Message

```
%SMANRP-3-BADREPLYJOBID: Incorrect command reply job id %llu (origin %s),
expecting %llu
```

Explanation A command reply message from the Shell Manager referenced the wrong originating job id

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

```
%SMANRP-3-CMDBUILD: Interactive command directive %d of %d failed
```

Explanation In processing a CLI command, one of the instructions returned through the Shell Manager could not be turned into an interactive command for remote execution.

Recommended Action Copy the message exactly as it appears on the 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

```
%SMANRP-3-CMDCONNECT: Connection to local interactive relay failed: %s
```

Explanation Connecting to the local relay for an interactive command failed due to the reason indicated in the error message.

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

Error Message

```
%SMANRP-3-CMDSEND: Send interactive command to relay failed: %s
```

Explanation Sending the interactive command string to the local relay after the connection was established failed by the reason indicated in the error message.

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

Error Message

```
%SMANRP-3-CMDTOOLONG: Interactive command too long
```

Explanation Instructions for command execution would result in creation of a command string that is beyond the maximum 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/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

```
%SMANRP-3-INVALIDCONNHANDLE: Invalid connection handle %u referenced during
command execution.
```

Explanation The execution of a CLI command, which must communicate with Shell Manager for command execution, has referenced a connection handle that is invalid. The CLI command execution will 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/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

```
%SMANRP-3-MSGBIPCBUFFER: Unable to acquire a BIPC buffer for sending messages.
```

Explanation A message was to be sent by IOS, but no BIPC buffer was available. The message to be sent has been discarded and the associated operation failed.

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

```
%SMANRP-3-MSGBIPCCONNERR: Unable to register with the BIPC subsystem for
connections to Shell Manager
```

Explanation IOS Shell Manager client code could not register with the BIPC communications infrastructure in order to establish a connection with the Shell Manager.

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

```
%SMANRP-3-MSGBIPCERR: Unable to process received BIPC messages from Shell Manager,
error: %s
```

Explanation An unexpected condition has occurred while IOS trying to process a received BIPC message from Shell Manager.

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

```
%SMANRP-3-MSGBUILDERROR: Error %d building TDL message '%s' to send to the Shell
Manager: %s
```

Explanation An unexpected condition has occurred while IOS is building a TDL message to send to the Shell Manager

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

```
%SMANRP-3-MSGDISPATCH: Unable to dispatch received TDL messages from Shell Manager
```

Explanation An unexpected condition has occurred while IOS is trying to dispatch to the TDL message handler functions for received TDL messages from Shell Manager.

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

```
%SMANRP-3-MSGDISPATCHNULL: Received NULL TDL message
```

Explanation An unexpected condition in which IOS has received a NULL TDL message from Shell Manager.

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

```
%SMANRP-3-MSGENQUEUEERROR: Error queueing TDL message '%s' to send to the Shell
Manager
```

Explanation An unexpected condition has occurred when IOS attempted to queue a TDL message to send to the Shell Manager

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

```
%SMANRP-3-MSGERROR: Error %d handling a received TDL message '%s' from the Shell
Manager: %s
```

Explanation An unexpected condition has occurred while IOS is processing a TDL message received from the Shell Manager

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

```
%SMANRP-3-MSGINVALIDFIELDINT: Invalid field '%s' in TDL message '%s' received:
value '%u' from the Shell Manager
```

Explanation A message with an invalid field value was received from the Shell Manager

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

```
%SMANRP-3-MSGINVALIDFIELDSTR: Invalid field '%s' value '%s' in TDL message '%s'
received from the Shell Manager
```

Explanation A message with an invalid field value was received from the Shell Manager

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

```
%SMANRP-3-MSGMARSHALERROR: Error '%d' marshaling TDL message '%s' to send to the
Shell Manager
```

Explanation An unexpected condition has occurred while IOS is marshaling TDL message to send to the Shell Manager

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

```
%SMANRP-3-MSGMISSINGFIELD: Missing field '%s' in TDL message '%s' received from
the Shell Manager
```

Explanation A message missing a required field was received from the Shell Manager

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

```
%SMANRP-3-SET_ACCESS_FAIL: Installing LIIN interface access control failed
```

Explanation This error happens when the Shell Manager shim failed to set the access control function for the LIIN, possibly due to IOS out of memory or corruption. 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

```
%SMANRP-3-SMAN_HANDLER_QUEUE_NOTEMPTY: Dynamic command handler exited foreground
process with non-empty queue
```

Explanation The dynamic command handler which dispatches commands to the shell manager, has exited without proper cleanup.

Recommended Action Copy the message exactly as it appears on the 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

```
%SMANRP-3-SMAN_INIT_CONN_FAIL: Shell Manager client connection pool
initialization failed: Unable to request creation of %u of %u connections.
```

Explanation The Shell Manager client has failed to create all of its connections to Shell Manager. Abiltiy to execute some CLI commands will be severly restricted or non-existent.

Recommended Action Copy the message exactly as it appears on the 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

```
%SMANRP-3-SMAN_INIT_DC_TDL_FAIL: Shell Manager client initialization failed:
Unable to initialize messaging: %s
```

Explanation The Shell Manager client has failed to initialize the infrastructure for messaging with the Shell Manager. Abiltiy to execute some CLI commands will be severly restricted or non-existent.

Recommended Action Copy the message exactly as it appears on the 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

```
%SMANRP-3-SMAN_INIT_WQ_FAIL: Shell Manager client connection handler
initialization failed: Unable to create %u of %u receiving queues.
```

Explanation The Shell Manager client has failed to create all of its receiving queues. Abiltiy to execute some CLI commands will be severly restricted or non-existent.

Recommended Action Copy the message exactly as it appears on the 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

```
%SMANRP-6-SMSTATUS: Shell Manager is %s
```

Explanation The current status of Shell Manager.

Recommended Action No action is required.

Error Message

```
%SMC-2-BAD_ID_HW: Failed Identification Test in [chars] [[dec]/[dec]] The module
in [chars] in this router might not be a genuine Cisco product. Cisco warranties
and support programs only apply to genuine Cisco products. If Cisco determines
that your insertion of non-Cisco memory, WIC cards, AIM cards, Network Modules,
```

SPA cards, GBICs or other modules into a Cisco product is the cause of a support issue, Cisco might deny support under your warranty or under a Cisco support program such as SmartNet.

Explanation Hardware in the specified location could not be identified as a genuine Cisco product.

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

Error Message

%SMC-2-FAILED_ID_HW: Failed Identification Test in [chars] [[dec]/[dec]]

Explanation There was a problem while identifying hardware in the specified location.

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

Error Message

%SMC-2-PROTO_HW: Module ([chars]) is a registered proto-type for Cisco Lab use only, and not certified for live network operation.

Explanation Hardware in the specified location is a prototype module that came from Cisco.

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

Error Message

```
%SMF-4-INVALID_ACTION: failed to create SMF entry for %e on %s with result %08x
```

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

Error Message

```
%SMIC-1-DISCOVER: NM slot [dec]: only [dec] PCI dev found
```

Explanation Some of the interface controller devices on MRC did not initialize properly.

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

Error Message

```
%SMIC-1-INITFAIL: NM slot [dec]: PCI dev [dec] init failed
```

Explanation A PCI device on MRC failed to do a successful hardware initialization.

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

Error Message

```
%SMIC-1-UNKNOWN_WIC: NM slot [dec], wic card has an unknown id [hex]
```

Explanation The software does not recognize the type of WIC card plugged into the port module.

Recommended Action Check the part number on the WIC card to verify that it is supported in the IOS release operational on the router. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at

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

Error Message

```
%SMIC-2-SCCFAIL: For SMIC interface:[dec]/[dec] failed to do [chars]
```

Explanation The software failed to initialize/restart an SCC of a serial interface on SMIC.

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

Error Message

```
%SMIC-3-BSCHUNT: BSC HUNT cmd for int [dec]/[dec] failed
```

Explanation An internal error occurred.

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

Error Message

```
%SMIC-3-DSCC4: DSCC4 chip init slot [dec] failed
```

Explanation An internal error occurred.

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

Error Message

```
%SMIC-3-INVALID_CLOCKRATE: Unsupported clock rate req on int [dec]/[dec] - index
[dec]
```

Explanation An internal software error occurred.

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

Error Message

```
%SMIC-3-INVALID_SCC: Config req for invalid SCC via int [dec]/[dec]
```

Explanation An internal software error occurred.

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

Error Message

```
%SMIC-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 activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

Error Message

```
%SMIC-3-OWNERR: Buffer owner ship error on int [dec]/[dec], pak=[hex]
```

Explanation An internal software error occurred.

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

Error Message

```
%SMIC-3-SCCRESET: SCC reset for int [dec]/[dec] at [chars] failed
```

Explanation An internal error occurred.

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

Error Message

```
%SMIC-3-SPI_OP_FAILED: NM base addr - [hex], WIC slot - [dec], SPI op failed
```

Explanation An internal software error occurred.

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

Error Message

```
%SMIC-3-TDMSW: TDM switch init in slot [dec] failed
```

Explanation An internal error occurred.

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

Error Message

```
%SMIC-3-TXCOMPNOTIFY: On int [dec]/[dec], tx_comp_notify vector is not set
```

Explanation An internal software error occurred.

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

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

Error Message

```
%SMIC-3-UFHANDLE: UnderFlow handling on int [dec]/[dec] failed.
```

Explanation An internal error occurred.

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

Error Message

```
%SMIC-4-FPGA_UPDATE: FECPM FPGA (slot [dec]) updated, all EADI sessions terminated
```

Explanation The IOS image contains an updated FECPM FPGA firmware which must be downloaded to the FPGA regardless of EADI sessions.

Recommended Action Verify the status of EADI sessions once the router is operational.

Error Message

```
%SMIC-5-SPURINT: Spurious [chars] int on SCC [dec] in slot [dec]
```

Explanation An internal software error occurred.

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

Error Message

```
%SMIC-5-TOOBIG: On int [dec]/[dec], tx pak is [dec] bytes
```

Explanation A packet greater than the assigned MTU of this serial interface was queued up for transmission.

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

Error Message

```
%SMIC-5-TOOSMALL: On int [dec]/[dec], tx pak size is [dec] bytes
```

Explanation A small packet (less than 2 bytes) was queued up for transmission. The interface cannot handle such small packets for transmission.

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

Error Message

```
%SMIC-5-UNDERFLOW: Transmit underflow on int [dec]/[dec]
```

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

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

Error Message

```
%SMRP-2-ASSERTFAILED: SMRP assertion failed: %s
```

Explanation The software detected an inconsistency. This is considered a serious error. The router attempts to continue, but SMRP processing may be impaired.

Recommended Action Copy the error message exactly as it appears, noting any SMRP problems that you are experiencing, and report it to your technical support representative.

Error Message

```
%SMRP-3-NOFDDICOMPAT: SMRP port %s disabled; pre-fdditalk not supported
```

Explanation SMRP cannot be started on an interface that is running pre-FDDITalk.

Recommended Action Use FDDITalk on the FDDI ring if possible.

Error Message

```
%SMRP-5-NEIGHBORDOWN: %s: SMRP neighbor down - %s
```

Explanation A neighboring SMRP router is now down.

Recommended Action Notification message only. No action required.

Error Message

```
%SMRP-5-PORTDOWN: %s: SMRP port down - %s
```

Explanation An SMRP port is down and is no longer operational.

Recommended Action Notification message only. No action required.

Error Message

```
%SMRP-6-NEIGHBORUP: %s: SMRP neighbor up - %s
```

Explanation A neighboring SMRP router has appeared.

Recommended Action Notification message only. No action required.

Error Message

```
%SMRP-6-PORTUP: %s: SMRP port up - %s
```

Explanation An SMRP port has come up.

Recommended Action Notification message only. No action required.

Error Message

```
%SMRP-7-DEBUGMSG: SMRP Debug: %s
```

Explanation This message is generated by some debug commands to provide additional information about conditions in SMRP.

Recommended Action If you are experiencing problems in SMRP, these messages should be provided, along with any other information, in a report to your technical support representative.

Error Message

```
%SMSC_RP-3-GETHWVER_FAILED: Unable to set 7600-SSC-400 in slot %d in
single-spa-mode because of error in obtaining its hardware revision.
```

Explanation This message indicates that 7600-SSC-400 could not be set in single-spa-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/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center 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.

Error Message

```
%SMSC_RP-3-NO_SCP_BUFFER: Unable to set 7600-SSC-400 in slot %d in single-spa-mode
because of insufficient scp buffers.
```

Explanation This message indicates that 7600-SSC-400 could not be set in single-spa-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/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center 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.

Error Message

```
%SMSC_RP-3-SSC_SSPA_RETRY: 7600-SSC-400 in slot %d is reset as a %d try to set it
in single-spa-mode.
```

Explanation This message indicates that specified slot is reset as a retry to set itin single-spa-mode. Maximum of three retries are done.

Recommended Action Wait for all the retries to complete.

Error Message

```
%SMSC_RP-3-SSC_SSPA_SHUT: 7600-SSC-400 in slot %d is shutdown because it cannot
be set in single-spa-mode
```

Explanation This message indicates that specified slot is shut down as it cannotbe set in single-spa-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/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center 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.

Error Message

```
%SMSC_RP-6-INVALID_HW_VERSION: Single-spa-mode is not allowed for 7600-SSC-400
hardware version %d.%d.
```

Explanation Only 7600-SSC-400 versions greater than 0.3 can be set in single-spa-mode

Recommended Action To use single-spa-mode, please use 7600-SSC-400 versions greater than 0.3.

Error Message

```
%SNAPSHOT-2-BADSTATE: Bad state for Snapshot block %s[%d], location %d
```

Explanation An internal software error occurred.

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

Error Message

```
%SM_INSTALL-3-INST_FAIL_NORESET: [chars]: [chars] failed - [chars].
```

Explanation A Service Module operation failed due to the reason specified in the message.

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

Error Message

```
%SM_INSTALL-6-INST_RESET_COMP: [chars]: Module reset complete.
```

Explanation A Service Module reset is complete.

Recommended Action No action is required.

Error Message

```
%SM_INSTALL-6-INST_SUCC_RESET: [chars] SUCCESS: [chars]. Please wait for module
to reset before next operation
```

Explanation The Service Module software installation successfully completed.

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

```
%SM_INSTALL-3-INST_TCL_FAIL: Creation of TCL process failed, installation aborted
```

Explanation A Service Module software installaion aborted because the Tool Command Language (TCL) process 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/pcgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SM_INSTALL-6-LOCAL_OPER_FAIL: [chars] on [chars].
```

Explanation A local operation in the Service Module has failed.

Recommended Action No action is required.

Error Message

```
%SM_INSTALL-6-LOCAL_OPER_START: [chars] on [chars].
```

Explanation A Service Module local operation has started.

Recommended Action No action is required.

Error Message

```
%SM_INSTALL-6-LOCAL_OPER_SUCC: [chars] on [chars].
```

Explanation The Service Module local operation is successful.

Recommended Action No action is required.

SNASW Messages

The following are Systems Network Architecture (SNA) Switching Services messages.

Error Message

```
%SNASW-3-APPN_LOG_1: PROBLEM - %lu - SNA Switch could not allocate necessary
storage %s
```

Explanation SNA Switch could not allocate necessary storage. Some operation will fail. See other logs/verbs.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-3-APPN_LOG_3: PROBLEM - [int] - SNA Switch could not generate unique name
[chars]
```

Explanation No implicit name available for dynamic resource. . Some operations may fail.

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

Error Message

```
%SNASW-3-ASM_LOG_0: PROBLEM - %lu - Received BIND request directed at this node
with unrecognized secondary LU name %s
```

Explanation Received BIND request directed at this node (that is, either without an RSCV, or at the last hop on the RSCV) with an unrecognised secondary LU name. This usually indicates a configuration error at the primary LU. Session activation will fail with the specified sense code.

Recommended Action Correct primary LU configuration.

Error Message

```
%SNASW-3-ASM_LOG_11: PROBLEM - %lu - Received BIND request with badly formed
secondary LU name %s
```

Explanation Received BIND request with badly formed secondary LU name. This may indicate an interoperability problem. Session activation will fail with the specified sense code.

Recommended Action Contact support with details of the problem.

Error Message

```
%SNASW-3-ASM_LOG_12: PROBLEM - %lu - Received BIND request where network ID of
secondary LU does not match local network ID %s
```

Explanation Received BIND request where network identifier of secondary LU does not match local network identifier. Session activation will fail with the specified sense code.

Recommended Action Contact support with details of the problem.

Error Message

```
%SNASW-3-ASM_LOG_19: PROBLEM - %lu - Received BIND using LFSID that is already in
use %s
```

Explanation Received BIND using LFSID that is already in use. This is usually caused by a race condition (a BIND, UNBIND, BIND sequence all using the same LFSID, where the second BIND overtakes the UNBIND). Nodes at the current level of APPN contain 'LFSID ageing' processing to minimise the changes of this race condition, but some older implementations may not support this processing. BIND will be rejected with specified sense code.

Recommended Action If problem is persistent, or occurs frequently, contact support with details of the problem.

Error Message

```
%SNASW-3-ASM_LOG_2: PROBLEM - %lu - Insufficient storage to generate an Alert %s
```

Explanation Insufficient storage to generate Alert to report a BIND segmentation or pacing error. The Alert will not be sent.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-3-ASM_LOG_22: PROBLEM - %lu - Session control request received with invalid
LFSID %s
```

Explanation Session control request received with invalid local form session identifier (that is, the LFSID is not in a range appropriate for the request). This may indicate an interoperability problem. Request will be rejected with the specified sense code.

Recommended Action Contact support with details of the problem.

Error Message

```
%SNASW-3-ASM_LOG_24: PROBLEM - %lu - Failed to initialize address space instance
%s
```

Explanation Insufficient storage to create a local form session identifier routing table for a link station. Link activation will fail.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-3-ASM_LOG_27: PROBLEM - %lu - Detected fatal BIND or UNBIND protocol error
%s
```

Explanation Detected fatal BIND or UNBIND protocol error. This may indicate an interoperability problem. Sense codes are as follows. 20110000 - BIND pacing window overrun, or PI not set when expected 20110001 - unexpected solicited BIND IPM 20110002 - PI set when not expected 20110003 - pacing response not IPM 10020000 - RU (BIND, UNBIND or BIND IPM) length error 10010003 - BIND IPM format error 80070000 - BIND or RSP(BIND) segment out of sequence, or segmented UNBIND or RSP(UNBIND) 80070002 - BIND or RSP(BIND) segments interleaved 800F0000 - LFSID incorrect for SC request 800F0001 - ODAI incorrect Link will be deactivated.

Recommended Action Contact support with details of the problem.

Error Message

```
%SNASW-3-ASM_LOG_28: PROBLEM - %lu - Received BIND IPM on link where adaptive BIND
pacing not supported %s
```

Explanation Received BIND IPM on link where adaptive BIND pacing is not supported. This may indicate an interoperability problem. BIND IPM will be discarded.

Recommended Action Contact support with details of the problem.

Error Message

```
%SNASW-3-ASM_LOG_3: PROBLEM - %lu - Insufficient storage to process received BIND
request %s
```

Explanation Insufficient storage to process received BIND request. The BIND will be rejected with the specified sense code.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-3-ASM_LOG_4: PROBLEM - %lu - ACTPU, ACTLU, DACTPU or DACTLU received on
link on which dependent LUs are not supported %s
```

Explanation ACTPU, ACTLU, DACTPU or DACTLU received over a link on which dependent LUs are not supported. This may indicate an interoperability problem. Request will be rejected with the specified sense code.

Recommended Action Contact support with details of the problem.

Error Message

```
%SNASW-3-ASM_LOG_5: PROBLEM - %lu - Branch Network Node received BIND request with
badly formed RSCV %s
```

Explanation A Branch Network Node has received a BIND request with a badly formed RSCV. This may indicate an interoperability problem. Session activation will fail.

Recommended Action Contact support with details of the problem.

Error Message

```
%SNASW-3-ASM_LOG_6: PROBLEM - %lu - Badly-formed BIND request rejected by SNA
Switch %s
```

Explanation SNA Switch received and rejected a badly-formed BIND request. This may indicate an interoperability problem. Session activation will fail.

Recommended Action Contact support with details of the problem.

Error Message

```
%SNASW-3-ASM_LOG_7: PROBLEM - [int] - BIND received with the next hop in the RSCV
set to the local node again [chars]
```

Explanation The SNA switch has received a bind request with a badly formatted RSCV. The CP name for the next hop in the RSCV is this local node again. The session activation 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/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%SNASW-3-ASSERT: Assertion failure  : '%s' from %s, line %d %SNASW-3-BAD_MSG_NAME
: Invalid message name specified for snasw msg-trap
```

Explanation An invalid message name was supplied on a snasw msg-trap command.

Recommended Action Reissue the command with a valid message name.

Error Message

```
%SNASW-3-CLSIBadPrimitive: CLSI bad primitive type, header= [chars]
```

Explanation An internal software error occurred.

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

Error Message

```
%SNASW-3-CLSIBadReturnCode: CLSI bad return code: [dec], header= [chars]
```

Explanation An internal software error occurred.

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

Error Message

```
%SNASW-3-CLSIFailure: SNASW failed to process CLSI message, header= [chars]
```

Explanation An internal software error occurred.

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

Error Message

```
%SNASW-3-CLS_LOG_0: PROBLEM - [int] - Could not validate process handle [chars]
```

Explanation CLS has passed SNA Switch a DLC packet, but SNA Switch does not have a valid handle to invoke the correct SNA process. The CLS message has been discarded.

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

Error Message

```
%SNASW-3-CS2_LOG_31: PROBLEM - [int] - Unable to activate port as the IP DLC does
not support IP hostnames [chars]
```

Explanation Unable to activate port as the IP DLC does not support IP hostnames. START_PORT verb will fail, port will not restart successfully.

Recommended Action Either choose a different IP DLC that does support IP hostnames, or, if IPv4 is being used, specify the local port by IP address instead of IP hostname.

Error Message

```
%SNASW-3-CS2_LOG_32: PROBLEM - [int] - Unable to start link station as the IP DLC
does not support IP hostnames [chars]
```

Explanation Unable to activate link station as the IP DLC does not support IP hostnames. START_LS verb will fail, the link station will not restart successfully.

Recommended Action Either choose a different IP DLC that does support IP hostnames, or, if IPv4 is being used, specify the link station by IP address instead of IP hostname.

Error Message

```
%SNASW-3-CS2_LOG_33: PROBLEM - [int] - Unable to start dynamic link as the IP DLC
does not support IP hostnames [chars]
```

Explanation Unable to activate dynamic link station as the IP DLC does not support IP hostnames. Link activation will fail, the link station will not start successfully.

Recommended Action Either choose a different IP DLC that does support IP hostnames, or, if IPv4 is being used, specify the link station by IP address instead of IP hostname.

Error Message

```
%SNASW-3-CS2_LOG_34: PROBLEM - [int] - Backout request by link that does not
support FID2 [chars]
```

Explanation An attempt to activate a session failed because the adjacent node has backed out an RTP connection, but cannot accept the FID2 BIND.

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

Error Message

```
%SNASW-3-CS2_LOG_9: PROBLEM - %lu - DLC failure during creation %s
```

Explanation The DLC has returned inconsistent data during creation The DLC will be destroyed, and all ports and link stations defined on the DLC will be inoperative.

Recommended Action Run a trace on the DLC and contact support with the log and trace information.

Error Message

```
%SNASW-3-CS_LOG_0: PROBLEM - %lu - An active link station has failed %s
```

Explanation An active link station has failed. The link and any sessions using it will be deactivated

Recommended Action Attempt to restart the link. If the problem persists, inspect the log for problems or exceptions logged by the DLC which give more specific reasons for the failure, and follow the actions specified by those logs. Otherwise, run a trace on the specified port or link station to find the reason for the failure.

Error Message

```
%SNASW-3-CS_LOG_1: PROBLEM - %lu - XID exchange count exceeds activation limit %s
```

Explanation The number of XIDs received during link activation exceeded the limit defined for the port. This could indicate an XID protocol error, or an excessively unreliable physical media. The sense data gives more information about the error. 083E0001 - the limit was exceeded while exchanging prenegotiation or negotiation XIDs 0809003A - the limit was exceeded while exchanging NULL XIDs. Link activation will fail.

Recommended Action Retry the activation. If SNA Switch is still unable to activate the link station, run a trace on the link station or port to diagnose the problem.

Error Message

```
%SNASW-3-CS_LOG_10: PROBLEM - %lu - Link to host not configured %s
```

Explanation An unexpected SET_MODE (ie. received before XID exchange had completed) was received from an adjacent host and there was not a link configured to that host. An implicit link cannot be activated because there is not a local PU defined to use the link. Inbound link activation will fail.

Recommended Action Define a link station (using snasw link) with adj_cp_type set to NAP_HOST_XID3 or NAP_HOST_XID0.

Error Message

```
%SNASW-3-CS_LOG_11: PROBLEM - %lu - Parallel TGs not supported to this adjacent
node %s
```

Explanation Attempted to activate more than one TG to an adjacent node that does not support parallel TGs. Link activation will fail.

Recommended Action Modify the configuration so that there is only one link station defined to the specified adjacent node. (Alternatively, several links to the adjacent node can be defined, but only one can be active concurrently.)

Error Message

```
%SNASW-3-CS_LOG_13: PROBLEM - %lu - Conflicting requirements for error recovery,
link is not HPR-capable %s
```

Explanation Conflicting requirements for error recovery between the local node and a partner node when attempting to activate a link that is HPR-capable. Link will activate but will not be HPR-capable.

Recommended Action To allow HPR protocols to be used on the link the local and partner nodes must be able to accommodate the other's error recovery requirement. At the minimum this will require reconfiguration but may not always be possible.

Error Message

```
%SNASW-3-CS_LOG_17: PROBLEM - %lu - DLC failed %s
```

Explanation A DLC has ended abnormally. All ports and link stations defined on the DLC will be inoperative.

Recommended Action Restart the DLC (using snasw start port). If the problem is persistent, look for DLC specific logs giving more information on the reason for the failure.

Error Message

```
%SNASW-3-CS_LOG_2: PROBLEM - %lu - XID exchange count exceeds nonactivation limit
%s
```

Explanation The number of XIDs received during non-activation exchange exceeded the limit defined for the port. This could indicate an XID protocol error, or an excessively unreliable physical media. Non-activation XID exchange will fail and the link will be deactivated.

Recommended Action Run a trace on the link station or port to diagnose the problem, and contact support with trace information.

Error Message

```
%SNASW-3-CS_LOG_22: PROBLEM - %lu - Unable to deactivate port %s
```

Explanation Unable to deactivate port. snasw stop port will fail, port may not restart successfully.

Recommended Action If required, attempt to restart the port. If this fails, look for DLC specific logs giving more information on the reason for the failure.

Error Message

```
%SNASW-3-CS_LOG_24: PROBLEM - %lu - Unrecoverable DLC failure %s
```

Explanation Unrecoverable DLC failure. The DLC will be destroyed, and all ports and link stations defined on the DLC will be inoperative.

Recommended Action Restart the DLC and ports (using snasw start port). If these operations fail, or this problem is persistent, run a trace on the DLC and contact support with the log and trace information.

Error Message

```
%SNASW-3-CS_LOG_3: PROBLEM - %lu - Insufficient storage to activate link %s
```

Explanation Insufficient storage to activate link. Link activation will fail.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-3-CS_LOG_30: PROBLEM - %lu - Incoming call rejected because port
link-activation limits exceeded %s
```

Explanation An incoming call was rejected because the port link-activation limits would be exceeded. The link activation will fail.

Recommended Action If possible, increase the port link-activation limits.

Error Message

```
%SNASW-3-CS_LOG_31: PROBLEM - %lu - The CP name on an XID3 received from adjacent
node is different to that expected %s
```

Explanation The CP name on an XID3 received from an adjacent node is different to that expected. The link activation will fail.

Recommended Action If the received adjacent CP name is correct, correct the link station configuration using snasw link. Depending on other aspects of the link station definition, the CP name check can be disabled by issuing snasw link with the adj_cp_name field set to all zeros.

Error Message

```
%SNASW-3-CS_LOG_32: PROBLEM - %lu - The node ID on an XID3 received from a
back-level node is different to that expected %s
```

Explanation The node ID on an XID3 received from a back level node is different to that expected. The link activation will fail.

Recommended Action If the received node ID is correct, correct the link station configuration using snasw link. Depending on other aspects of the link station definition, the node ID check can be disabled by issuing snasw link with the adj_node_id field set to all zeros.

Error Message

```
%SNASW-3-CS_LOG_33: PROBLEM - %lu - The node type indicated on an XID3 received
from an adjacent node is different to that expected %s
```

Explanation The node type indicated on an XID3 received from an adjacent node is different to that expected. The link activation will fail.

Recommended Action If the received node type is correct, correct the link station configuration using snasw link. Depending on other aspects of the link station definition, the node type check can be disabled by issuing snasw link with the adj_node_type field set to NAP_LEARN_NODE.

Error Message

```
%SNASW-3-CS_LOG_34: PROBLEM - %lu - Both sent and received XIDs indicate the same,
non-negotiable, link station role %s
```

Explanation Both sent and received XIDs indicate the same, non-negotiable, link station role. The link activation will fail.

Recommended Action Either correct the local port definition, or the remote definition, so that the link station roles are complementary, or at least one link station is negotiable.

Error Message

```
%SNASW-3-CS_LOG_4: PROBLEM - %lu - Link to back-level LEN node not configured %s
```

Explanation An XID3 from an adjacent back-level LEN node (ie. not carrying a network name control vector) was received and there was not a link configured to that back-level LEN node. An implicit link cannot be activated because the adjacent node's CP name is not known. Inbound link activation will fail.

Recommended Action Define a link station (using snasw link) with adj_cp_type set to NAP_BACK_LEVEL_LEN_NODE.

Error Message

```
%SNASW-3-CS_LOG_5: PROBLEM - %lu - Link to host not configured correctly (host is
not a Type 2.1 node) %s
```

Explanation Link to host not configured correctly (that is, configured as a link to a Type 2.1 node). Link activation will fail.

Recommended Action Redefine (or define) link station (using snasw link) with adj_cp_type set to NAP_HOST_XID3 or NAP_HOST_XID0.

Error Message

```
%SNASW-3-CS_LOG_51: PROBLEM - %lu - Intra-node session support ended abnormally %s
```

Explanation Intra-node session support ended abnormally. This should only occur because of a shortage of available storage. Any active intranode sessions will fail, and no more intra-node sessions will be activatable.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-3-CS_LOG_54: PROBLEM - %lu - Insufficient storage to generate link Alert %s
```

Explanation Insufficient storage to generate link Alert. Alert will not be sent.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-3-CS_LOG_6: PROBLEM - %lu - XID protocol error during activation exchange
%s
```

Explanation XID protocol error during activation exchange. This may indicate an interoperability problem between this node and the adjacent node, or it may be cause by the adjacent node resetting and restarting the exchange without sending a DISC or DM frame. The sense codes are as follows. 0806002C - the adjacent node has changed its network name during the course of an XID exchange 0809003A - received a null XID when an XID format 3 was expected 0809003C - prenegotiation XID received when not expected (had already received a negotiation proceeding XID3) 0809003D - nonactivation XID received when a null XID or activation XID was expected 08090040 - received an unexpected or invalid mode-setting command (eg. SNRM or SABME) 08090045 - the adjacent node has stopped supporting exchange state indicators in the middle of an XID exchange 08090046 - the adjacent node had previously indicated it did not support exchange state indicators, but has sent a XID with exchange state indicators set 08090047 - received XID after receiving mode-setting command (eg. SNRM or SABME) 08090048 - received unsolicited XID from NRM secondary link station 08090049 - the adjacent node sent an XID error control vector (x'22') 08090055 - invalid VRN in TG descriptor CV of XID3 086F0000 - XID3 control vector length error 088C1000 - the adjacent node is a network node, but did not include a product set identifier control vector in the XID3 088C0EF1 - the adjacent node is type 4 or 5, but did not include a PU name control vector 088C0EF4 - the adjacent node has no been inconsistent in including a network name control vector 088C4680 - an XID was received on an ATM port, but did not include a TG identifier TG descriptor subfield 08910004 - the network name control vector does not contain a valid network identifier 08910005 - the network name control vector does not contain a valid CP name 0895xxyy - XID3 control vector error (xx indicates key of first control vector in error, yy indicates offset of error within control vector) 08960000 - control vector too long 08960001 - network name control vector is too long 10150001 - received XID3 is too short (less than 29 bytes) 10150002 - length of received XID3 does not match length indicated in XID3 10160000 - the adjacent node indicated an invalid BIND pacing setting 10160001 - the maximum number of I-frames that the adjacent node can receive before sending an acknowledgement is set to zero 10160003 - the maximum BTU size the adjacent node can receive is set to less than 99 bytes 10160004 - unexpected XID format 10160005 - the adjacent end node supports receipt of BIND segments, but does not support BIND segment generation 10160006 - the adjacent end node does not support receipt of BIND segments and has a maximum BTU size less than 265 bytes 10160007 - the adjacent network node does not support receipt of BIND segments and has a maximum BTU size less than 521 bytes 10160008 - adjacent node has been inconsistent in its setting of networking capabilities 10160009 - the adjacent network node supports CP-CP sessions but does not provide CP services 1016000B - the adjacent node has selected zero as the TG number (which is invalid) 1016000C - the adjacent network node does not support BIND segment generation and has a maximum BTU size less than 521 bytes 1016000D - the adjacent node does not support the SDLC

Recommended Action Contact support with details of the problem.

Error Message

```
%SNASW-3-CS_LOG_62: PROBLEM - %lu - Failed to create DLC %s
```

Explanation A DLC could not be started either because of insufficient resources, or because the specified DLC type is not supported. The DLC is inoperative.

Recommended Action If the DLC type is supported, then either decrease the system load (for example, by reducing the number of active sessions, or make more storage available to SNA Switch.

Error Message

```
%SNASW-3-CS_LOG_63: PROBLEM - %lu - Pre-defined TG number does not match that sent
by adjacent node %s
```

Explanation The specified link station is configured with a pre-defined TG number but the adjacent node has sent a different non-zero TG number. Link activation will fail.

Recommended Action Correct mismatched TG number configuration at this node (using snasw link) or at adjacent node.

Error Message

```
%SNASW-3-CS_LOG_64: PROBLEM - %lu - Adjacent node sent a TG number that was
pre-assigned to another LS %s
```

Explanation Adjacent node has attempted to use a TG number for this link which is already pre-defined on another link station. Link activation will fail.

Recommended Action Correct mismatched TG number configuration at this node (using snasw link) or at adjacent node.

Error Message

```
%SNASW-3-CS_LOG_65: PROBLEM - %lu - Adjacent node sent a TG number that was already
in use by another LS %s
```

Explanation Adjacent node has attempted to use a TG number for this link which is already in use by another link station. This may indicate an interoperability problem. Link activation will fail.

Recommended Action Run a trace on the link station or port to get more diagnostic information on the problem, and contact support with the log and trace.

Error Message

```
%SNASW-3-CS_LOG_67: PROBLEM - %lu - Insufficient storage to update topology
database with link station %s
```

Explanation Insufficient storage to update topology database with link station information. Topology will be inconsistent, which may result in unexpected session activation failures (typically with sense codes 8014xxxx, 0806002B, or 08500001).

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch. Cycling the specified link station (ie. either activating then deactivating, or deactivating then activating) may clear the condition.

Error Message

```
%SNASW-3-CS_LOG_68: PROBLEM - %lu - Insufficient storage to update topology
database with connection network %s
```

Explanation Insufficient storage to update topology database with connection network information. Topology will be inconsistent, which may result in unexpected session activation failures (typically with sense codes 8014xxxx, 0806002B, or 08500001).

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch. Cycling the specified port (ie. either activating then deactivating, or deactivating then activating) may clear the condition.

Error Message

```
%SNASW-3-CS_LOG_69: PROBLEM - %lu - Insufficient storage to enable intra-node
sessions %s
```

Explanation Insufficient storage to enable intra-node sessions. Intra-node session cannot be activated.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-3-CS_LOG_7: PROBLEM - %lu - No free TG numbers %s
```

Explanation No free TG numbers between this node and the specified adjacent node. This should only occur if there are already 236 parallel TGs between this node and the adjacent node. Link activation will fail.

Recommended Action Re-configuring the network to reduce the number of parallel TGs between this node and the specified adjacent node.

Error Message

```
%SNASW-3-CS_LOG_8: PROBLEM - %lu - XID protocol error during non-activation
exchange %s
```

Explanation XID protocol error during non-activation exchange. This may indicate an interoperability problem between this node and the adjacent node. The sense codes are as follows. 0809003A - received a null XID when an activation XID format 3 was expected 0809003B - received a null XID when a nonactivation XID format 3 was expected 0809003E - activation XID received when non-activation XID expected 0809003F - adjacent node initiated a secondary-initiated non-activation XID exchange on a link that does not support secondary-initiated non-activation XID exchanges 08090042 - nonactivation exchange initiation indicator not set when expected 0809004E - received a non-null XID from a secondary NRM link station, when a null XID was expected 10160002 - adjacent node has been inconsistent in its setting of ACTPU suppression indicator 10160008 - adjacent node has been inconsistent in its setting of networking capabilities 1016000B

- adjacent node attempted to change TG number during nonactivation exchange to a TG number that was already in use 10160019 - adjacent node has attempted to change its CP name when CP-CP sessions supported on link station, or link station not quiesced The link will be deactivated.

Recommended Action Run a trace on the link station or port to obtain more diagnostic information on the problem. Contact support with details of the log and trace.

Error Message

```
%SNASW-3-CS_LOG_9: PROBLEM - %lu - Link to host not configured correctly (host is
not a DSPU) %s
```

Explanation Link to host not configured correctly (that is, configured as a link to a DSPU). Link activation will fail.

Recommended Action Redefine (or define) link station (using snasw link) with adj_cp_type set to NAP_HOST_XID3 or NAP_HOST_XID0.

Error Message

```
%SNASW-3-DEBUG_LOG_0: PROBLEM - [int] - SNA Switch DEBUG log [chars]
```

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

Error Message

```
%SNASW-3-DLCBadMessage: DLC unrecognized message, header= [chars]
```

Explanation An internal software error occurred.

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

Error Message

```
%SNASW-3-DLCFailure: SNASW failed to process DLC message, header= [chars]
```

Explanation An internal software error occurred.

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

Error Message

```
%SNASW-3-DLCInvalidFsmState: Invalid Input=[chars] to SNASW [chars] [hex] with
OldState=[chars]
```

Explanation An internal software error occurred.

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

Error Message

```
%SNASW-3-DLCPortFailure: Port [chars] activation failed: [chars]
```

Explanation An error was received from CLS. Typically, this message indicates a configuration 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/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SNASW-3-DLUR_LOG_11: PROBLEM - %lu - Received PLU-SLU BIND request with duplicate
FQPCID %s
```

Explanation Received PLU-SLU BIND request with duplicate FQPCID. Session activation will fail with the specified sense code. (083B0002)

Recommended Action Report the problem to support (running a trace on the specified link if more diagnostics are required).

Error Message

```
%SNASW-3-DLUR_LOG_2: PROBLEM - %lu - REQACTPU rejected %s
```

Explanation DLUS rejects REQACTPU with given sense code. An SSCP-PU session with the given DLUS will not be activated. If a backup DLUS is configured for the PU, DLUR will attempt to activate the PU via the backup DLUS.

Recommended Action Examine sense code and retry activation if appropriate.

Error Message

```
%SNASW-3-DLUR_LOG_25: PROBLEM - [int] - A new DSPU has activated with the same
node ID and CP name as an existing DSPU [chars]
```

Explanation A new DSPU has been activated with the same node ID, CP name, or link address as an existing (active) DSPU. The new link will be deactivated.

Recommended Action Change the node ID or CP name on one of the DSPUs.

Error Message

```
%SNASW-3-DS2_LOG_1: PROBLEM - %lu - Inaccurate directory entry held for this LU %s
```

Explanation A directed locate for this LU has been tried, but the LU was not recognised at the end node stored in the directory. The directory entry is removed and a broadcast locate is sent instead.

Recommended Action None.

Error Message

```
%SNASW-3-DS2_LOG_5: PROBLEM - %lu - LEN LU registration failed because the LU name
is already registered as the child of a different CP %s
```

Explanation Node is configured to register LEN LU names when BINDs from LEN nodes are passed through us. In this case registration failed due to a resource name conflict. The LU name is already registered as the child of a different CP. Registration of the resource in question will fail, so sessions to the LEN LU cannot be started except by the LEN itself. Other resources should still be registered correctly.

Recommended Action Check the network node's directory for the duplicate entry. If it is a home entry, then remove the home entry from the directory. If it is a registered entry owned by a different end node, redefine the LU to use a different name.

Error Message

```
%SNASW-3-DS2_LOG_8: INFO - [int] - LEN LU registration failed because the LU name
is already registered as the child of a different CP [chars]
```

Explanation Node is configured to register LEN LU names when BINDs from LEN nodes are passed through. In this case registration failed due to a resource name conflict. The LU name is already registered as the child of a different CP. Registration of the resource in question will fail, so sessions to the LEN LU cannot be started except by the LEN itself. Other resources should still be registered correctly. In this case, the CP connected dynamically.

Recommended Action No action is required. In this case, the LU is attached to a LEN that did not provide its own CP Name. A CP Name has been made up for it by this node. If the same node has a parallel connection, then this may be the same LU and it cannot be distinguished.

Error Message

```
%SNASW-3-DS_LOG_1: PROBLEM - %lu - Network search not started because it would
exceed the maximum number of concurrent locates supported by this node %s
```

Explanation Network search not started because it would exceed the maximum number of concurrent locates supported by this node. Session activation will fail with the specified sense code.

Recommended Action Collect trace and report the problem to support.

Error Message

```
%SNASW-3-DS_LOG_11: PROBLEM - %lu - Received registration or deletion request from
an unknown end node %s
```

Explanation Received a registration or deletion request from an unknown end node. This may indicate an interoperability problem, but is not considered fatal. The registration request is discarded.

Recommended Action None.

Error Message

```
%SNASW-3-DS_LOG_12: PROBLEM - %lu - Insufficient storage to register resources
owned by a served end node %s
```

Explanation Insufficient storage to register resources owned by a served end node. The specified resource will not be registered (and the registration request rejected). Network searches for the resource may fail if the end node is unable to register it.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-3-DS_LOG_13: PROBLEM - %lu - Resource registration failure: resource
already registered %s
```

Explanation Failed to register resource for a served end node because the resource is already registered but with a different parent resource. This typically occurs when the same LU is defined on two or more end nodes. The registration request is rejected, which may result in other resources not being registered, and subsequent network search failures.

Recommended Action Remove or rename the LU on one of the end nodes.

Error Message

```
%SNASW-3-DS_LOG_14: PROBLEM - %lu - Registration failure notification received
from network node server is badly formed %s
```

Explanation Registration failure GDS variable received from the network node server is badly formed. This may indicate an interoperability problem. CP-CP sessions to node will be deactivated.

Recommended Action Contact support with details of the problem.

Error Message

```
%SNASW-3-DS_LOG_15: PROBLEM - %lu - Link/session failure while registering
resources with network node server %s
```

Explanation Link or session failure while registering resources with the network node server. CP-CP sessions to node will be deactivated.

Recommended Action This log flags the fact that a registration request was disrupted by the link or session failure. Other, more specific logs give details on the reasons for the failure, and the appropriate actions.

Error Message

```
%SNASW-3-DS_LOG_17: PROBLEM - %lu - Protocol error while registering resources
with network node server %s
```

Explanation Protocol error while registering resources with the network node server. CP-CP sessions to node will be deactivated.

Recommended Action Contact support with details of the problem.

Error Message

```
%SNASW-3-DS_LOG_21: PROBLEM - %lu - Served end node attempted to delete a home
directory entry %s
```

Explanation A served end node attempted to delete a directory entry that is defined as a home entry at this node. This normally occurs when snasw location has been used to define LUs owned by served end or LEN nodes. The Delete request is rejected with the specified sense code.

Recommended Action Use no snasw location to remove the home entry from the directory.

Error Message

```
%SNASW-3-DS_LOG_23: PROBLEM - %lu - Served end node attempted to delete a resource
it doesn't own %s
```

Explanation Served end node attempted to delete a resource, when it was not registered as the owner of the resource. This may indicate an interoperability problem. The Delete request is rejected with the specified sense code. This may cause the end node to deactivate CP-CP sessions.

Recommended Action Contact support with details of the problem.

Error Message

```
%SNASW-3-DS_LOG_24: PROBLEM - %lu - Received Register/Delete GDS variable
containing format errors %s
```

Explanation Received a Register or Delete GDS variable from a served end node which contained format errors. Sense codes are as follows. 08950000 - GDS variable or control vector length error. 10140080 - invalid control vector Register or delete attempt is rejected. The resources specified will not be registered

Recommended Action Contact support with details of the problem.

Error Message

```
%SNASW-3-DS_LOG_26: PROBLEM - %lu - Unable to register resources because this node
is not authorised at the network node server %s
```

Explanation The network node server has rejected a Register request with a sense code indicating this node is not authorised to register resources at the network node. This usually indicates a mismatch between the network node server's configuration (to consider this end node unauthorised) and this node's configuration (to register resources). No further resource registration will occur until CP-CP sessions are deactivated and reestablished.

Recommended Action Modify the network node server configuration to consider this node authorised.

Error Message

```
%SNASW-3-DS_LOG_27: PROBLEM - %lu - Unable to register resources because the
network node server's directory is full %s
```

Explanation A resource registration failed because the network node server's directory is full. This may indicate a shortage of storage at the network node, or a configured upper bound on the size of it's directory. No further resource registration will occur until CP-CP sessions are deactivated and reestablished.

Recommended Action Increase the size of the directory at the network server. This may be a simple configuration change, or it may require freeing up storage by reducing the load at the server.

Error Message

```
%SNASW-3-DS_LOG_28: PROBLEM - %lu - Resource registration failed because the
resource conflicted with an existing entry in the network node's directory %s
```

Explanation A resource registration failed because the resource conflicted with existing resources in the network node server's directory. This most commonly occurs when two LUs with the same name are defined on two different end nodes being served by the same network node. It may also occur if the network node has a home directory entry defined for the same resource. Registration of the resource in question will fail, other resources should still be registered correctly.

Recommended Action Check the network node's directory for the duplicate entry. If it is a home entry, then remove the home entry from the directory. If it is a registered entry owned by a different end node, redefine the LU to use a different name.

Error Message

```
%SNASW-3-DS_LOG_29: PROBLEM - %lu - Resource registration failed because network
node server detected a protocol error in the Register request %s
```

Explanation A resource registration failed because the network node server detected a protocol error in the Register request. This may indicate an interoperability problem. Registration of the resource in question will fail, other resources should still be registered correctly.

Recommended Action Contact support with details of the problem.

Error Message

```
%SNASW-3-DS_LOG_3: PROBLEM - %lu - Received badly formed Locate from an adjacent
node %s
```

Explanation Received badly formed Locate from an adjacent node. This may indicate an interoperability problem. Sense codes are as follows. 1010B080 - missing command parameters control vector in Found GDS variable 10140080 - GDS variable or control vector length error 1014A082 - missing search argument directory entry in Find GDS variable CP-CP sessions with adjacent node will be deactivated with the specified sense code.

Recommended Action Contact support with details of the problem.

Error Message

```
%SNASW-3-DS_LOG_30: PROBLEM - %lu - Resource registration failed with an unknown
sense code %s
```

Explanation A resource registration failed with an unknown sense code. This may indicate an interoperability problem. No further resource registration will occur until CP-CP sessions are deactivated and reestablished.

Recommended Action Contact support with details of the problem.

Error Message

```
%SNASW-3-DS_LOG_31: PROBLEM - %lu - Delete failure reply received with sense code
that is unrecoverable %s
```

Explanation Delete reply received with a sense code that is unrecoverable. CP-CP sessions to node will be deactivated.

Recommended Action Contact support with details of the problem.

Error Message

```
%SNASW-3-DS_LOG_32: PROBLEM - %lu - Unable to correlate received Register or
Delete reply to a directory entry %s
```

Explanation Directory Error Correlator returned on a Register or Delete reply cannot be correlated to a directory entry. This is considered a protocol error and may indicate an interoperability problem. CP-CP sessions to node will be deactivated.

Recommended Action Contact support with details of the problem.

Error Message

```
%SNASW-3-DS_LOG_33: PROBLEM - %lu - Unable to delete resources because this node
is not authorised at the network node server %s
```

Explanation The network node server has rejected a Delete request with a sense code indicating this node is not authorised to register resources at the network node. This usually indicates a mismatch between the network node server's configuration (to consider this end node unauthorised) and this node's configuration (to register resources). No further resource registration or deletion will occur until CP-CP sessions are deactivated and reestablished.

Recommended Action Modify the network node server configuration to consider this node authorised.

Error Message

```
%SNASW-3-DS_LOG_4: PROBLEM - %lu - Insufficient storage to process Locate received
from adjacent node %s
```

Explanation Insufficient storage to process Locate received from adjacent node. CP-CP sessions with the adjacent node will be deactivated (this avoids possible deadlocks).

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-3-DS_LOG_40: PROBLEM - %lu - Locate received from adjacent node exceeded
the maximum number of concurrent locates supported by this node %s
```

Explanation Locate received from adjacent node exceeded the maximum number of concurrent locates supported by this node. CP-CP sessions with the adjacent node will be deactivated (this avoids possible deadlocks).

Recommended Action The network will recover from this problem (that is, the CP-CP sessions will be reactivated). If the problem persists, collect trace and report it to support.

Error Message

```
%SNASW-3-DS_LOG_41: PROBLEM - %lu - Insufficient storage to start a network search
%s
```

Explanation Insufficient storage to start a network search. Session activation will fail with the specified sense code.

Recommended Action Make more resource available to SNA Switch.

Error Message

```
%SNASW-3-DS_LOG_42: PROBLEM - %lu - CP-CP sessions deactivated while directed
Locate outstanding %s
```

Explanation CP-CP sessions deactivated while directed Locate in process. Session activation may fail.

Recommended Action This log simply flags the fact that a session failure impacted a pending directed Locate. Other, more specific, logs give reasons for the session failure and appropriate actions.

Error Message

```
%SNASW-3-DS_LOG_9: PROBLEM - %lu - Insufficient storage for CP-CP sessions %s
```

Explanation Insufficient storage for CP-CP sessions. CP-CP sessions will be deactivated with the specified sense code.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-3-EVENT: %s
```

Explanation Informational event

Recommended Action None - informational.

Error Message

```
%SNASW-3-HPR_LOG_2: PROBLEM - %lu - Unable to activate RTP connection %s
```

Explanation Unable to activate RTP Connection In certain situations, the origin may retry activation.

Recommended Action Examine sense code and retry activation if appropriate.

Error Message

```
%SNASW-3-HPR_LOG_20: PROBLEM - [int] - Remote node supplied a corrupted RSCV: the
next hop is the local CP [chars]
```

Explanation An HPR Route Setup RU has been received with an RSCV that gives the local node as the next ANR hop. This is invalid. Therefore the remote node is sending invalid protocol data.

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

Error Message

```
%SNASW-3-HS_LOG_8: PROBLEM - %lu - EXPD RU received while previous expedited data
remains to be processed %s
```

Explanation An EXPD RU has been received while previous expedited data remains to be processed. The session will be deactivated with the specified sense code. (200F0000)

Recommended Action Contact support with details of the problem.

Error Message

```
%SNASW-3-LDLC_IP_LOG_12: PROBLEM - %lu - The IPDLC UDP stub process has abended -
SNAP IPDLC will abend %s
```

Explanation The UDP stub process has abended. IPDLC will abend itself. All links using SNAP-IPDLC will fail. SNAP-IPDLC will fail.

Recommended Action Check for the UDP/IP problem that caused the UDP stub to abend. If the reason cannot be determined, gather full trace and contact support.

Error Message

```
%SNASW-3-LDLC_IP_LOG_20: PROBLEM - [int] - Failed to activate LDLC link using IPv4
numerical address from remote host. [chars]
```

Explanation Failed to resolve remote hostname. Attempt to activate HPR/IP link using IPv4 numerical address supplied by remote host has also failed. The link will fail to start.

Recommended Action Check DNS configuration.

Error Message

```
%SNASW-3-LM_LOG_12: PROBLEM - %lu - Insufficient storage to activate LU-SSCP
session for LU type 0,1,2 or 3 (as SSCP) %s
```

Explanation Insufficient storage to activate LU-SSCP session for LU type 0,1,2 or 3. ACTLU request will not be sent.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-3-LM_LOG_13: PROBLEM - %lu - Insufficient storage to activate LU type 0,1,2
or 3 PLU-SLU session (as SLU) %s
```

Explanation Insufficient storage to activate LU type 0,1,2 or 3 PLU-SLU session. BIND request will be rejected with the specified sense code.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-3-LM_LOG_14: PROBLEM - %lu - Insufficient storage to activate LU-SSCP
session for LU type 0,1,2 or 3 (as LU) %s
```

Explanation Insufficient storage to activate LU-SSCP session for LU type 0,1,2 or 3. ACTLU request will not be rejected with the specified sense code.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-3-LM_LOG_15: PROBLEM - %lu - A BIND request received by an LU type 0,1,2
or 3 was rejected by SNA Switch because it failed parameter checks %s
```

Explanation A BIND request was received by an LU type 0,1,2, or 3 that failed parameter checks. The sense codes that apply to this condition are 08210004 - Cryptography required by SLU, not supported by PLU 08210005 - Session key missing 0835xxxx - parameter error at offset xxxx in BIND RU. The offsets that apply to this sense code are 0002 - invalid FM profile 0003 - invalid TS profile 0004 - invalid primary FM usage 0005 - invalid secondary FM usage 0006 - invalid common FM usage 0007 - invalid common FM usage 0008 - invalid secondary send pacing 0009 - invalid

secondary receive pacing 000A - invalid secondary send RU size 000B - invalid secondary receive RU size 000E - invalid PS profile (ie. invalid session type) 000F - invalid PS usage (applies to RJE BIND only) 0010 - invalid primary half-session PS usage (applies to RJE BIND only) 0014 - invalid default screen size: rows (applies to 3270 display BIND only) - invalid default buffer size: rows (applies to 3270 printer BIND only) 0015 - invalid default screen size: columns (applies to 3270 display BIND only) - invalid default buffer size: columns (applies to 3270 printer BIND only) 0016 - invalid alternate screen size: rows (applies to 3270 display BIND only) - invalid alternate buffer size: rows (applies to 3270 printer BIND only) 0017 - invalid alternate screen size: columns (applies to 3270 display BIND only) - invalid alternate buffer size: columns (applies to 3270 printer BIND only) 001A - invalid cryptography 001B - invalid cryptography method BIND request will be rejected with the specified sense code. PLU-SLU session is not activated.

Recommended Action If possible investigate the configuration of the system that sent the BIND request. If a configuration error is found then correct it, otherwise contact support with details of the problem.

Error Message

```
%SNASW-3-LM_LOG_16: PROBLEM - %lu - A BIND request received by an LU type 0,1,2
or 3 was rejected by an application connected to SNA Switch %s
```

Explanation A BIND request received by an LU type 0,1,2 or 3 was rejected by an application connected to SNA Switch. BIND request will be rejected with the specified sense code. PLU-SLU session is not activated.

Recommended Action Investigate why the application rejected the BIND request (the sense code should help with this). It may be necessary to investigate the configuration of the system that sent the BIND request (if this is possible). If a configuration error is found then correct it, otherwise contact support with details of the problem.

Error Message

```
%SNASW-3-LM_LOG_17: PROBLEM - %lu - A BIND request received by an LU type 0,1,2
or 3 was rejected by SNA Switch because the application connection was not open %s
```

Explanation A BIND request received by an LU type 0,1,2 or 3 was rejected because the application connection was not open. This may be caused by a normal window condition or it may indicate that the system that sent the BIND request is incorrectly configured or is defective. BIND request will be rejected with the specified sense code. PLU-SLU session is not activated.

Recommended Action Investigate the cause of the problem. If it indicates that the system that sent the BIND request is incorrectly configured then correct the configuration error. If it appears that the system is defective then contact support with details of the problem.

Error Message

```
%SNASW-3-LM_LOG_19: PROBLEM - %lu - An UNBIND RSP was received at a secondary LU %s
```

Explanation An UNBIND RSP was received at a secondary LU. This is illegal SNA as no UNBIND RQ was sent. The UNBIND RSP is dropped.

Recommended Action The session may not be coming down properly. Check that dependent LU applications are correctly replying to all signals. Otherwise, contact support with details of the problem.

Error Message

```
%SNASW-3-LM_LOG_4: PROBLEM - %lu - Insuffcient storage to dyamically define
dependent LU with host %s
```

Explanation Insufficient storage to dynamically define dependent LU with host. LU-SSCP session will not be activated.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-3-LM_LOG_5: PROBLEM - %lu - Insufficient storage to BIND LU type 0,1,2 or
3 PLU-SLU session (as PLU) %s
```

Explanation Insufficient storage to BIND LU type 0,1,2 or 3 PLU-SLU session. BIND request will not be sent.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-3-MIBQueryFailure: Query [chars] failed. NOF primary rc=[hex] secondary
rc=[hex].
```

Explanation An internal software error occurred.

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

Error Message

```
%SNASW-3-MIBRegisterFailure: [chars] Indication [hex] failed. NOF primary
rc=[hex] secondary rc=[hex].
```

Explanation An internal software error occurred.

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

Error Message

```
%SNASW-3-MIBTrapFailure: Trap failed. [chars] MIB OID=[chars] index OID=[chars].
```

Explanation An internal software error occurred.

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

Error Message

```
%SNASW-3-MS_LOG_22: PROBLEM - %lu - Error message received reporting invalid
format of our MDS_MUs %s
```

Explanation MS Capabilities received an error message reporting a format error on an MDS_MU our node supposedly sent. The error message will be logged, however, no further action can be taken. Ignoring the message may lead to further unexpected occurrences.

Recommended Action Contact support with details of the problem

Error Message

```
%SNASW-3-NOF_LOG_10: PROBLEM - %lu - Insufficient storage to process ACTLU %s
```

Explanation Insufficient storage to process received ACTLU LU-SSCP session will not be started (an ACTLU -ve response with the specified sense code is sent).

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-3-NOF_LOG_11: PROBLEM - %lu - ACTLU received for LU which is not defined
locally, and implicit LU definition is not supported %s
```

Explanation ACTLU received for LU which is not defined locally, and implicit LU definition is not supported. This typically indicates a mismatch between this node and the host configuration. LU-SSCP session is not activated (ACTLU is rejected with the specified sense code).

Recommended Action Remove the LU from the host configuration.

Error Message

```
%SNASW-3-NOF_LOG_3: PROBLEM - %lu - Insufficient storage to start SNA Switch %s
```

Explanation Insufficient storage to start SNA Switch. SNA Switch was not started.

Recommended Action Make more storage available to SNA Switch.

Error Message

```
%SNASW-3-NOF_LOG_7: PROBLEM - %lu - Failed to dynamically load TP %s
```

Explanation Failed to dynamically load an APPC transaction program or CPI-C application. The received Attach will be failed with the specified sense code.

Recommended Action Collect trace and report the problem to support.

Error Message

```
%SNASW-3-PC_LOG_10: PROBLEM - %lu - Insufficient storage to start link inactivity
timer %s
```

Explanation Insufficient storage to start link-inactivity timer. Limited resource link will not be automatically deactivated.

Recommended Action If the link is idle (that is, not being used by any sessions), deactivate it using snasw stop link.

Error Message

```
%SNASW-3-PC_LOG_11: PROBLEM - %lu - Unable to forward an HPR NLP - insufficient
storage %s
```

Explanation Insufficient storage to forward HPR Network Layer Packet. NLP will be discarded. If this error occurs frequently, it may cause RTP connections to path-switch or fail altogether.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-3-PC_LOG_12: PROBLEM - %lu - Insufficient storage to register ANR label %s
```

Explanation Insufficient storage to register ANR label. HPR traffic using this ANR label will not be routed correctly, which may cause RTP connections to path-switch, or fail altogether.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-3-PD_NBA_LOG_0: Handle was not freed
```

Error Message

```
%SNASW-3-PD_NBA_LOG_20: Memory block still in use at termination time
```

Error Message

```
%SNASW-3-PD_NBA_LOG_21: Memory management inconsistency
```

Error Message

```
%SNASW-3-PD_NBA_LOG_22: Memory management inconsistency
```

Error Message

```
%SNASW-3-PD_NBA_LOG_23: Memory management inconsistency
```

Error Message

```
%SNASW-3-PD_NBA_LOG_24: Memory management inconsistency
```

Error Message

```
%SNASW-3-PD_NBA_LOG_25: Memory management inconsistency
```

Error Message

```
%SNASW-3-PS_LOG_1: PROBLEM - %lu - Attach rejected because requested conversation
type not supported by requested transaction program %s
```

Explanation Attach rejected because the specified conversation type is not supported by the specified transaction program. This may be a mismatch in the capabilities of the originating transaction program and the destination transaction program, or it may simply be a configuration error. The Attach will be rejected.

Recommended Action Check the conversation type or types supported by the specified transaction program, and check that this matches the conversation type supported defined for the transaction program. If they match, or the transaction program is not defined, there is a mismatch between the originating and destination transaction programs.

Error Message

```
%SNASW-3-PS_LOG_10: PROBLEM - %lu - Attach rejected because requested conversation
duplex type not supported by requested transaction program %s
```

Explanation Attach rejected because the specified conversation duplex type is not supported by the specified transaction program. This may be a mismatch in the capabilities of the originating transaction program and the destination transaction program, or it may simply be a configuration error. Possible sense codes are as follows. 10086034 Half-duplex Attach, not supported by TP 08640003 Full-duplex Attach, not supported by TP The Attach will be rejected.

Recommended Action Check the conversation duplex type or types supported by the specified transaction program, and check that this matches the conversation type supported defined for the transaction program. If they match, or the transaction program is not defined, there is a mismatch between the originating and destination transaction programs.

Error Message

```
%SNASW-3-PS_LOG_3: PROBLEM - %lu - Conversation ended by protocol error %s
```

Explanation The session being used by a conversation has been deactivated because of a protocol error, causing the conversation to fail. The conversation will be terminated, either by an APPC primary_rc of NAP_CONV_FAILURE_NO_RETRY, or a CPI-C return_code of CM_RESOURCE_FAILURE_NO_RETRY.

Recommended Action This log gives information on which TPs and conversation have been affected by a protocol error on a session. Other, more specific problem or exception logs give more information on the protocol error. Use the Session identifier to correlate this log with other related logs.

Error Message

```
%SNASW-3-PS_LOG_4: PROBLEM - %lu - Conversation ended by session outage %s
```

Explanation The session being used by a conversation has been deactivated because of a session outage, causing the conversation to fail. The conversation will be terminated, either by an APPC primary_rc of NAP_CONV_FAILURE_RETRY, or a CPI-C return_code of CM_RESOURCE_FAILURE_RETRY.

Recommended Action This log gives information on which TPs and conversation have been affected by a session outage. Other, more specific, problem or exception logs give more information on the reason for the session outage. Use the Session identifier to correlate this log with other related logs.

Error Message

```
%SNASW-3-RM2_LOG_0: PROBLEM - %lu - CP-CP session deactivated because of excessive
delay %s
```

Explanation An adjacent node has not responded within a reasonable period to a request on a CP-CP session. SNA Switch will deactivate CP-CP sessions with this adjacent node. CP-CP sessions are deactivated with the sense code 08640002.

Recommended Action Contact the supplier of the adjacent node.

Error Message

```
%SNASW-3-RM_LOG_0: PROBLEM - %lu - Insufficient storage to start TP instance and
conversation requested by received Attach %s
```

Explanation Insufficient storage to start the transaction program instance and conversation requested by a received Attach (FMH5). If other instances of the same transaction program are active, SNA Switch will queue the Attach waiting for one of them to become free. Otherwise, the session will be deactivated (with a sense code of 08640000).

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-3-RM_LOG_14: PROBLEM - %lu - Deactivating session because of insufficient
storage %s
```

Explanation Deactivating session because of insufficient storage. SNA Switch will deactivate the session.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-3-RM_LOG_15: PROBLEM - %lu - Insufficient storage to initiate session
activation requested by [MC_]ALLOCATE or CMALLC %s
```

Explanation Insufficient storage to initiate session activation requested by ALLOCATE, MC_ALLOCATE or CMALLC. [MC_]ALLOCATE will fail with primary_rc of NAP_ALLOCATION_ERROR and secondary_rc of NAP_ALLOCATION_FAILURE_NO_RETRY. CMALLC will fail with return_code of CM_ALLOCATION_FAILURE_NO_RETRY

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-3-RM_LOG_22: PROBLEM - %lu - LU-LU verification failed. %s
```

Explanation LU-LU verification failed. The partner LU has sent an incorrect response to a challenge sent by a local LU. This is either a security attack or a defect in the software at the partner LU location. The session will be deactivated.

Recommended Action Check the identity of the partner LU. If this is a defect in the software at the partner LU location then contact support.

Error Message

```
%SNASW-3-RM_LOG_3: PROBLEM - %lu - Insufficient storage to start conversation
requested by [MC_]ALLOCATE or CMALLC %s
```

Explanation Insufficient storage to start a new conversation requested by ALLOCATE, MC_ALLOCATE or CMALLC. [MC_]ALLOCATE will fail with primary_rc of NAP_UNEXPECTED_SYSTEM_ERROR, or CMALLC with fail with return_code of CM_PRODUCT_SPECIFIC_ERROR

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-3-RM_LOG_37: PROBLEM - %lu - LU-LU verification protocol error %s
```

Explanation LU-LU verification protocol error. This may indicate an interoperability problem. The session will be deactivated with the specified sense code.

Recommended Action Contact support with details of the problem.

Error Message

```
%SNASW-3-RM_LOG_42: PROBLEM - %lu - Failed to activate a new session, since this
would exceed LU or mode session limit %s
```

Explanation SNA Switch was unable to activate a new session because the maximum session limit specified for the mode or the local LU would be exceeded. ALLOCATE, MC_ALLOCATE or CMALLC verbs will either fail or hang waiting for a session to become free.

Recommended Action Wait for a session to become free and retry, or use a different mode.

Error Message

```
%SNASW-3-RM_LOG_43: PROBLEM - %lu - Insufficient storage to start TP instance
requested by TP_STARTED %s
```

Explanation Insufficient storage to start the transaction program instance requested by TP_STARTED. If other instances of the same transaction program are active, SNA Switch will queue the TP_STARTED waiting for one of them to become free. Otherwise, the TP_STARTED verb will fail with primary_rc of NAP_UNEXPECTED_SYSTEM_ERROR.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-3-RM_LOG_44: PROBLEM - %lu - Insufficient storage to initiate automatic
session activation %s
```

Explanation Insufficient storage to initiate automatic session activation. Fewer active sessions will be available on the specified mode, which may cause application delays or failures.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-3-RM_LOG_45: PROBLEM - %lu - Insufficient storage to initiate session
activation requested by ACTIVATE_SESSION %s
```

Explanation Insufficient storage to initiate session activation requested by ACTIVATE_SESSION verb. ACTIVATE_SESSION will fail with NAP_ACTIVATION_FAIL_NO_RETRY

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-3-RM_LOG_46: PROBLEM - %lu - Bracket protocol error %s
```

Explanation Bracket protocol error. This may indicate a problem in the partner LU. The sense codes are as follows. 20080000 - partner LU attempted to start bracket after sending BIS 20030000 - partner LU attempted to start bracket after local LU had BID for session successfully, or unexpected RTR request received 20100000 - Received negative response to BID with sense code 088B0000 from a partner LU who supports parallel sessions, or BIS protocol error The session will be deactivated with the specified sense code.

Recommended Action Contact support with details of the problem.

Error Message

```
%SNASW-3-RM_LOG_47: PROBLEM - %lu - Attach protocol error %s
```

Explanation Attach protocol error. This may indicate a problem in the partner LU. The sense codes are as follows 080F6051 - Attach security protocol violation 10086011 - LUW identifier format error, or LUW identifier not specified when sync level is syncpt 10086040 - sync level not supported by session, or already-verified not accepted from partner LU 10086031 - PIP not allowed by TP The session will be deactivated with the specified sense code.

Recommended Action Contact support with details of the problem.

Error Message

```
%SNASW-3-RM_LOG_48: PROBLEM - %lu - Attach rejected because security information
invalid %s
```

Explanation Attach rejected because security information invalid. This indicates an attempt to access a secure TP by an unknown user, or a known user who has specified an incorrect password. The Attach will be rejected.

Recommended Action Use the information in the log to locate the attempted security violation.

Error Message

```
%SNASW-3-RM_LOG_49: PROBLEM - %lu - Attach rejected because requested sync level
not supported by requested transaction program %s
```

Explanation Attach rejected because the specified sync level is not supported by the specified transaction program. This may be a mismatch in the capabilities of the originating transaction program and the destination transaction program, or it may simply be a configuration error. The Attach will be rejected.

Recommended Action Check the sync level supported by the specified transaction program, and check that it matches the sync_level defined for the transaction program. If they match, or the transaction program is not defined, there is a mismatch between the originating and destination transaction programs.

Error Message

```
%SNASW-3-RM_LOG_50: PROBLEM - %lu - Attach rejected because requested TP is
temporarily disabled %s
```

Explanation Attach rejected because the specified TP is temporarily disabled. The Attach will be rejected.

Recommended Action This condition is not currently supported by SNA Switch, so this log should not occur.

Error Message

```
%SNASW-3-RM_LOG_51: PROBLEM - %lu - Attach rejected because requested TP is
permanently disabled %s
```

Explanation Attach rejected because the specified TP is permanently disabled. This should only occur if an application has explicitly disabled the transaction program. The Attach will be rejected.

Recommended Action Collect trace and contact support.

Error Message

```
%SNASW-3-RM_LOG_52: PROBLEM - %lu - Failed to activate a new session, because mode
name was not recognized %s
```

Explanation SNA Switch was unable to activate a new session because the mode name specified was not recognized. ALLOCATE, MC_ALLOCATE or CMALLC verbs will fail.

Recommended Action Check the mode name.

Error Message

```
%SNASW-3-RM_LOG_53: PROBLEM - %lu - Attach rejected because security information
not specified %s
```

Explanation Attach rejected because security information not specified. This indicates an attempt to access a secure TP without specifying a user ID or password. The Attach will be rejected.

Recommended Action Use the information in the log to locate the security mismatch.

Error Message

```
%SNASW-3-RM_LOG_54: PROBLEM - %lu - Bracket protocol error %s
```

Explanation BIS protocol error. This may indicate a problem in the partner LU. The sense code is always set to 20100000. The session will be deactivated with the specified sense code.

Recommended Action Contact support with details of the problem.

Error Message

```
%SNASW-3-SCM_LOG_0: PROBLEM - %lu - ISR session activation failed - ISR session
limit reached %s
```

Explanation Intermediate session activation failed because SNA Switch is not configured to support any more intermediate sessions. This is usually caused by a normal network race condition (since SNA Switch will inform other network nodes that it has reached its limit on intermediate sessions via topology). ISR session activation will fail with the specified sense code (0805000D).

Recommended Action Collect trace and report the problem to support.

Error Message

```
%SNASW-3-SCM_LOG_1: PROBLEM - %lu - Protocol error in received ISR BIND request %s
```

Explanation Protocol error in received ISR BIND request. This may indicate an interoperability problem. Sense codes are as follows. 08350008 - secondary-to-primary staging indicator incorrect 0835000C - primary-to-secondary staging indicator incorrect 10010024 - unextended non-LU6.2 BIND 10020000 - BIND RU length error ISR session activation will fail with the specified sense code.

Recommended Action Report the problem to support (running a trace on the specified link if more diagnostics are required).

Error Message

```
%SNASW-3-SCM_LOG_11: PROBLEM - %lu - Received ISR BIND request with duplicate
FQPCID %s
```

Explanation Received ISR BIND request with duplicate FQPCID. ISR session activation will fail with the specified sense code. (083B0002)

Recommended Action Report the problem to support (running a trace on the specified link if more diagnostics are required).

Error Message

```
%SNASW-3-SCM_LOG_12: PROBLEM - %lu - Protocol error in received ISR BIND request %s
```

Explanation Protocol error in received ISR BIND response. This may indicate an interoperability problem. Sense codes are as follows. 08350007 - control vectors included indicator incorrect 08350008 - secondary-to-primary staging indicator incorrect 0835000C - primary-to-secondary staging indicator incorrect 086F0000 - BIND response length inconsistent 10010024 - unextended non-LU6.2 BIND response 10020000 - BIND RU length error ISR session activation will fail with the specified sense code.

Recommended Action Report the problem to support (running a trace on the specified link if more diagnostics are required).

Error Message

```
%SNASW-3-SCM_LOG_13: PROBLEM - %lu - ISR is unable to support requested RU size %s
```

Explanation ISR is unable to support RU size requested on non-negotiable BIND request or response. Sense codes are as follows. 0835000A - maximum secondary send RU size is larger than that supported by ISR 0835000B - maximum primary send RU size is larger than that supported by ISR ISR session activation will fail with the specified sense code.

Recommended Action Collect trace and report the problem to support.

Error Message

```
%SNASW-3-SCM_LOG_14: PROBLEM - %lu - ISR is unable to support requested pacing
window size %s
```

Explanation ISR is unable to support fixed receive pacing window requested on non-negotiable BIND request or response. Sense codes are as follows. 08350009 - maximum primary send window size is larger than that supported by ISR 0835000D - maximum secondary send window size is larger than that supported by ISR ISR session activation will fail with the specified sense code.

Recommended Action Collect trace and report the problem to support.

Error Message

```
%SNASW-3-SCM_LOG_15: PROBLEM - %lu - Insufficient storage to activate ISR session
%s
```

Explanation Insufficient storage to activate ISR session ISR session activation will fail with the specified sense code (08120014).

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-3-SCM_LOG_16: PROBLEM - %lu - Slow session activation detected %s
```

Explanation A session activation was started, but has not completed after a significant time.

Recommended Action If the session does not become active contact support with details of this log.

Error Message

```
%SNASW-3-SCM_LOG_3: PROBLEM - %lu - Unable to identify or activate the next hop
of an ISR session %s
```

Explanation Unable to identify or activate the next hop of an ISR session. ISR session activation will fail with the specified sense code.

Recommended Action This log is preceded by other logs giving more specific reasons for the failure. Follow the actions given in those logs.

Error Message

```
%SNASW-3-SCM_LOG_4: PROBLEM - %lu - Fatal error detected in ISR session %s
```

Explanation ISR detected a fatal error in an intermediate session. The ISR session will be deactivated with the specified sense code.

Recommended Action This log should be preceded by a log 536 or 537. Follow the actions given in those logs.

Error Message

```
%SNASW-3-SCM_LOG_5: PROBLEM - %lu - ISR session failure because of link outage or
error %s
```

Explanation ISR session failed because of link outage or error. The ISR session will be deactivated with the specified sense code.

Recommended Action This log gives information on which ISR sessions are affected by a link outage or error. Preceding logs give more specific information about the reason for the link outage or error.

Error Message

```
%SNASW-3-SCM_LOG_6: PROBLEM - %lu - Unable to assign LFSID to secondary stage of
ISR session %s
```

Explanation Unable to assign a local-form session identifier (LFSID) to the secondary stage of an ISR session. This problem is probably caused by insufficient storage to extend the appropriate LFSID routing table, although it could also indicate that the table is full (each link can route a maximum of 64770 ISR sessions). ISR session activation will fail with the specified sense code.

Recommended Action This log gives information on which ISR session is affected by a failure in the LFSID table management. Preceding logs give more detail on the reason for the failure.

Error Message

```
%SNASW-3-SM_LOG_0: PROBLEM - %lu - Insufficient storage to define LU type 6.2 %s
```

Explanation Insufficient storage to define a new LU type 6.2.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-3-SM_LOG_1: PROBLEM - %lu - Fatal error detected on LU6.2 session %s
```

Explanation Fatal error detected on LU6.2 session. Session will be deactivated with specified sense code.

Recommended Action This log gives additional information on the failed session, but is preceded by an exception log (150, 151, 153, 154, 155 156 or 157) giving more specific information about the fatal error.

Error Message

```
%SNASW-3-SM_LOG_10: PROBLEM - %lu - Format error in received LU6.2 BIND request %s
```

Explanation Format error in received LU6.2 BIND request. Sense codes are as follows. 0835xxxx - parameter error at offset xxxx in BIND RU 088C6000 - FQPCID not included in extended BIND 083B0000 - invalid FQPCID format Session activation will fail with specified sense code.

Recommended Action Contact support with details of the problem.

Error Message

```
%SNASW-3-SM_LOG_11: PROBLEM - %lu - Format error in received LU6.2 BIND response %s
```

Explanation Format error in received LU6.2 BIND response. Sense codes are as follows. 0835xxxx - parameter error at offset xxxx in BIND RU Session activation will fail with specified sense code.

Recommended Action Contact support with details of the problem.

Error Message

```
%SNASW-3-SM_LOG_12: PROBLEM - %lu - LU-mode session limit exceeded %s
```

Explanation LU-mode session limit exceeded. This problem normally should not occur, since the session limits are negotiated with a CNOS exchange prior to sessions being activated. However, this log can also be caused by a normal race condition when the session limits are reset, or when this node has been restarted after having previously had sessions with this partner LU. Session activation will fail with specified sense code.

Recommended Action If problem persists, check the session limits and active session counts on the specified local LU, partner LU.

Error Message

```
%SNASW-3-SM_LOG_14: PROBLEM - %lu - Detected consistency errors in received BIND
request %s
```

Explanation Detected consistency errors in received BIND request. This may indicate an interoperability problem. Sense codes are as follows. 0835xxxx - parameter error at offset xxxx in BIND RU 080F6051 - security error Session activation will fail with specified sense code.

Recommended Action Contact support with details of the problem.

Error Message

```
%SNASW-3-SM_LOG_15: PROBLEM - %lu - Detected consistency errors in received BIND
response %s
```

Explanation Detected consistency errors in received BIND response. This may indicate an interoperability problem. Sense codes are as follows 0835xxxx - parameter error at offset xxxx in BIND RU 080F6051 - security error Session will be deactivated with specified sense code.

Recommended Action Contact support with details of the problem.

Error Message

```
%SNASW-3-SM_LOG_16: PROBLEM - %lu - Format error in received UNBIND request %s
```

Explanation Format error in received UNBIND request. This may indicate an interoperability problem. Sense codes are as follows. 0835xxxx - parameter error at offset xxxx in UNBIND RU 0895xxyy - format error in control vector, where xx is key of control vector, and yy is offset into control vector of byte in error 10020000 - RU length error None (session will still be deactivated).

Recommended Action Contact support with details of the problem.

Error Message

```
%SNASW-3-SM_LOG_2: PROBLEM - %lu - BIND or +RSP(BIND) specifies duplex support
which is different from that for existing sessions %s
```

Explanation An incoming BIND or +RSP(BIND) has specified a duplex support for the remote LU which is inconsistent with that for existing sessions between the partner LUs. The BIND or +RSP(BIND) is rejected.

Recommended Action Contact support with details of the problem.

Error Message

```
%SNASW-3-SM_LOG_31: PROBLEM - %lu - Insufficient storage to activate LU-SSCP
session %s
```

Explanation Insufficient storage to activate LU-SSCP session. ACTLU will be rejected with specified sense code.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-3-SM_LOG_33: PROBLEM - %lu - Insufficient storage to reassemble received
BIND response %s
```

Explanation Insufficient storage to reassemble received BIND response. Session will be deactivated with the specified sense code.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-3-SM_LOG_34: PROBLEM - %lu - Badly formed partner LU name in received BIND
request %s
```

Explanation Partner LU name on received BIND request is badly formed. Session activation will fail with the specified sense code.

Recommended Action Contact support with details of the problem.

Error Message

```
%SNASW-3-SM_LOG_35: PROBLEM - %lu - Unrecognized mode name in received BIND
request %s
```

Explanation Mode name on received BIND request is unrecognized. Session activation will fail with the specified sense code.

Recommended Action Modify the partner LU configuration so it does not attempt to use the unrecognized mode.

Error Message

```
%SNASW-3-SM_LOG_36: PROBLEM - %lu - Unable to activate session to single session
partner LU, because there is an active session on another mode %s
```

Explanation Unable to activate session to single session partner LU, because there is already an active session on another mode. This usually indicates contention between two or more APPC transaction programs or CPI-C applications for the same dependent LU6.2. Session activation will fail with specified sense code (which may cause ALLOCATE, MC_ALLOCATE or CMALLC requests to fail).

Recommended Action Collect trace and report the problem to support.

Error Message

```
%SNASW-3-SM_LOG_41: PROBLEM - %lu - FQPCID collision on received BIND request %s
```

Explanation FQPCID collision. The FQPCID specified on a received BIND request matches the FQPCID being used for an existing active session. This can be caused by a collision in the hashing algorithm used to generate an FQPCID, or it may indicate a problem in the node generating the FQPCID. Session activation will fail with specified sense code.

Recommended Action If problem is persistent or occurs often, contact support with details of the problem.

Error Message

```
%SNASW-3-SM_LOG_42: PROBLEM - %lu - Session identifier collision on received BIND
request %s
```

Explanation Session identifier collision. The session identifier specified on a received BIND request matches the session identifier being an existing active session. Session activation will fail with specified sense code.

Recommended Action If problem is persistent or occurs often, contact support with details of the problem.

Error Message

```
%SNASW-3-SM_LOG_45: PROBLEM - %lu - LU-LU verification protocol mismatch. %s
```

Explanation LU-LU verification protocol mismatch. The partner LU has requested that the basic protocol is used when the local LU runs only the enhanced protocol with the partner LU. The local LU may be configured to run only the enhanced protocol with the partner LU or it may be configured to run either protocol with the partner LU and has determined that the partner LU can run the enhanced protocol. This is either (i) a mismatch in configuration (ii) a migration problem (iii) a security attack. Session activation will fail.

Recommended Action Check the identity of the partner LU. If the problem is (i) reconfigure the verification protocol that the partner LU uses at the partner LU's location (ii) upgrade the software at the partner LU's location (iii) investigate the security attack.

Error Message

```
%SNASW-3-SM_LOG_46: PROBLEM - %lu - LU-LU verification failed. %s
```

Explanation LU-LU verification failed. The partner LU has sent an incorrect response to a challenge sent by a local LU. This is either a mismatch in configuration or a security attack. Session activation will fail.

Recommended Action Check the identity of the partner LU. If this is a mismatch in configuration then reconfigure the password either at the local LU or at the partner LU (or at both LUs), so that both LUs have the same password.

Error Message

```
%SNASW-3-SM_LOG_47: PROBLEM - %lu - LU-LU verification protocol failed. %s
```

Explanation Duplicate random data received. A list is kept of all random data sent as challenges by the local LU. Receiving duplicate random data from a partner LU should be a rare event, and is evidence of a security attack. Session activation will fail.

Recommended Action Check the identity of the partner LU. Check that the random number generators available to the local and partner LUs are good quality (and therefore unlikely to generate matching data). Investigate recurrences of this problem as security attacks.

Error Message

```
%SNASW-3-SM_LOG_48: PROBLEM - %lu - BIND(-RSP) request received in response to a
BIND request %s
```

Explanation BIND(-RSP) received in response to a BIND request. This may indicate a configuration error, or a protocol error. Common sense codes which typically indicate a configuration error or a normal race condition include 0805xxxx - the session could not be activated as session activation limits have been reached 08060014 - the partner LU is not known 0806xxxx - the BIND specified a resource which is not known 080Fxxxx - security authorization failed 0821xxxx - the BIND supplied an invalid session parameter 0835xxxx - parameter error in BIND RU at offset xxxx Other sense codes include 0812xxxx - session activation failed due to resource shortage at the remote node 083Bxxxx - invalid PCID in BIND RU 0852xxxx - duplicate session activation request 0861xxxx - invalid COS name in BIND RU 088Cxxxx - control vector or subfield missing from BIND RU 0895xxxx - BIND RU contained a control vector that was in error 0896xxxx - BIND RU contained a control vector that was too long Session activation will fail with the specified sense code.

Recommended Action If the sense code indicates a configuration error, check for inconsistencies between the configuration at the local LU and the configuration at the partner LU. If the configuration is consistent and the problem persists, contact support with details of the problem.

Error Message

```
%SNASW-3-SM_LOG_5: PROBLEM - %lu - Insufficient storage to activate LU6.2 session
%s
```

Explanation Insufficient storage to activate LU6.2 session. Session activation will fail with the specified sense code.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-3-SS_LOG_16: PROBLEM - %lu - CP capabilities exchange failed because of
contention winner CP-CP session failure %s
```

Explanation CP capabilities exchange failed because of contention winner CP-CP session failure. Contention loser CP-CP session will be deactivated. SNA Switch will attempt to reactivate CP-CP sessions with this adjacent CP.

Recommended Action This log flags the fact that a CP-CP session failed. Other logs give more details on the reason for the session failure (eg. insufficient resources, link failure).

Error Message

```
%SNASW-3-SS_LOG_5: PROBLEM - %lu - CP capabilities exchange failed because of
contention loser CP-CP session failure %s
```

Explanation CP capabilities exchange failed because of contention loser CP-CP session failure. Contention winner CP-CP session will be deactivated. SNA Switch will attempt to reactivate CP-CP sessions with this adjacent CP.

Recommended Action This log flags the fact that a CP-CP session failed. Other logs give more details on the reason for the session failure (eg. insufficient resources, link failure).

Error Message

```
%SNASW-3-SS_LOG_7: PROBLEM - %lu - Insufficient storage to generate Alert CPSS003
%s
```

Explanation Insufficient storage to generate Alert CPSS003 (protocol error in received BIND or LOCATE). Alert will not be sent.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-3-SS_LOG_8: PROBLEM - %lu - CP capabilities exchange failed because of
protocol error %s
```

Explanation CP capabilities exchange has failed because of protocol error. This may indicate an interoperability problem. Sense codes are as follows. 08060030 - CP capabilities requested by unknown CP 08210002 - CP capabilities requested on other than CPSVCMG mode 08150007 - CP

capabilities requested when CP-CP session already established 08B60000 - CP-CP sessions not supported by adjacent node 08090039 - CP transaction error CP-CP sessions with the specified adjacent node will be deactivated. SNA Switch will not attempt to reactivate CP-CP sessions with this adjacent CP.

Recommended Action Contact support with details of the problem.

Error Message

```
%SNASW-3-SS_LOG_9: PROBLEM - %lu - Protocol error in CP capabilities exchange %s
```

Explanation CP capabilities exchange has failed because of badly formatted CP CAPS GDS variable. Sense codes are as follows. 10101000 - CP capabilities length error 10101002 - Unexpected GDS identifier (not CP capabilities) CP-CP sessions with the specified adjacent node will be deactivated. SNA Switch will not attempt to reactivate CP-CP sessions with this adjacent CP.

Recommended Action Contact support with details of the problem.

Error Message

```
%SNASW-3-TNTL_LOG_1: PROBLEM - %lu - Invalid internal state detected %s
```

Explanation A software error has caused a bad internal state to be detected. Potential loss of function - refer to other problem logs for actual effect.

Recommended Action Shut down and restart

Error Message

```
%SNASW-3-TRACE: Diagnostic trace record too large for configured buffer. Buffer
ID %x
```

Explanation A trace record could not be written to one of the cyclic trace buffers, because it was bigger than the whole of the available buffer space. The buffer will be cleared.

Recommended Action Increase the size of the relevant cyclic trace buffer or, if diagnostics are not currently necessary, disable the tracing.

Error Message

```
%SNASW-3-TRACE_2: Resizing of %s buffer failed due to insufficient memory; using
buffer-size of %d KB.
```

Explanation A cyclic trace buffer could not be resized due to insufficient memory. The previously allocated buffer, if any, will continue to be used.

Recommended Action Reconfigure a smaller buffer-size for the specified buffer type.

Error Message

```
%SNASW-3-TS_LOG_13: PROBLEM - %lu - Failed to send alert due to insufficient memory
%s
```

Explanation Insufficient Memory was available to send an Alert. The Host will not see an Alert. The alert number below identifies the alert 1 - CPDB001 2 - CPDB002 3 - CPDB003 4,6 - CPDB004 5,7 - CPDB005 The alerts are detailed in the Management Services Reference (C30-3346) No other symptoms will be seen.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-4-APPN_LOG_0: EXCEPTION - %lu - SNA Switch could not allocate necessary
storage %s
```

Explanation SNA Switch could not allocate necessary storage. Some operation may fail. See other logs.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-4-APPN_LOG_2: EXCEPTION - %lu - SNA Switch cryptography call failed,
possibly due to missing password %s
```

Explanation A call from SNA Switch to perform a cryptographic operation failed. Session activation will fail, or an active session will end abnormally with the given sense code, or some other action will fail. More information may appear in subsequent logs.

Recommended Action Check following logs for evidence of failed session activation. If this is evident, check MODE, LS, or INTERNAL PU definitions for cryptographic support. Check that any passwords necessary have been defined. If this problem occurs intermittently or with sessions already active with the same PLU, SLU and mode then make more storage available to SNA Switch.

Error Message

```
%SNASW-4-ASM_LOG_15: EXCEPTION - %lu - Insufficient storage to deactivate link %s
```

Explanation Insufficient storage to deactivate a link. The link will not be deactivated

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-4-ASM_LOG_18: EXCEPTION - %lu - Unable to correlate received BIND response
%s
```

Explanation Unable to correlate received BIND response. This is a normal race condition, caused by a BIND being followed immediately by an UNBIND for the same session. BIND response is discarded.

Recommended Action None.

Error Message

```
%SNASW-4-ASM_LOG_25: EXCEPTION - %lu - Unable to extend local form session
identifier routing table %s
```

Explanation Unable to extend local form session identifier routing table. Session activation will fail with the specified sense code.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-4-ASM_LOG_26: EXCEPTION - %lu - Independent LU session deactivated because
LU deleted %s
```

Explanation An independent LU-LU session has been deactivated because the local LU has been deleted. None.

Recommended Action None.

Error Message

```
%SNASW-4-ASM_LOG_29: EXCEPTION - %lu - Dependent LU session deactivated because
LU deleted %s
```

Explanation A dependent LU-LU session has been deactivated because the LU has been deleted. None.

Recommended Action None.

Error Message

```
%SNASW-4-CH2_LOG_0: EXCEPTION - %lu - CRV exchange failed on a PLU-SLU session.
The session will fail %s
```

Explanation CRV exchange failed. This indicates the cryptography keys configured at this LU and the partner LU are inconsistent. Session will be deactivated with the specified sense code (08350001).

Recommended Action Use information on the session deactivated problem log (log 271) to identify the local LU and partner LU, and correct the mismatch in cryptography keys.

Error Message

```
%SNASW-4-CH2_LOG_1: EXCEPTION - %lu - Protocol error during CRV exchange %s
```

Explanation Protocol error during CRV exchange. This indicates a possible interoperability problem. Sense codes are as follows. 20090000 - CRV request received from secondary LU, or CRV response received from primary LU, or CRV not received when expected 10020000 - CRV RU too short 400F0000 - CRV with FI not set 400B0000 - CRV chain indicators not set to BC, EC 40140000 - CRV not RQD1 40110000 - CRV not expedited 40150000 - CRV with QRI not set 40080000 - CRV with PI set 400C0000 - CRV request with BBI, EBI or CEBI set 400D0000 - CRV request with CDI set 40100000 - CRV request with CSI set to CODE1 40160000 - CRV request with EDI set 40170000 - CRV request with PDI set 40130000 - CRV response RTI and SDI inconsistent Session will be deactivated with specified sense code.

Recommended Action Use information on the session deactivated problem log (271) to identify the local LU and partner LU. Run a trace on the specified link station, and contact support with the log and trace.

Error Message

```
%SNASW-4-CH2_LOG_2: EXCEPTION - %lu - Insufficient storage to initialise half
session %s
```

Explanation Insufficient storage to initialise the half session. The half session will fail to activate with the specified sense code.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-4-CH_LOG_0: EXCEPTION - %lu - LU type 0,1,2 or 3 format error %s
```

Explanation LU type 0,1,2 or 3 format error. This may indicate an interoperability problem. The PIU containing the error is discarded.

Recommended Action Contact support with details of the problem.

Error Message

```
%SNASW-4-CH_LOG_1: EXCEPTION - %lu - LU type 0,1,2 or 3 session ended abnormally
because of insufficient storage %s
```

Explanation LU type 0,1,2 or 3 session ended abnormally because of insufficient storage. Session will be deactivated with the specified sense code.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-4-CH_LOG_2: EXCEPTION - %lu - LU type 0,1,2 or 3 session ended abnormally
while receiving data %s
```

Explanation LU type 0,1,2 or 3 session ended abnormally while receiving data. Session will be deactivated with the specified sense code.

Recommended Action Contact support with details of the problem.

Error Message

```
%SNASW-4-CH_LOG_3: EXCEPTION - %lu - LU type 0,1,2 or 3 session ended abnormally
because of invalid application data %s
```

Explanation LU type 0,1,2 or 3 session ended abnormally because of invalid data received from application. Session will be deactivated with the specified sense code.

Recommended Action Contact support with details of the problem.

Error Message

```
%SNASW-4-CH_LOG_4: EXCEPTION - %lu - Application sent invalid Data message %s
```

Explanation LU type 0,1,2 or 3 application sent invalid Data message. Status Acknowledge (NACK-2) sent to application.

Recommended Action Investigate the error in the application.

Error Message

```
%SNASW-4-CH_LOG_5: EXCEPTION - %lu - Application sent invalid Status Control
message %s
```

Explanation LU type 0,1,2 or 3 application sent invalid Status Control message. Status Control (NACK-2) sent to application.

Recommended Action Investigate the error in the application.

Error Message

```
%SNASW-4-CH_LOG_6: EXCEPTION - %lu - Application sent invalid Acknowledgment or
Status message %s
```

Explanation LU type 0,1,2 or 3 application sent invalid Acknowledgment or Status message. Status Error sent to application.

Recommended Action Investigate the error in the application.

Error Message

```
%SNASW-4-CH_LOG_8: EXCEPTION - %lu - Insufficient storage to report RTM statistics
to Host %s
```

Explanation Insufficient storage to report RTM statistics to host. RTM statistics displayed by host will be inconsistent.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-4-CH_LOG_9: EXCEPTION - %lu - Insufficient storage to report RTM status to
application %s
```

Explanation Insufficient storage to report RTM status to application. RTM statistics reported and displayed by application may be inconsistent.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-4-CPUUsage: SNASw process, type [hex] ran for [int] ms processing IPS of
type [hex], address [hex]
```

Explanation A process within SNA Switch ran for an unexpectedly long 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/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SNASW-4-CS2_LOG_10: EXCEPTION - %lu - Link activation retry limit reached %s
```

Explanation An automatic retry link station is still inactive after the maximum allowed number of retries. The link station will remain inactive awaiting operator intervention. In the mean time, the activation of any sessions relying on this link station will fail.

Recommended Action Check surrounding logs for link activation failures. Check the configuration of the link station. Check the state of the adjacent node. Issue snasw start link to retry activation.

Error Message

```
%SNASW-4-CS2_LOG_11: EXCEPTION - %lu - A request to activate a connection network
TG was rejected because the local and destination link addresses were incompatible
%s
```

Explanation SNA Switch cannot start a link to an adjacent node over a connection network TG because the link address on the local node is not compatible with the link address on the adjacent node. The session will fail, with the specified sense code.

Recommended Action Check the local and destination link addresses.

Error Message

```
%SNASW-4-CS2_LOG_12: EXCEPTION - %lu - A request to activate a connection network
TG was rejected because a defined link was already active between the local and
destination address and multiple links are not supported %s
```

Explanation SNA Switch cannot start a link to an adjacent node over a connection network TG because the DLC does not support mutiple links between the local and destination addresses. The session will fail, with the specified sense code.

Recommended Action Check the local and destination link addresses.

Error Message

```
%SNASW-4-CS2_LOG_2: EXCEPTION - %lu - Link activation race detected - local node
responsible for disconnect %s
```

Explanation A link activation race was detected on an ATM port. The local node is responsible for resolving this race. The local node will disconnect its link. The remote node's link activation request will succeed.

Recommended Action This is a normal race condition - no action is required.

Error Message

```
%SNASW-4-CS2_LOG_25: EXCEPTION - %lu - Insufficient resources to (un)register
adjacent LEN %s
```

Explanation Branch Network node has insufficient resources to (un)register an adjacent LEN node The directory of this node and/or that of its NNS may become inconsistent, in that the LEN CP will still be there when it should not be, or vice versa. Thus session activation to the LEN may fail when a link to it is active, or neighbouring nodes may believe the LEN to be contactable when the link to is down.

Recommended Action Ensure sufficient resources are available to SNA Switch and then re-cycle the link to the required state.

Error Message

```
%SNASW-4-CS2_LOG_26: EXCEPTION - %lu - Invalid TG descriptor received from DLUS %s
```

Explanation An invalid TG descriptor was received from a DLUS. The PU will not be activated.

Recommended Action Check the configuration of the DLUS named by this log. Contact support with details of the problem.

Error Message

```
%SNASW-4-CS2_LOG_27: EXCEPTION - %lu - A DLUS-defined downstream DLUR-served link
could not be defined %s
```

Explanation A DLUS-defined downstream DLUR-served link could not be defined because either: - the specified port does not exist - there is an existing link station to the same destination address. The PU will not be activated.

Recommended Action Correct the configuration.

Error Message

```
%SNASW-4-CS2_LOG_28: EXCEPTION - %lu - A DLUS-defined downstream DLUR-served link
failed to activate %s
```

Explanation A DLUS-defined downstream link failed to activate. The PU will not be activated.

Recommended Action Check that the named port is active. Check that the downstream node at the given address is powered on. Check surrounding logs for reasons that the named LS has not activated. Check the configuration of the DLUS.

Error Message

```
%SNASW-4-CS2_LOG_29: EXCEPTION - %lu - DLUS-defined DSPU name clashes with
locally-defined DSPU name %s
```

Explanation A DLUS-defined DSPU name clashes with the locally-defined DSPU name of a different PU. An implicit link will fail. The ACTPU for the DSPU connected over this link will be rejected.

Recommended Action Reconfigure this node, or the DLUS, to remove the clash in the use of this PU name. If the DLUS and the DLUR use the same PU name, then they must apply this name to the same PU.

Error Message

```
%SNASW-4-CS2_LOG_3: EXCEPTION - %lu - Link activation race detected - adjacent
node responsible for disconnect %s
```

Explanation A link activation race was detected on an ATM port. The remote node is responsible for resolving this race. The local node will send a negotiation error CV indicating that the remote link activation request should fail. The local node's link activation request will succeed.

Recommended Action This is a normal race condition - no action is required.

Error Message

```
%SNASW-4-CS2_LOG_30: EXCEPTION - %lu - Insufficient information to create a
DLUS-defined link to a DLUR DSPU %s
```

Explanation Insufficient information to create a DLUS-defined link. A PU will not be activated. The ACTPU for the named PU will be rejected with the given sense code.

Recommended Action Correct the PU definition at the DLUS. The DLUS-defined link could not be created using the information from the DLUS in the TG descriptor (CV x'46') shown below. For example, for a Token-Ring link to be created, SNA Switch requires the x'46' to contain the following subfields. - x'91' Signaling information CV specifying EBCDIC 'TR'. - x'92' Port identifier containing an 8-byte EBCDIC port name. - x'93' LSAP info containing a 1-byte destination SAP address. - x'94' MAC info containing a 6-byte destination MAC address.

Error Message

```
%SNASW-4-CS2_LOG_4: EXCEPTION - %lu - PORT_BANDWIDTH_UPDATE (status = QUIESCING)
received %s
```

Explanation A PORT_BANDWIDTH_UPDATE signal (status = QUIESCING) has been received. Any Connection Network TGs on this port will be advertised as quiescing. Any auto-activatable TGs will be advertised as non-operational.

Recommended Action If possible, increase the bandwidth available to the local port.

Error Message

```
%SNASW-4-CS2_LOG_5: EXCEPTION - %lu - PORT_BANDWIDTH_UPDATE (status = OK) received
%s
```

Explanation A PORT_BANDWIDTH_UPDATE signal (status = OK) has been received. Any Connection Network TGs on this port which had been advertised as quiescing will be advertised as active. Any auto-activatable TGs which had been advertised as non-operational will be advertised as operational.

Recommended Action To avoid future problems with bandwidth shortage, increase the bandwidth available to the local port.

Error Message

```
%SNASW-4-CS_LOG_12: EXCEPTION - %lu - Insufficient storage to perform orderly link
deactivation (link deactivated immediate instead) %s
```

Explanation Insufficient storage to perform orderly link deactivation, performing immediate deactivation instead. None.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-4-CS_LOG_14: EXCEPTION - %lu - Insufficient storage to update ANR routing
tables following deactivation of an HPR-capable link %s
```

Explanation Insufficient storage to update ANR routing tables following deactivation of an HPR-capable link. The node may not be able to free resources that are no longer required but will otherwise operate normally.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch

Error Message

```
%SNASW-4-CS_LOG_15: EXCEPTION - %lu - Insufficient storage to update ANR routing
tables following activation of an HPR-capable link %s
```

Explanation Insufficient storage to update ANR routing tables following activation of an HPR-capable link. HPR traffic using this ANR label will not be routed correctly, which may cause RTP connections to path-switch, or fail altogether.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch

Error Message

```
%SNASW-4-CS_LOG_19: EXCEPTION - %lu - Insufficient storage to forward Alert
generated by DLC %s
```

Explanation Insufficient storage to forward Alert generated by DLC. Alert will be discarded.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-4-CS_LOG_25: EXCEPTION - %lu - Link not configured for automatic activation
or last stopped non-automatically %s
```

Explanation A session or application required SNA Switch to automatically activate a link station, but the link station was not configured to be automatically activated or was last stopped non-automatically. The session or application will fail, with the specified sense code.

Recommended Action Either manually activate the link (using snasw start link), or redefine the link to support automatic activation (using snasw link).

Error Message

```
%SNASW-4-CS_LOG_26: EXCEPTION - %lu - Unable to activate link station because
owning port is not active %s
```

Explanation A session or application required SNA Switch to automatically activate a link station, but the request was failed because the owning port was not active. This problem usually indicates an inconsistent network topology, which may be transient (that is, caused by a normal race condition), or permanent (indicated by logs 127 or 128). The session or application will fail, with the specified sense code.

Recommended Action If possible, increase the port link-activation limits. Otherwise, check the consistency of the network topology.

Error Message

```
%SNASW-4-CS_LOG_27: EXCEPTION - %lu - Unable to find requested link %s
```

Explanation A session required SNA Switch to automatically activate a link station, but SNA Switch was unable to identify the requested link. This problem usually indicates an inconsistent network topology, which may be transient (that is, caused by a normal race condition), or permanent (indicated by logs 127 or 128). The session will fail, with the specified sense code.

Recommended Action Check the consistency of the network topology.

Error Message

```
%SNASW-4-CS_LOG_28: EXCEPTION - %lu - Unable to activate dynamic link station
because owning port is not active %s
```

Explanation A session required SNA Switch to automatically activate a dynamic link station, but the request was failed because the owning port was not active. This problem usually indicates an inconsistent network topology, which may be transient (that is, caused by a normal race condition), or permanent (indicated by logs 127 or 128). The session will fail, with the specified sense code.

Recommended Action If possible, increase the port activation limits. Otherwise, check the consistency of the network topology.

Error Message

```
%SNASW-4-CS_LOG_29: EXCEPTION - %lu - Unable to find requested connection network
%s
```

Explanation A session required SNA Switch to automatically activate a dynamic link station, but SNA Switch was unable to identify the requested connection network. This problem usually indicates an inconsistent network topology, which may be transient (that is, caused by a normal race condition), or permanent (indicated by logs 127 or 128). The session will fail, with the specified sense code.

Recommended Action Check the consistency of the network topology.

Error Message

```
%SNASW-4-CS_LOG_35: EXCEPTION - %lu - Unable to activate link station because port
total link-activation limit reached %s
```

Explanation A session or application required SNA Switch to automatically activate a link station, but the request was failed because it would have exceeded the port total link-activation limit. This problem usually indicates an inconsistent network topology, which may be transient (that is, caused by a normal race condition), or permanent (indicated by logs 127 or 128). The session or application will fail, with the specified sense code.

Recommended Action Check the consistency of the network topology.

Error Message

```
%SNASW-4-CS_LOG_36: EXCEPTION - %lu - Unable to activate link station because port
outbound link-activation limit reached %s
```

Explanation A session or application required SNA Switch to automatically activate a link station, but the request was failed because it would have exceeded the maximum number of concurrently active outbound links allowed for the owning port. This number is the total link-activation limit minus the inbound link-activation limit (that part of the total limit reserved for active inbound links). This problem usually indicates an inconsistent network topology, which may be transient (that is, caused by a normal race condition), or permanent (indicated by logs 127 or 128). The session or application will fail, with the specified sense code.

Recommended Action Check the consistency of the network topology.

Error Message

```
%SNASW-4-CS_LOG_37: EXCEPTION - %lu - Unable to activate dynamic link station
because port total link-activation limit reached %s
```

Explanation A session required SNA Switch to automatically activate a dynamic link station, but the request was failed because it would have exceeded the port total link-activation limit. This problem usually indicates an inconsistent network topology, which may be transient (that is, caused by a normal race condition), or permanent (indicated by logs 127 or 128). The session will fail, with the specified sense code.

Recommended Action Check the consistency of the network topology.

Error Message

```
%SNASW-4-CS_LOG_38: EXCEPTION - %lu - Unable to activate dynamic link station
because port outbound link-activation limit reached %s
```

Explanation A session required SNA Switch to automatically activate a dynamic link station, but the request was failed because it would have exceeded the maximum number of concurrently active outbound links allowed for the owning port. This number is the total link-activation limit minus the inbound link-activation limit (that part of the total limit reserved for active inbound links). This

problem usually indicates an inconsistent network topology, which may be transient (that is, caused by a normal race condition), or permanent (indicated by logs 127 or 128). The session will fail, with the specified sense code.

Recommended Action Check the consistency of the network topology.

Error Message

```
%SNASW-4-CS_LOG_43: EXCEPTION - %lu - Unable to find requested link %s
```

Explanation A locally initiated dependent session activation request required SNA Switch to automatically activate a link to a specified PU name, but SNA Switch was unable to identify the a link to the PU. This problem indicates an inconsistent local configuration which is transient and is caused by a recent modification. The session activation request will fail, with the specified sense code.

Recommended Action Check the consistency of the local configuration (link definitions can be viewed using show snasw link).

Error Message

```
%SNASW-4-CS_LOG_52: EXCEPTION - %lu - Unable to find requested connection network
%s
```

Explanation A session required SNA Switch to automatically activate a dynamic link station, but SNA Switch was unable to identify the requested connection network TG. This problem usually indicates an inconsistent network topology, which may be transient (that is, caused by a normal race condition), or permanent (indicated by logs 127 or 128). The session will fail, with the specified sense code.

Recommended Action Check the consistency of the network topology.

Error Message

```
%SNASW-4-CS_LOG_61: EXCEPTION - %lu - Unable to start requested CP-CP sessions
with adjacent node %s
```

Explanation The specified link is configured to support CP-CP sessions, but these sessions could not be started. This could either be because the remote node is not configured to support CP-CP sessions on this link, or because both the local and remote nodes are End Nodes, and hence CP-CP sessions are not allowed to be started. CP-CP sessions will not be established.

Recommended Action Correct the configuration mismatch, either by removing CP-CP sessions support from the local connection definition, or by adding it to the adjacent node's connection definition.

Error Message

```
%SNASW-4-DLUR_LOG_1: EXCEPTION - %lu - UNBIND could not be correlated to
DLUR-served LU %s
```

Explanation Unable to correlate received UNBIND request to a DLUR-supported session. This is a normal race condition (caused by UNBIND requests crossing). None (will send a +ve response to UNBIND).

Recommended Action None.

Error Message

```
%SNASW-4-DLUR_LOG_10: EXCEPTION - %lu - Failed to contact a DLUS for PU. Retry
count exceeded. %s
```

Explanation The DLUR has failed to contact either the DLUS or the backup/ default DLUSs after the configured number of retries. Contact is not made with the DLUS.

Recommended Action Check earlier logs for causes of individual failures to contact Host. Resolve any problems or increase the timeout or retry count and try again.

Error Message

```
%SNASW-4-DLUR_LOG_14: EXCEPTION - %lu - An attempt to activate a persistent pipe
to a DLUS has failed %s
```

Explanation DLUR has requested a persistent pipe to a DLUS but the DLUS does not support persistent pipes. The sense codes are as follows. 088E0009 - the DLUR has failed the pipe activation because it requires all pipes to be persistent. 08A0000C - the DLUS has failed the pipe activation because there is no PU needing service. The attempt to activate a persistent pipe to the DLUS will fail.

Recommended Action If the DLUR is unable to contact a different DLUS that does support persistent pipes then the following should be considered. If the sense code is 088E0009 then DLUR requirement for persistent pipes could be removed. Otherwise, the DLUS must be upgraded to support persistent pipes.

Error Message

```
%SNASW-4-DLUR_LOG_15: EXCEPTION - %lu - A DLUS has sent an ACTPU without a PU name
%s
```

Explanation A DLUS has sent an ACTPU without a PU name. The ACTPU will be rejected with the specified sense code. PU activation will not continue.

Recommended Action Check the status of the named DLUS. Check that it is correctly configured. Optionally, reconfigure SNA Switch to use a different DLUS.

Error Message

```
%SNASW-4-DLUR_LOG_16: EXCEPTION - %lu - A DLUS has sent an ACTPU with a PU name
that is already in use %s
```

Explanation A DLUS has sent an ACTPU with a PU name that is already in use. The ACTPU will be rejected with the specified sense code. PU activation will not continue.

Recommended Action Reconfigure the DLUS or the DLUR to use different PU names. If the DLUS and the DLUR use the same PU name, then they must apply the name to the same PU.

Error Message

```
%SNASW-4-DLUR_LOG_17: EXCEPTION - %lu - A DLUS has sent an ACTPU with a PU name
different from the name in the last ACTPU received for the same DSPU. %s
```

Explanation A DLUS has sent an ACTPU with a PU name that is different to the PU name in the last ACTPU received for the same DSPU. The PU name of this implicit or DLUS-defined DSPU will change its name to the name from this new ACTPU.

Recommended Action Reconfigure the DLUS(es) in the network to use the same PU name when referring to the same PU.

Error Message

```
%SNASW-4-DLUR_LOG_18: EXCEPTION - %lu - Failed to contact one or both of the
default DLUS when attempting to activate a persistent pipe required by a
DLUS-dependent port. The retry count is exceeded. %s
```

Explanation The DLUR has failed to contact either the default primary DLUS or the default backup DLUS or both after the configured number of retries when attempting to activate a persistent pipe required to enable a DLUS-dependent port. The DLUS-dependent port is not enbaled.

Recommended Action Check earlier logs for causes of individual failures to contact Host. Resolve any problems or increase the timeout or retry count and try again.

Error Message

```
%SNASW-4-DLUR_LOG_20: EXCEPTION - %lu - Invalid MU type received by DLUR %s
```

Explanation An invalid MU type has been received by DLUR from an internal or downstream PU. None (the invalid MU will be discarded).

Recommended Action If this is an internal PU then contact support with details of this log. If this is a downstream PU then contact the supplier of the downstream node.

Error Message

```
%SNASW-4-DLUR_LOG_21: EXCEPTION - %lu - Different PUs have LUs whose names clash %s
```

Explanation Two LUs of the same name exist under different PUs. One is already activated and DLUS has attempted to activate the other. The second LU will not be activated.

Recommended Action Rename one of the LUs with a unique network name.

Error Message

```
%SNASW-4-DLUR_LOG_22: EXCEPTION - [int] - PU not found for REQACTPU RSP or
REQDACTPU [chars]
```

Explanation A REQACTPU RSP or REQDACTPU has been received and the node has not been able to correlate it to a PU_CB. The REQACTPU RSP or REQDACTPU will be discarded.

Recommended Action Copy the error message exactly as it appears on the console or the system log, contact the supplier of the DLUS, and provide the supplier with the gathered information along with other details from this log.

Error Message

```
%SNASW-4-DLUR_LOG_23: EXCEPTION - [int] - A REQACTPU RSP has not been received.
Possible hung PU problem [chars]
```

Recommended Action A REQACTPU RSP has not been received for this PU, and it appears that the PU is stalled. No further action will be taken.

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

Error Message

```
%SNASW-4-DLUR_LOG_26: EXCEPTION - [int] - An LU CB has been unexpected released
[chars]
```

Explanation The information on an LU was not available when necessary so the planned action was abandoned.

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

```
%SNASW-4-DLUR_LOG_5: EXCEPTION - %lu - CPSVRMGR pipe session failure %s
```

Explanation CPSVRMGR pipe failed to specified DLUS. Any PUs using the specified DLUS are deactivated (that is, DACTPU(cold) is sent. DLUR may attempt to contact one or more backup DLUS's, if configured.

Recommended Action If a pipe with backup DLUS is not initiated automatically manually restart any required PUs

Error Message

```
%SNASW-4-DLUR_LOG_8: EXCEPTION - %lu - Inconsistent DLUS Names %s
```

Explanation Inconsistent DLUS Names. The Host has requested the activation of a Downstream link to a PU by sending an ACTPU. The link is configured to request a different DLUS. The DLUS initiating the activation is used.

Recommended Action None required. If the Host DLUS is the regular DLUS (i.e., not a backup) then adjust the downstream link configuration when convenient.

Error Message

```
%SNASW-4-DLUR_LOG_9: EXCEPTION - %lu - Protocol Error from DLUS Host: RU Size too
large for SSCP Session %s
```

Explanation Protocol Error from DLUS. Received an RU too large for SSCP Session. This is typically due to the SSCP sending too large a LOGON Screen. The Data is thrown away.

Recommended Action If you are expecting an SSCP LOGON screen, enter your LOGON command as usual.

Error Message

```
%SNASW-4-DS2_LOG_0: EXCEPTION - %lu - Insufficient resources to (un)register
adjacent LEN %s
```

Explanation Branch Network node has insufficient resources to (un)register an adjacent LEN node The directory of this node and/or that of its NNS may become inconsistent, in that the LEN CP will still be there when it should not be, or vice versa. Thus session activation to the LEN may fail when a link to it is active, or neighbouring nodes may believe the LEN to be contactable when the link to is down.

Recommended Action Ensure sufficient resources are available to SNA Switch and then re-cycle the link to the required state.

Error Message

```
%SNASW-4-DS2_LOG_2: EXCEPTION - %lu - Failed to register resource with NNS/CDS %s
```

Explanation Failed to allocate memory for storage of resource in the register list. Registration will not take place immediately.

Recommended Action None.

Error Message

```
%SNASW-4-DS2_LOG_3: EXCEPTION - %lu - Received a Locate reply with an invalid RSCV
%s
```

Explanation A locate reply was received that contained an invalid RSCV. The locate request that solicited the reply may be failed.

Recommended Action Contact support with details of the problem.

Error Message

```
%SNASW-4-DS2_LOG_4: EXCEPTION - %lu - Insufficient resources to register adjacent
LEN LU %s
```

Explanation Branch Network node has insufficient resources to register an adjacent LEN node's LU The directory of this node and/or that of its NNS may become inconsistent, in that the LEN LU will not be registered when it should be. Thus session activation to the LEN LU may fail when a link to it is active

Recommended Action Ensure sufficient resources are available to SNA Switch and then re-cycle the link to the required state.

Error Message

```
%SNASW-4-DS2_LOG_6: EXCEPTION - [int] - Duplicate FQPCID prevents start of network
search [chars]
```

Explanation A LOCATE message has been received with a duplicate PCID. This error could occur if two LEN nodes send BIND instructions to the SNA switch at the same time and with the same PCID. Session activation will fail with the specified sense code.

Recommended Action No action is required. The downstream box should retry the session activation using a different PCID.

Error Message

```
%SNASW-4-DS2_LOG_7: EXCEPTION - [int] - Adjacent node registered an Associated
Resource which was not an ENCP [chars]
```

Explanation The local node is either a branch network node or a network node. A downstream node has registered an associated resource that was not an ENCP resource.

Recommended Action No action is required. The node forces the resource type to be ENCP.

Error Message

```
%SNASW-4-DS_LOG_10: EXCEPTION - %lu - CP-CP sessions deactivated while broadcast
Locate outstanding %s
```

Explanation CP-CP sessions deactivated while broadcast Locate in process. Session activation may fail.

Recommended Action This log simply flags the fact that a session failure impacted a pending broadcast Locate. Other, more specific, logs give reasons for the session failure and appropriate actions.

Error Message

```
%SNASW-4-DS_LOG_18: EXCEPTION - %lu - Locate search timed out %s
```

Explanation Local node timed out waiting for a Locate response from the specified adjacent node. This typically indicates a problem in another node in the network not responding to Locates (possibly because only one CP-CP session is active with an adjacent node). The Locate will be failed with the specified sense code, which is one of the following 08120010 - the adjacent CP is short of resources, CP-CP sessions will be deactivated 08900060 - search failure: the adjacent CP does not have sufficient resources (CP-CP sessions will not be deactivated)

Recommended Action Verify that there are no nodes in the network with a single CP-CP session active to an adjacent node.

Error Message

```
%SNASW-4-DS_LOG_2: EXCEPTION - %lu - Locate search failed: search error %s
```

Explanation A network search for which this node was the originator or the network node server has failed. The most common sense codes are as follows (the sense code is an amalgam of sense codes received from the various nodes that took part in the search). 08900060 - insufficient storage to process Locate search 08900010 - routing error on a directed Locate search 08900070 - session outage in the search tree 0812000A - insufficient resources at the CDS These sense codes usually indicate a transient problem in the network (either a resource shortage, or link failure). Session activation will fail with the specified sense code.

Recommended Action Retry the session activation. If the problem persists, contact support with details of the problem.

Error Message

```
%SNASW-4-DS_LOG_22: EXCEPTION - %lu - Served end node attempted to delete a
non-existant directory entry %s
```

Explanation A served end node attempted to delete a directory entry that does not exist. This is normally caused by a network race condition, causing the Delete request to arrive when the resource has not been registered. The Delete request is rejected with the specified sense code.

Recommended Action None.

Error Message

```
%SNASW-4-DS_LOG_34: EXCEPTION - %lu - Delete request failed because the resource
was not found or not removable %s
```

Explanation A Delete request failed, either because the entry was defined as a home entry at the network node server, or because the resource was not found. Neither error is severe, and will not affect future registration and deletion, or other aspects of network operation. Delete attempt has failed, further deletion and registration will continue unaffected.

Recommended Action None.

Error Message

```
%SNASW-4-DS_LOG_35: EXCEPTION - %lu - Register GDS variable received with an
invalid resource name %s
```

Explanation Invalid resource name in received register request. Register request will fail.

Recommended Action Contact support with details of the problem.

Error Message

```
%SNASW-4-DS_LOG_36: EXCEPTION - %lu - Central Resource Registration failure %s
```

Explanation Central Resource Registration failure. Network performance may degrade because of additional broadcast Locate searches.

Recommended Action None.

Error Message

```
%SNASW-4-DS_LOG_37: EXCEPTION - %lu - Central Resource Registration failure:
invalid correlator received %s
```

Explanation Central Resource Registration failure and invalid correlator received. Network performance may degrade because of additional broadcast Locate searches.

Recommended Action None.

Error Message

```
%SNASW-4-DS_LOG_44: EXCEPTION - %lu - CP-CP sessions established with end node:
invalid directory entry removed %s
```

Explanation CP-CP sessions have been established with an adjacent end node which was previously defined using snasw location. The invalid directory definitions for the end node and any of its LUs will be removed.

Recommended Action Do not configure the invalid entries in future.

Error Message

```
%SNASW-4-DS_LOG_5: EXCEPTION - %lu - Received Locate with no Find GDS variable %s
```

Explanation Received Locate with no Find GDS variable. None (the Locate is discarded).

Recommended Action None.

Error Message

```
%SNASW-4-HPR_LOG_0: EXCEPTION - %lu - HPR Route Setup RU received with format
errors %s
```

Explanation An HPR Route Setup RU has been received with format errors The message cannot be processed, and will be discarded.

Recommended Action Report error to remote end.

Error Message

```
%SNASW-4-HPR_LOG_1: EXCEPTION - %lu - Unable to correlate HPR Route Setup RU %s
```

Explanation Unable to correlate HPR Route Setup Reply The message cannot be processed, and will be discarded.

Recommended Action Report error to remote end.

Error Message

```
%SNASW-4-HPR_LOG_10: EXCEPTION - %lu - Local node has received a HPR Route Setup
RU that it cannot forward because the next hop is not HPR-capable so is acting as
the new destination %s
```

Explanation The local node has received an HPR Route Setup RU that it cannot forward because the next hop in the route is not HPR-capable. The local node supports RTP so can act as the destination. The Route Setup will be between the origin node and the local node (the new destination). RTP Connections will be activated between these two nodes. This is a normal event when the local node has an auto-activateable link to a node that does not support RTP. Sessions that originate at (or beyond) the origin node will use HPR from the origin to the new destination and use ISR from the new destination and beyond it.

Recommended Action None.

Error Message

```
%SNASW-4-HPR_LOG_11: EXCEPTION - %lu - The local node is acting as the new
destination for a backed-out Route Setup %s
```

Explanation The local node has received an HPR Route Setup Reply that contains the backout sense code and is able to act as the new destination for the Route Setup. The Route Setup has been successfully backed out. The Route Setup is between the origin node and the local node (the new destination). RTP Connections will be activated between these two nodes. This is a normal event

when a node in the route has an auto-activateable link to a node that does not support RTP or HPR. Sessions that originate at (or beyond) the origin node will use HPR from the origin node to the new destination and use ISR from the new destination and beyond it.

Recommended Action None.

Error Message

```
%SNASW-4-HPR_LOG_12: EXCEPTION - %lu - A Route Setup has been backed out from the
orignal destination to the new destination %s
```

Explanation The local node has received an HPR Route Setup Reply in which the destination node is not the same as the destination node that was in the corresponding Route Setup Request. The Route Setup has successfully backed out. The Route Setup is between the origin node and the new destination. RTP Connections will be activated between these two nodes. This is a normal event when a node in the route has an auto-activateable link to a node that does not support RTP or HPR. Sessions that originate at (or beyond) the local node will use HPR from the local node to the new destination and use ISR from new destination and beyond it.

Recommended Action None.

Error Message

```
%SNASW-4-HPR_LOG_13: EXCEPTION - %lu - A Route Setup Reply has been received with
the backout sense code HPR will not be used for this session %s
```

Explanation The local node has received an HPR Route Setup Reply with the backout sense code. The Route Setup has failed because the destination node does not support RTP. No intermediate node supports RTP and was able to become the new destination. The Route Setup has failed and HPR will not be used for the session that is being activated. This is a normal event when a node in the route has an auto-activateable link to a node that does not support RTP or HPR.

Recommended Action None.

Error Message

```
%SNASW-4-HPR_LOG_14: EXCEPTION - %lu - Local node is the destination of a HPR Route
Setup RU but does not support RTP so is replying with the backout sense code %s
```

Explanation The local node has received an HPR Route Setup RU as the destination node but cannot accept it because it does not support RTP. The local node replies with the backout sense code. The Route Setup between the origin node and this node will fail. RTP Connections cannot be activated between these two nodes. This is a normal event when another HPR-capable node has an auto-activateable link to this node. It may be possible for an intermediate node in the route that supports RTP to take over the role of the destination node for the Route Setup. If this happens sessions that originate at (or beyond) the origin node will use HPR from the origin to the new destination and use ISR from the new destination to the local node (and beyond it). If no intermediate node is able to act as the destination then HPR will not be used at all by such sessions.

Recommended Action None.

Error Message

```
%SNASW-4-HPR_LOG_15: EXCEPTION - %lu - Remote NCE has restarted, so disconnect
this RTP connection with previous instance of that NCE %s
```

Explanation A connection setup NLP has been received from a remote NCE which has shut down and restarted. An RTP connection still exists from that NCE before it shut down. The old RTP connection will be disconnected

Recommended Action None.

Error Message

```
%SNASW-4-HPR_LOG_16: EXCEPTION - %lu - Unable to activate Route Setup RTP
connection %s
```

Explanation Unable to activate a Route Setup RTP Connection, during processing of a Route Setup request. The Route Setup request will fail with the sense code shown. The next Route Setup request will trigger another attempt to activate the Route Setup RTP Connection.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-4-HPR_LOG_17: EXCEPTION - %lu - Connection Setup NLP rejected because it
specified unsupported Topic ID %s
```

Explanation A Connection Setup NLP was rejected because it specified the CP-CP session or Route Setup Topic ID, but was received on a TG which does not support the Control Flows over RTP Tower. The CP-CP session or Route Setup RTP Connection will fail with sense code HA0010017.

Recommended Action Contact support with details of the problem.

Error Message

```
%SNASW-4-HPR_LOG_18: EXCEPTION - %lu - HPR Route Setup RU received with existing
FQPCID %s
```

Explanation An HPR Route Setup RU has been received with an FQPCID that matches an existing route. The message will be rejected and the route not established.

Recommended Action Report error to remote end.

Error Message

```
%SNASW-4-HPR_LOG_3: EXCEPTION - %lu - Link failure caused HPR route setup request
to be dropped %s
```

Explanation Link failure between this node and source of Route Setup req The route setup request is dropped by this node. The partner node on that link should generate -ve reply.

Recommended Action Investigate link failure.

Error Message

```
%SNASW-4-HPR_LOG_4: EXCEPTION - %lu - HPR manager failed to obtain memory to send
indication %s
```

Explanation HPR manager failed to get memory to send an RTP indication. The data_lost flag will be set in the next indication successfully sent.

Recommended Action Investigate memory shortage.

Error Message

```
%SNASW-4-HPR_LOG_5: EXCEPTION - %lu - NLP received with format errors %s
```

Explanation An NLP has been received with format errors The message cannot be processed, and will be discarded.

Recommended Action Report error to remote end.

Error Message

```
%SNASW-4-HPR_LOG_6: EXCEPTION - %lu - NLP received for RTP connection which no
longer exists %s
```

Explanation An NLP has been received for an RTP connection which no longer exists The message cannot be processed, and will be discarded.

Recommended Action Report error to remote end.

Error Message

```
%SNASW-4-HPR_LOG_8: EXCEPTION - %lu - Connection Setup NLP received for previous
NCE instance %s
```

Explanation A connection setup NLP has been received, specifying a previous instance of this NCE. The NCE must have been shut down and restarted since processing the Route Setup request No RTP connection can be started, so the NLP will be discarded.

Recommended Action Report error to remote end.

Error Message

```
%SNASW-4-HPR_LOG_9: EXCEPTION - %lu - Local node has received a HPR Route Setup
RU that it cannot forward because the next hop is not HPR-capable so is replying
with the backout sense code %s
```

Explanation The local node has received an HPR Route Setup RU that it cannot forward because the next hop in the route is not HPR-capable. The local node does not support RTP so it can not act as the destination node and replies with the backout sense code. The Route Setup between the origin node and the destination fail. RTP Connections cannot be activated between these two nodes. This is a normal event when the local node has an auto-activateable link to a node that does not support HPR. It may be possible for an intermediate node in the route that supports RTP to take over the role of the destination node for the Route Setup. If this happens sessions that originate at (or beyond) the

origin node will use HPR from the origin to the new destination and use ISR from the new destination to the local node (and beyond it). If no intermediate node is able to act as the destination then HPR will not be used at all by such sessions.

Recommended Action None.

Error Message

```
%SNASW-4-HS_LOG_0: EXCEPTION - %lu - CRV exchange failed %s
```

Explanation CRV exchange failed. This indicates the cryptography keys configured at this LU and the partner LU are inconsistent. Session will be deactivated with the specified sense code (08350001).

Recommended Action Use information on the session deactivated problem log (log 271) to identify the local LU and partner LU, and correct the mismatch in cryptography keys.

Error Message

```
%SNASW-4-HS_LOG_1: EXCEPTION - %lu - LU6.2 session state error %s
```

Explanation LU6.2 session state error. This may indicate an interoperability problem. Sense codes are as follows. 20020000 - chaining sequence error 20030000 - bracket state error 20040000 - received normal flow request when half-duplex flip-flop state not receive 200A0000 - immediate request mode violated by partner LU 200B0000 - queued response indicator invalid 200E0000 - unexpected SIGNAL response 200F0000 - received unexpected response or received EXPD RU before previous EXPD RU has been acknowledged 20120000 - unexpected sense code on negative response 40040000 - received RQE, BB, CEB chain from contention loser 40110000 - RU category of response doesn't match request 40120000 - request code of response doesn't match request 40210000 - QRI setting on response doesn't match request The session will be deactivated with the specified sense code.

Recommended Action Use information on the session deactivated problem log (271) to identify the local LU and partner LU. If required, run a trace on the specified link station and contact support with the log and trace.

Error Message

```
%SNASW-4-HS_LOG_3: EXCEPTION - %lu - MU format errors %s
```

Explanation LU6.2 session format error. This may indicate an interoperability problem. Sense codes are as follows. 080F6051 - security error (FMH12 error) 10030000 - function not supported (unrecognised request code) 10050000 - SIGNAL or LUSTAT request too short 10084001 - invalid FM header type (not 5, 7 or 12) 40030000 - BB not allowed 40040000 - CEB or EB not allowed 40070000 - definite response not allowed 40090000 - CD not allowed 400B0000 - chaining error or EC,RQE1/2,CD RU received on full-duplex conversation 400C0000 - bracket error 400F0000 - incorrect use of format indicator (FI) 40100000 - alternate code not supported 40110000 - incorrect specification of RU category 40120000 - incorrect specification of request code 40130000 - incorrect specification of SDI and RTI 40140000 - incorrect use of DR1I, DR2I and ERI 40150000

- incorrect use of QRI 40160000 - incorrect use of EDI 40170000 - incorrect use of PDI 40180000 - incorrect setting of QRI with bidder's BB 40190000 - incorrect indicators with last-in-chain request The session will be deactivated with the specified sense code.

Recommended Action Use information on the session deactivated problem log (271) to identify the local LU and partner LU. If required, run a trace on the specified link station and contact support with the log and trace.

Error Message

```
%SNASW-4-HS_LOG_4: EXCEPTION - %lu - LU6.2 response correlation error %s
```

Explanation LU6.2 response correlation error. This may indicate an interoperability problem. Sense codes are as follows. 200E0000 - uncorrelated positive response, or uncorrelated RTR response Session will be deactivated with the specified sense code.

Recommended Action Use information on the session deactivated problem log (271) to identify the local LU and partner LU. If required, run a trace on the specified link station and contact support with the log and trace.

Error Message

```
%SNASW-4-HS_LOG_5: EXCEPTION - %lu - LU6.2 session ended abnormally - insufficient
storage %s
```

Explanation LU6.2 session ended abnormally because of insufficient storage. Session will be deactivated with the specified sense code.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-4-HS_LOG_6: EXCEPTION - %lu - Protocol error during CRV exchange %s
```

Explanation Protocol error during CRV exchange. This indicates a possible interoperability problem. Sense codes are as follows. 20090000 - CRV request received from secondary LU, or CRV response received from primary LU, or CRV not received when expected 10020000 - CRV RU too short 400F0000 - CRV with FI not set 400B0000 - CRV chain indicators not set to BC, EC 40140000 - CRV not RQD1 40110000 - CRV not expedited 40150000 - CRV with QRI not set 40080000 - CRV with PI set 400C0000 - CRV request with BBI, EBI or CEBI set 400D0000 - CRV request with CDI set 40100000 - CRV request with CSI set to CODE1 40160000 - CRV request with EDI set 40170000 - CRV request with PDI set 40130000 - CRV response RTI and SDI inconsistent Session will be deactivated with specified sense code.

Recommended Action Use information on the session deactivated problem log (271) to identify the local LU and partner LU. Run a trace on the specified link station, and contact support with the log and trace.

Error Message

```
%SNASW-4-HS_LOG_7: EXCEPTION - %lu - SIGNAL RU received on full-duplex
conversation %s
```

Explanation An incoming SIGNAL RU has been received on a full-duplex conversation. The session will be deactivated with the specified sense code. (10030004)

Recommended Action Contact support with details of the problem.

Error Message

```
%SNASW-4-HS_LOG_9: EXCEPTION - %lu - Insufficient storage to initialise half
session %s
```

Explanation Insufficient storage to initialise the half session. The half session will fail to activate with the specified sense code.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-4-LDLC_CTRL_LOG_0: EXCEPTION - %lu - Unable to create a new LDLC_CTRL
instance %s
```

Explanation Unable to create a new LDLC_CTRL instance. Link activation cannot continue. This will result in the failure of an outbound link activation attempt or the rejection of an inbound link activation.

Recommended Action Check surrounding logs for evidence of buffer congestion. If buffer congestion is causing this failure, either decrease the system load or make more resources available to LDLC.

Error Message

```
%SNASW-4-LDLC_CTRL_LOG_1: EXCEPTION - %lu - LDLC command frame retry limit
exceeded %s
```

Explanation LDLC command frame retry limit exceeded. Link activation will fail, or an active link will be brought down.

Recommended Action Check connectivity to remote address.

Error Message

```
` %SNASW-4-LDLC_CTRL_LOG_2: EXCEPTION - %lu - LDLC link reported inoperative by
underlying media %s
```

Explanation LDLC link reported inoperative by underlying media. Link activation will fail, or an active link will be brought down.

Recommended Action Check for faults at the supplied destination address. Check for faults and error conditions in the underlying drivers and media. Check for connectivity in the underlying media. Check for outages on the connection path. Check all your wires are still plugged in.

Error Message

```
%SNASW-4-LDLC_DATA_LOG_0: EXCEPTION - %lu - Unrecognised NHDR routing instruction
%s
```

Explanation Unrecognised NHDR routing instruction. This packet cannot be routed by LDLC and will be discarded. Data may be lost. This may indicate an interoperability problem.

Recommended Action Check surrounding logs for other evidence of interoperability problems. If failures or problems occur, gather trace of the protocol flows then report this problem to support.

Error Message

```
%SNASW-4-LDLC_DATA_LOG_1: EXCEPTION - %lu - Unrecognised LDLC RU identifier %s
```

Explanation Unrecognised LDLC RU identifier. This packet cannot be processed by LDLC and will be discarded. Link activation may fail. Link deactivation may fail. Data may be lost. This may indicate an interoperability problem.

Recommended Action Check surrounding logs for other evidence of interoperability problems. If failures or problems occur, gather trace of the protocol flows then report this problem to support.

Error Message

```
%SNASW-4-LDLC_DATA_LOG_2: EXCEPTION - %lu - Unable to grant credit %s
```

Explanation Unable to grant credit LDLC is unable to grant further send credit.

Recommended Action Check surrounding logs for evidence of buffer congestion. If buffer congestion is causing this failure, either decrease the system load or make more resources available to LDLC.

Error Message

```
%SNASW-4-LDLC_IP_LOG_0: EXCEPTION - %lu - IPDLC failed to allocate necessary
storage %s
```

Explanation IPDLC could not allocate necessary storage. Some operation may fail. See other logs.

Recommended Action Either decrease the system load (for example, by reducing the number of active links), or make more storage available to IPDLC.

Error Message

```
%SNASW-4-LDLC_IP_LOG_1: EXCEPTION - %lu - IPDLC failed to request a posting %s
```

Explanation IPDLC failed to request a posting. Link activation may fail or data transmission may be delayed.

Recommended Action Either decrease the system load (for example, by reducing the number of active links), or make more storage available to IPDLC.

Error Message

```
%SNASW-4-LDLC_IP_LOG_10: EXCEPTION - %lu - Unable to activate IPDLC port %s
```

Explanation Unable to activate an IPDLC port. This will result in the failure of a port activation attempt. No further IPDLC operation will be possible until a port is activated successfully.

Recommended Action - Check surrounding logs for evidence of buffer congestion. If buffer congestion is causing this failure, either decrease system load or make more resources available to IPDLC. - Ensure that the necessary facilities are available for the UDP interface to operate correctly. - Check that valid DLC specific configuration data was provided to IPDLC at define time.

Error Message

```
%SNASW-4-LDLC_IP_LOG_11: EXCEPTION - %lu - Unable to activate IPDLC link %s
```

Explanation Unable to activate an IPDLC link. Link activation cannot continue. This will result in the failure of an outbound link activation attempt or the rejection of an inbound link activation.

Recommended Action - Check surrounding logs for evidence of buffer congestion. If buffer congestion is causing this failure, either decrease system load or make more resources available to IPDLC. - Ensure that the necessary facilities are available for the UDP interface to operate correctly. - Check that valid DLC specific configuration data was provided to SNAP-IPDLC at define time.

Error Message

```
%SNASW-4-LDLC_IP_LOG_13: EXCEPTION - [int] - The UDP stub failed to resolve a host
name or an IP address. [chars]
```

Explanation The UDP stub failed to resolve a host name or an IP address. Port or Link activation may fail.

Recommended Action Check that the host name or IP address is configured on the local router.

Error Message

```
%SNASW-4-LDLC_IP_LOG_14: EXCEPTION - [int] - A link activation was attempted for
an address that matches an existing link. [chars]
```

Explanation A link activation was attempted for an address that matches an existing link. The link will fail to start. The existing link is unaffected.

Recommended Action Correct the configuration. These settings are supplied in the address information passed to SNAP APPN on the verb DEFINE_LS.

Error Message

```
%SNASW-4-LDLC_IP_LOG_15: EXCEPTION - [int] - The UDP stub has detected an error.
[chars]
```

Explanation The UDP Stub has detected an error.

Recommended Action Investigate logs to help identify error.

Error Message

```
%SNASW-4-LDLC_IP_LOG_2: EXCEPTION - %lu - IPDLC failed to grow a link hash table %s
```

Explanation IPDLC failed to grow a link hash table. Data transmission rates may be marginally degraded.

Recommended Action If there are few instances of this log, IPDLC has recovered, and no action is required. If this log occurs repeatedly, then either decrease the system load (for example, by reducing the number of active links), or make more storage available to SNAP-IPDLC.

Error Message

```
%SNASW-4-LDLC_IP_LOG_3: EXCEPTION - %lu - IPDLC failed to create a UDP stub %s
```

Explanation IPDLC failed to create a UDP stub. Port activation will fail.

Recommended Action Either decrease the system load (for example, by reducing the number of active links), or make more storage available to IPDLC.

Error Message

```
%SNASW-4-LDLC_IP_LOG_4: EXCEPTION - %lu - IPDLC's UDP stub has failed to
initialise %s
```

Explanation IPDLC has created a UDP stub, but the UDP stub failed to initialise successfully. Port activation will fail.

Recommended Action Check surrounding logs and other diagnostics for reports of a failure from a UDP stub process.

Error Message

```
%SNASW-4-LM2_LOG_0: EXCEPTION - %lu - CRV exchange failed on a PLU-SLU session.
The session will fail. %s
```

Explanation CRV exchange failed. This indicates the cryptography keys configured at this LU and the partner LU are inconsistent. Session will be deactivated with the specified sense code (08350001).

Recommended Action Correct the mismatch in cryptography keys.

Error Message

```
%SNASW-4-LM2_LOG_1: EXCEPTION - %lu - A conventional half-session has aborted. %s
```

Explanation Critical buffer shortage or protocol error or CRV exchange protocol error. This indicates a possible interoperability problem. Sense codes for CRV exchange errors are as follows. 20090000 - CRV request received from secondary LU, or CRV response received from primary LU, or CRV not received when expected 10020000 - CRV RU too short 400F0000 - CRV with FI not set 400B0000 - CRV chain indicators not set to BC, EC 40140000 - CRV not RQD1 40110000 - CRV not expedited 40150000 - CRV with QRI not set 40080000 - CRV with PI set 400C0000 - CRV request with BBI, EBI or CEBI set 400D0000 - CRV request with CDI set 40100000 - CRV request

with CSI set to CODE1 40160000 - CRV request with EDI set 40170000 - CRV request with PDI set 40130000 - CRV response RTI and SDI inconsistent Session will be deactivated with specified sense code.

Recommended Action If surrounding logs indicate critical congestion, decrease the system load or make more resources available to SNA Switch. Otherwise, contact support with details of the problem.

Error Message

```
%SNASW-4-LM_LOG_18: EXCEPTION - %lu - An LU-SSCP session activation attempt failed
because the SSCP was not suitable %s
```

Explanation An ACTLU was received for an LU from the wrong SSCP. The ACTLU is rejected with sense code 084B0000 (i.e. the LU activation attempt fails).

Recommended Action If it is required that the LU accepts the ACTLU (i.e. that the activation attempt succeeds) then the LU definition must be changed so that either i) the LU requires the particular SSCP Identifier that is actually received from the SSCP ii) the LU accepts any SSCP Identifier.

Error Message

```
%SNASW-4-LM_LOG_6: EXCEPTION - %lu - Insufficient storage to send RTM statistics
to host %s
```

Explanation Insufficient storage to send RTM statistics to host. RTM statistics displayed by host will be inconsistent.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-4-LM_LOG_7: EXCEPTION - %lu - Insufficient storage to report RTM status to
application %s
```

Explanation Insufficient storage to report RTM status to application. RTM statistics reported and displayed by application may be inconsistent.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-4-MS_LOG_10: EXCEPTION - %lu - Alert/Resolution received and cannot be sent
%s
```

Explanation Memory failure in trying to allocate space to route a back- level alert or resolution to the parent MS process. The alert or resolution will not be sent. It is logged here.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-4-MS_LOG_12: EXCEPTION - %lu - Memory shortage in verb processing %s
```

Explanation The system was unable to allocate control block space to process an incoming verb. The verb will not be processed and it will be returned to the sending application with a primary return code of NAP_UNEXPECTED_SYSTEM_ERROR.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-4-MS_LOG_13: EXCEPTION - %lu - Memory shortage in trying to send an alert %s
```

Explanation The system was unable to allocate memory needed to send an alert. The alert will not be sent, however, the sense code of the alert will be logged.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-4-MS_LOG_14: EXCEPTION - %lu - Memory shortage in MDS_MU processing %s
```

Explanation The system was unable to needed memory for processing an MDS_MU. The MDS_MU will not be processed. If the MDS_MU originated at the local node the SEND_MDS_MU verb containing the MDS_MU will be returned to the sending application noting the error. If the MDS_MU did not originate from the local node, an error message will be returned to the originating application.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-4-MS_LOG_15: EXCEPTION - %lu - Correlator clash detected in MDS_MU
processing %s
```

Explanation A correlation error was detected while processing an MDS_MU. The MDS_MU will not be processed. If the MDS_MU originated at the local node the SEND_MDS_MU verb containing the MDS_MU will be returned to the sending application noting the error. If the MDS_MU did not originate from the local node, an error message will be returned to the originating application. An error message may also be sent to other applications if they are affected by the correlation clash.

Recommended Action User should reissue the SEND_MDS_MU but with a correct correlator value.

Error Message

```
%SNASW-4-MS_LOG_16: EXCEPTION - %lu - Insufficient storage to pass Alert data to
registered Alert handler %s
```

Explanation Insufficient storage to pass Alert to registered Alert Handler. The alert will not be sent, however, it will be logged.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-4-MS_LOG_17: EXCEPTION - %lu - Following alert failed to be sent to focal
point %s
```

Explanation The system received a send failure for an alert stored on the send alert queue. No held alert function is available to store the alert until another focal point is established. alert to the alert handler. The alert will not be sent, however, it will be logged.

Recommended Action None.

Error Message

```
%SNASW-4-MS_LOG_18: EXCEPTION - %lu - Error on alert send not correlated with
entries on send alert queue %s
```

Explanation The system was unable to correlate an error received on an alert send with the alerts stored in the send alert queue. The send alert queue is either too small and the original alert has been deleted or a previous error prevented the alert from being held on the queue. The alert will not be sent to the focal point.

Recommended Action Investigate whether prior memory shortage caused alert not to be held on the queue.

Error Message

```
%SNASW-4-MS_LOG_23: EXCEPTION - %lu - MS Capabilities unable to send request due
to memory shortage %s
```

Explanation MS Capabilities failed to get space to send a message. The message will not be sent. If the intended message was a request for focal point services, MS will pursue focal point services alternatively. If the intended message was to revoke a previous focal point, the message will not be sent. The node will still appear in the focal point's sphere of control list.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-4-MS_LOG_24: EXCEPTION - %lu - Error message received at MS Capabilities
(delivery failure) %s
```

Explanation MS Capabilities received an error message. This is assumed to be the result of a send failure. The error message received will be logged so that send failure types can be examined. MS capabilities will take appropriate recovery action if the failed send effects the focal point table.

Recommended Action Contact support with details of the problem.

Error Message

```
%SNASW-4-MS_LOG_27: EXCEPTION - %lu - Memory Failure in MDS creation sequence %s
```

Explanation MDS failed to get needed memory during the creation sequence. The MDS creation will fail.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-4-MS_LOG_28: EXCEPTION - %lu - Insufficient storage to process received MS
Capabilities information %s
```

Explanation Insufficient storage to processed received MS Capabilities information. The category for which this failure occurred will be reset.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-4-MS_LOG_29: EXCEPTION - %lu - Parsing error found in MDS_MU header %s
```

Explanation MDS received an MDS_MU that it could not parse correctly. An alert will be raised. If the MDS_MU originated from a local application, the SEND_MDS_MU will be returned with the return codes NAP_PARAMETER_CHECK and NAP_INVALID_MDS_MU_FORMAT.

Recommended Action Investigate syntax of MDS_MU sent, correct syntax, and reissue the SEND_MDS_MU.

Error Message

```
%SNASW-4-MS_LOG_3: EXCEPTION - %lu - Insufficient storage to deliver MDS_MU to a
registered application %s
```

Explanation Insufficient storage to deliver MDS_MU to a registered application. The MU will be returned to the sender indicating a resource shortage error.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-4-MS_LOG_31: EXCEPTION - %lu - Insufficient storage to queue
Alert/Resolution for error correlation, %s
```

Explanation Insufficient storage to queue alert or resolution for error correlation The alert or resolution will not be queued, and thus, if an error message regarding the failure to send this alert or resolution is received, MDS will be unable to correlate it. If the alert or resolution is sent successfully, no further problems will result.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-4-MS_LOG_32: EXCEPTION - %lu - MDS unable to get memory to send TP_ENDED %s
```

Explanation MDS unable to get buffer to send TP_ENDED for SEND_TP. TP_ENDED will not be sent.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-4-MS_LOG_33: EXCEPTION - %lu - MDS unable to get memory for SNASVCMG session
list entry %s
```

Explanation MDS unable to get memory for a SNASVCMG session control block. The control block will not be obtained.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-4-MS_LOG_34: EXCEPTION - %lu - Unexpected what_received in MDS Transaction
Program %s
```

Explanation An MDS Transaction Program received an unexpected what_received. The transaction program will re-initialize. The MDS_MU that was being sent will be returned to the originator if the error was detected at the originating node, or the originator will be notified of the send failure via an error message.

Recommended Action Investigate cause of unexpected what_received.

Error Message

```
%SNASW-4-MS_LOG_36: EXCEPTION - %lu - Following locally originated MSCAPS message
failed to be sent %s
```

Explanation The system received a send failure for a local MS capabilities originated message. MS capabilities will treat the send failure as a loss of connectivity to the partner node. If focal point relationships are affected then MS capabilities will take appropriate recovery action.

Recommended Action Investigate cause of failed send.

Error Message

```
%SNASW-4-MS_LOG_37: EXCEPTION - %lu - MS unable to allocate space for link control
block %s
```

Explanation The system was unable to allocate resource to set up a link control block for a received PU_STATUS message. The active link will be treated as unknown by MS. Any messages received over the link will be returned as undeliverable. Any TRANSFER_MS_DATA or SEND_MDS_MUs received from applications specifying the link in the PU_STATUS will be returned with link_name unknown.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-4-MS_LOG_5: EXCEPTION - %lu - Memory shortage in processing signal %s
```

Explanation The system was unable to allocate memory to process an incoming TRANSFER_MS_DATA or SEND_MDS_MU or register signal. The signal will be returned to the sender noting the resource shortage error.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-4-MS_LOG_6: EXCEPTION - %lu - MS unable to add time stamp and/or product
set id %s
```

Explanation The system was unable to add the product set id or the date time stamp requested due to either memory shortage or the addition causing an NMVT to exceed maximum size. Additions will not be made to the signal.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-4-MS_LOG_8: EXCEPTION - %lu - Memory shortage preventing data log %s
```

Explanation The system was unable to allocate memory and was thus unable to log data supplied by the user. The data will not be logged.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-4-MS_LOG_9: EXCEPTION - %lu - Unrecognized signal received from application
%s
```

Explanation A signal was received which was unrecognized and could not be returned to the sender. The signal memory will be freed.

Recommended Action Check that issued signals are acceptable according to the API specification.

Error Message

```
%SNASW-4-NOF_LOG_15: EXCEPTION - %lu - An LU-SSCP session activation attempt
failed because the SSCP was not suitable %s
```

Explanation An ACTLU was received for an LU from the wrong SSCP. The ACTLU is rejected with sense code 084B0000 (i.e. the LU activation attempt fails).

Recommended Action If it is required that the LU accepts the ACTLU (i.e. that the activation attempt succeeds) then the LU definition must be changed so that either i) the LU requires the particular SSCP Identifier that is actually received from the SSCP ii) the LU accepts any SSCP Identifier.

Error Message

```
%SNASW-4-PC_LOG_0: EXCEPTION - %lu - Unable to route intra-node session data %s
```

Explanation Unable to route intra-node session data. This usually indicates a race condition when an intra-node session is deactivating. None.

Recommended Action None.

Error Message

```
%SNASW-4-PC_LOG_14: EXCEPTION - %lu - Received a frame with a badly formed
transmission header or a frame that is too small to be a valid SNA frame %s
```

Explanation Received a frame with a badly formed transmission header or a frame that is too small to be a valid SNA frame. The invalid frame will be discarded. An alert is generated.

Recommended Action None.

Error Message

```
%SNASW-4-PC_LOG_15: EXCEPTION - %lu - Unable to correlate DLC credit for MLTG link
%s
```

Explanation Unable to correlate DLC credit for MLTG link. Probably none. This exception will occur during a window condition in normal link deactivation.

Recommended Action If several instances of this log appear and also poor RTP connection performance is observed, investigate further by querying link stations which are members of MLTGs. Unexpectedly low quantities of data sent over a link may indicate problems with DLC credit. Contact support with details of the problem, including trace of signals sent to and from the DLCs underlying the affected links.

Error Message

```
%SNASW-4-PC_LOG_16: EXCEPTION - %lu - Link failure because too many outgoing
packets are queued for transmission %s
```

Explanation A remote node is not processing information fast enough and is causing large queues to form on this node. Link failure.

Recommended Action Check the error logs on the remote node that this link is connected to.

Error Message

```
%SNASW-4-PC_LOG_17: EXCEPTION - %lu - Link failure because too many outgoing
packets are queued for transmission %s
```

Explanation A remote node is not processing information fast enough and is causing large queues to form on this node. Link failure.

Recommended Action Check the error logs on the remote nodes that this MLTG is connected to.

Error Message

```
%SNASW-4-PC_LOG_4: EXCEPTION - %lu - Insufficient storage to generate Alert %s
```

Explanation Insufficient storage to generate Alert to report invalid received data. Alert is not generated.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-4-PC_LOG_5: EXCEPTION - %lu - Unable to route inter-node session data %s
```

Explanation Unable to route inter-node session data. This usually indicates a race condition when an inter-node session is deactivating. None.

Recommended Action None.

Error Message

```
%SNASW-4-PC_LOG_9: EXCEPTION - %lu - Unable to forward an HPR NLP - unknown ANR
label %s
```

Explanation Failed to forward an HPR Network Layer Packet because the ANR label could not be matched to an outgoing link. This is usually a normal race condition when an HPR-capable link is deactivated, although it may also be caused by an earlier resource shortage (look for log 192). An RTP connection will attempt to path switch, or may fail.

Recommended Action Use show snasw link to look for an active HPR-capable link with the specified ANR label. If there is one, then the problem has been caused by a storage shortage. Either decrease the system load (for example, by reducing the number of active sessions, or make more storage available to SNA Switch.

Error Message

```
%SNASW-4-PS_LOG_11: EXCEPTION - %lu - Entry could not be added to signed-on-to
list sending PV sign-on Attach. %s
```

Explanation The local LU failed to add an entry into the signed-on-to list when sending a PV sign-on Attach (FMH-5) due to resource shortage. The Attach wil be sent, but will not contain the sign-on request.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-4-PS_LOG_12: EXCEPTION - %lu - Unable to process Sign-Off verb due to
resource shortage. %s
```

Explanation The local LU was unable to process a Sign-Off verb issued by a local TP due to resorce shortage. The Sign-Off request will fail, and any entries in the signed-on-to and sign-on-from lists will remain valid.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-4-PS_LOG_13: EXCEPTION - %lu - SNA Switch detected a mapped conversation
protocol error on an APPC mapped conversation %s
```

Explanation SNA Switch detected a mapped conversation protocol error on an APPC mapped conversation. The conversation will be terminated, either by an APPC primary_rc of NAP_CONV_FAILURE_NO_RETRY, or a CPI-C return_code of CM_RESOURCE_FAILURE_NO_RETRY. The partner TP will fail the conversation with an APPC primary_rc of NAP_DEALLOCATE_ABEND or a CPI-C return_code of CM_DEALLOCATE_ABEND. The session will not be deactivated.

Recommended Action Report the protocol error to partner LU support. If additional diagnostic information is required, run a link trace (the session identifier can be used to correlate this log to other logs which contain the appropriate link station name).

Error Message

```
%SNASW-4-PS_LOG_14: EXCEPTION - %lu - SNA Switch detected a mapped conversation
protocol error on an APPC mapped conversation %s
```

Explanation SNA Switch received an error data GDS variable on an APPC mapped conversation. The conversation will be terminated, either by an APPC primary_rc of NAP_CONV_FAILURE_NO_RETRY, or a CPI-C return_code of CM_RESOURCE_FAILURE_NO_RETRY. The partner TP will fail the conversation with an APPC primary_rc of NAP_DEALLOCATE_ABEND or a CPI-C return_code of CM_DEALLOCATE_ABEND. The session will not be deactivated.

Recommended Action Report the protocol error to partner LU support. If additional diagnostic information is required, run a link trace (the session identifier can be used to correlate this log to other logs which contain the appropriate link station name).

Error Message

```
%SNASW-4-PS_LOG_15: EXCEPTION - %lu - An LU received an aping with data size
greater than the maximum allowed %s
```

Explanation An LU received an aping with data length greater than the maximum allowed. The conversation will be terminated with primary_rc of DEALLOC_ABEND.

Recommended Action Report the error. SNA Switch LUs should not be apinged with a data size greater than the defined maximum.

Error Message

```
%SNASW-4-PS_LOG_5: EXCEPTION - %lu - Protocol error detected on conversation %s
```

Explanation SNA Switch detected a protocol error on an APPC conversation. Sense codes are as follows. 10010000 - invalid GDS logical length 1008201D - FMH7 or log data mismatch (for example, FMH7 not received when expected, or log data truncated, or CEB not set on FMH7 when expected) 10086000 - received FMH but not FMH7 1008200E - FMH7 format error (log data concatenation not valid) 1008200A - FMH7 received with no sense data (sense data is zero) 20040000 - An incoming RU has been received on a full-duplex conversation which is in send-only state The conversation will be terminated, either by an APPC primary_rc of NAP_CONV_FAILURE_NO_RETRY, or a CPI-C return_code of CM_RESOURCE_FAILURE_NO_RETRY, and the session deactivated.

Recommended Action Report the protocol error to partner LU support. If additional diagnostic information is required, run a link trace (the session identifier can be used to correlate this log to other logs which contain the appropriate link station name).

Error Message

```
%SNASW-4-PS_LOG_7: EXCEPTION - %lu - Error data received from partner LU. %s
```

Explanation The partner TP issued a SEND_ERROR or DEALLOCATE verb specifying error data. an error state was generated by the partner TP. The specified TP will experience a problem. Subsequent recovery or termination of the conversation will be determined by the applications.

Recommended Action Check that both the local TP and the partner TP exist, are correctly named, and are working properly.

Error Message

```
%SNASW-4-PS_LOG_8: EXCEPTION - %lu - Error data sent to partner LU. %s
```

Explanation The local TP issued a SEND_ERROR or DEALLOCATE verb specifying error data. The specified TP will experience a problem. Subsequent recovery or termination of the conversation will be determined by the applications.

Recommended Action Check that both the local TP and the partner TP exist, are correctly named, and are working properly.

Error Message

```
%SNASW-4-PU_LOG_2: EXCEPTION - %lu - Insufficient storage to send RTM statistics
to host %s
```

Explanation Insufficient storage to send RTM statistics to host. RTM statistics displayed by host will be inconsistent.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-4-RM_LOG_13: EXCEPTION - %lu - APPC Transaction Program or CPI-C
application has ended abnormally with active conversations %s
```

Explanation An APPC transaction program or CPI-C application has ended abnormally with active conversations. This usually indicates an error in the application. SNA Switch will deactivate all sessions currently being used by the application.

Recommended Action Run a trace on the APPC API or the CPI-C API to see the sequence of verbs causing the problem.

Error Message

```
%SNASW-4-RM_LOG_23: EXCEPTION - %lu - Insufficient storage to deactivate limited
resource session %s
```

Explanation Insufficient storage to deactivate limited resource session. The limited resource session will not be deactivated (although it may be deactivated later). This could result in limited resource links being kept active while they are not required.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-4-RTP2_LOG_0: EXCEPTION - %lu - RTP Connection is path-switching to a much
longer path %s
```

Explanation An RTP connection is path-switching to a much longer path than it started with. Much more room is needed in each packet for routing information than was originally planned. Performance across this RTP connection may degrade, since some packets may have to be segmented.

Recommended Action If performance degradation is noticed, reactivate failed links then issue the 'PATH_SWITCH' verb.

Error Message

```
%SNASW-4-RTP2_LOG_1: EXCEPTION - %lu - Invalid ARB support received from remote
node %s
```

Explanation A value for ARB support that the local node does not support has been received in an ARB setup segment. The remote node has not completed the ARB negotiation correctly. This is a protocol error. The connection will be deactivated.

Recommended Action Investigate the cause of the error at the adjacent node.

Error Message

```
%SNASW-4-RTP_LOG_10: EXCEPTION - [int] - LFSID in use, moving on to next one.
[chars]
```

Explanation An LFSID was found to be in use, so the SNA switching feature is using a different one.

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

Error Message

```
%SNASW-4-RTP_LOG_12: EXCEPTION - [int] - RTP Connection is seeing packet
repeatedly dropped [chars]
```

Explanation The RTP Connection is stuck because the network is repeatedly discarding the same packet.

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

Error Message

```
%SNASW-4-RTP_LOG_2: EXCEPTION - %lu - RTP Connection has disconnected %s
```

Explanation The RTP Connection has disconnected due to an error Sessions using the connection will fail

Recommended Action Investigate the cause of the error.

Error Message

```
%SNASW-4-RTP_LOG_3: EXCEPTION - %lu - Remote end of RTP Connection has
disconnected %s
```

Explanation The RTP Connection has disconnected due to an error Sessions using the connection will fail

Recommended Action Investigate the cause of the error.

Error Message

```
%SNASW-4-RTP_LOG_4: EXCEPTION - %lu - RTP connection has timed-out %s
```

Explanation he RTP Connection has timed out The node will attempt to path-switch

Recommended Action Investigate the cause of the error.

Error Message

```
%SNASW-4-RTP_LOG_5: EXCEPTION - %lu - RTP connection dropped due to local link
failure %s
```

Explanation An RTP connection has been dropped by a local link failure (possibly due to operator intervention) The node will attempt to path switch

Recommended Action Investigate the cause of the link failure.

Error Message

```
%SNASW-4-RTP_LOG_7: EXCEPTION - %lu - Path-switch failure %s
```

Explanation RTP connection has failed to path-switch The RTP connection will be disconnected

Recommended Action Investigate the cause of the error.

Error Message

```
%SNASW-4-RTP_LOG_8: EXCEPTION - %lu - Segmented NLP received on Route Setup RTP
connection %s
```

Explanation A Route Setup RTP Connection RTP process received a segmented NLP. This is an error because all NLPs received should contain Route Setup GDS data, which should never be segmented. The NLP will be dropped.

Recommended Action Contact support with details of the problem.

Error Message

```
%SNASW-4-RTP_LOG_9: EXCEPTION - %lu - RTP connection has timed-out %s
```

Explanation A Route Setup RTP Connection has timed out waiting for status from the adjacent node. The RTP Connection will be failed.

Recommended Action Investigate the cause of the error at the adjacent node.

Error Message

```
%SNASW-4-SCM_LOG_7: EXCEPTION - %lu - Unable to correlate BIND response received
during ISR session activation %s
```

Explanation Unable to correlate BIND response received during ISR session activation. None. This is a normal race condition (caused by a BIND request being immediately followed by an UNBIND request for the same session).

Recommended Action None.

Error Message

```
%SNASW-4-SCM_LOG_8: EXCEPTION - %lu - Unable to correlate UNBIND request received
for an ISR session %s
```

Explanation Failed to correlate an UNBIND request received for an ISR session. None (+RSP(UNBIND) is sent in reply). This is a normal race condition (typically caused by UNBIND requests for the same session crossing).

Recommended Action None.

Error Message

```
%SNASW-4-SC_LOG_1: EXCEPTION - %lu - Protocol error detected in PIU on
intermediate session %s
```

Explanation SNA Switch detected a protocol error in an PIU received on an intermediate session. This typically indicates a problem on an adjacent node. The sense codes are as follows. 10010003 - invalid IPM format 10020000 - RU length error 10030000 - CLEAR request on secondary stage, or CLEAR response on primary stage 20110000 - sender has overrun pacing window, or PI not set on first RU of window 20110001 - unexpected IPM 20110002 - PI set on other than first RU in window 20110003 - invalid pacing response 80070000 - segment error The intermediate session will be deactivated.

Recommended Action Report the problem in the adjacent node to support (running a trace on the specified link if more diagnostics are required)

Error Message

```
%SNASW-4-SC_LOG_2: EXCEPTION - %lu - Deactivating intermediate session because of
insufficient storage %s
```

Explanation Deactivating intermediate session because of insufficient storage. The intermediate session will be deactivated.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-4-SM2_LOG_0: EXCEPTION - %lu - Standard compression levels used %s
```

Explanation A bind response was received that accepted session compression, but it did not specify the compression levels required (either because the response is from a back-level node or because the bind request was shortened). The compression level negotiation fails and the standard compression levels are used - this means that compression will be used in both directions even though it may have been configured for one direction only.

Recommended Action None.

Error Message

```
%SNASW-4-SM2_LOG_1: EXCEPTION - %lu - Failed to adjust a buffer pool %s
```

Explanation The desired number of buffers could not be reserved for a buffer pool. The receive pacing window size for the session will not increase as fast as configured.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-4-SM_LOG_13: EXCEPTION - %lu - BIND race with single-session partner LU -
partner LU has lost race %s
```

Explanation BIND race with single-session partner LU. This is a normal network race condition. The race is resolved in favour of the LU with the higher name. In this case the partner LU lost the race. Session activation will fail with specified sense code.

Recommended Action None.

Error Message

```
%SNASW-4-SM_LOG_18: EXCEPTION - %lu - Unable to correlate received BIND response
%s
```

Explanation Unable to correlate received BIND response. This is probably caused by a normal race condition (a BIND request, followed immediately by an UNBIND request and then by another BIND request using the same LFSID - the response to the first BIND request will not be correlated). None (BIND response will be discarded).

Recommended Action None.

Error Message

```
%SNASW-4-SM_LOG_20: EXCEPTION - %lu - Unable to correlate received INIT-SELF
response or NOTIFY request %s
```

Explanation Unable to correlate received INIT-SELF response or NOTIFY request. This is a normal race condition (caused by the session being deactivated before the INIT-SELF response has arrived). None (request or response is discarded).

Recommended Action None.

Error Message

```
%SNASW-4-SM_LOG_21: EXCEPTION - %lu - Unable to correlate received UNBIND request
%s
```

Explanation Unable to correlate received UNBIND request. This is a normal race condition (caused by UNBIND requests crossing). None (will send a +ve response to UNBIND).

Recommended Action None.

Error Message

```
%SNASW-4-SM_LOG_30: EXCEPTION - %lu - Received ACTLU when LU already active %s
```

Explanation ACTLU received when LU already active. ACTLU will be rejected with specified sense code.

Recommended Action Run a trace on the link station corresponding to the specified PU name. Contact host support with details of the problem.

Error Message

```
%SNASW-4-SM_LOG_32: EXCEPTION - %lu - Unable to activate a new session since it
would exceed the LU-mode session limit %s
```

Explanation Unable to activate a new session since it would exceed the LU-mode session limits. This problem is a normal race condition, and so should occur infrequently. Session activation will fail with specified sense code (which may cause ALLOCATE, MC_ALLOCATE or CMALLC requests to fail).

Recommended Action None.

Error Message

```
%SNASW-4-SM_LOG_39: EXCEPTION - %lu - An LU-SSCP session activation attempt failed
because the SSCP was not suitable %s
```

Explanation An ACTLU was received for an LU from the wrong SSCP. The ACTLU is rejected with sense code 084B0000 (i.e. the LU activation attempt fails).

Recommended Action If it is required that the LU accepts the ACTLU (i.e. that the activation attempt succeeds) then the LU definition must be changed so that either i) the LU requires the particular SSCP Identifier that is actually received from the SSCP ii) the LU accepts any SSCP Identifier.

Error Message

```
%SNASW-4-SM_LOG_40: EXCEPTION - %lu - LU-mode session limit exceeded - BIND race %s
```

Explanation LU-mode session limit exceeded - BIND race. This is normal race condition caused by both the local LU and partner LU attempting to activate the last session on the mode simultaneously. The race will be resolved in favour of the node with the higher name. In this case the partner LU has lost the race. Session activation will fail with specified sense code.

Recommended Action None.

Error Message

```
%SNASW-4-SM_LOG_49: EXCEPTION - %lu - UNBIND request received in response to a
BIND request %s
```

Explanation UNBIND request received in response to a BIND request. This may indicate a configuration error, or a protocol error. Common sense codes which typically indicate a configuration error or a normal race condition include 0805xxxx - the session could not be activated as session activation limits have been reached 08060014 - the partner LU is not known 0806xxxx - the BIND specified a resource which is not known 080Fxxxx - security authorization failed 0821xxxx - the BIND supplied an invalid session parameter 0835xxxx - parameter error in BIND RU at offset xxxx Other sense codes include 0812xxxx - session activation failed due to resource shortage at the remote node 083Bxxxx - invalid PCID in BIND RU 0852xxxx - duplicate session activation request 0861xxxx - invalid COS name in BIND RU 088Cxxxx - control vector or subfield

missing from BIND RU 0895xxxx - BIND RU contained a control vector that was in error 0896xxxx - BIND RU contained a control vector that was too long Session activation will fail with the specified sense code.

Recommended Action If the sense code indicates a configuration error, check for inconsistencies between the configuration at the local LU and the configuration at the partner LU. If the configuration is consistent and the problem persists, contact support with details of the problem.

Error Message

```
%SNASW-4-SM_LOG_6: EXCEPTION - %lu - Abnormal UNBIND request received %s
```

Explanation Abnormal UNBIND request received. This may indicate a configuration error, or a protocol error. The session will fail with the specified sense code.

Recommended Action If the sense code indicates a configuration error, check for inconsistencies between the configuration at the local LU and the configuration at the partner LU. If the configuration is consistent and the problem persists, contact support with details of the problem.

Error Message

```
%SNASW-4-SS_LOG_13: EXCEPTION - %lu - Retrying CP-CP session activation after
failure %s
```

Explanation Retrying CP-CP session establishment after error. None.

Recommended Action None.

Error Message

```
%SNASW-4-SS_LOG_17: EXCEPTION - %lu - CP-CP sessions established between network
nodes in different networks %s
```

Explanation CP-CP sessions established between two network nodes in different networks. CP-CP sessions will be deactivated with the specified sense code.

Recommended Action None.

Error Message

```
%SNASW-4-SS_LOG_19: EXCEPTION - %lu - Insufficient resources to register LU on
adjacent LEN %s
```

Explanation Branch Network node has insufficient resources to register an LU on an adjacent LEN node. The LU resource may not be put into the directory, and may not be accessible to other resources.

Recommended Action Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

Error Message

```
%SNASW-4-SS_LOG_20: EXCEPTION - [int] - Automatic retry of CP-CP sessions on a
timer has failed [chars]
```

Explanation The node has failed to start a timer in order to retry CP-to-CP sessions to a network node server. The node does not automatically attempt to activate CP-to-CP sessions and might be left with no CP-to-CP sessions at all. Or it might be left with CP-to-CP sessions that have a node that is not the best available. CP-to-CP sessions is retried in the normal way when a local application needs them or a new link activates.

Recommended Action If CP-to-CP sessions are not required, or if the existing network node server is satisfactory, no action is required. If CP-to-CP sessions are required, they can be started manually.

Error Message

```
%SNASW-4-SS_LOG_4: EXCEPTION - %lu - Network Node server not required %s
```

Explanation Network Node server not required. This is logged when a back-level APPN network node (ie. one that does not support function set 1015) attempt to activate CP-CP sessions with SNA Switch (EN) when it already has a network node server. The CP-CP session will be deactivated with the specified sense code. SNA Switch cannot subsequently use this network node as its server unless all links to it are deactivated (and at least one restarted).

Recommended Action None.

Error Message

```
%SNASW-4-TC_LOG_0: EXCEPTION - %lu - Session pacing error %s
```

Explanation Session pacing error. This may indicate an interoperability problem. Sense codes are as follows. 20110000 - sender has overrun pacing window, or PI not set on first RU of window 20110001 - unexpected IPM 20110002 - PI set on other than first RU in window 20110003 - invalid pacing response 10010003 - invalid IPM format The session will be deactivated with the specified sense code.

Recommended Action Use information on the session deactivated problem log (271) to identify the local LU and partner LU. If required, run a trace on the specified link station and contact support with the log and trace.

Error Message

```
%SNASW-4-TC_LOG_1: EXCEPTION - %lu - Session segmentation error %s
```

Explanation Session segmentation error. This may indicate an interoperability problem. Sense codes are as follows. 80070000 - segmenting error 80070001 - segmentation not supported on this link The session will be deactivated with the specified sense code.

Recommended Action Use information on the session deactivated problem log (271) to identify the local LU and partner LU. If required, run a trace on the specified link station and contact support with the log and trace.

Error Message

```
%SNASW-4-TC_LOG_2: EXCEPTION - %lu - RU length error %s
```

Explanation RU length error. This may indicate an interoperability problem. Sense codes are as follows. 10020000 - RU length error The session will be deactivated with the specified sense code.

Recommended Action For an LU6.2 session, use information on the session deactivated problem log (271) to identify the local LU and partner LU. If required, run a trace on the specified link station and contact support with the log and trace.

Error Message

```
%SNASW-4-TNBM_LOG_0: EXCEPTION - %lu - The Buffer Manager Monitor could not
allocate necessary resource %s
```

Explanation The Buffer Manager Monitor could not allocate necessary resource. The Buffer Manager will fail to operate and detect congestion conditions or relief from congestion, possibly leading to the node locking up.

Recommended Action Shutdown and restart the node.

Error Message

```
%SNASW-4-TNBM_LOG_1: EXCEPTION - %lu - Insufficient storage to create new buffer
pool %s
```

Explanation Insufficient storage to create a new buffer pool Activation of some resource (eg. session, LS) will fail. See other logs.

Recommended Action Investigate memory shortage and system load.

Error Message

```
%SNASW-4-TNBM_LOG_2: EXCEPTION - %lu - Insufficient buffers to create new buffer
pool %s
```

Explanation Insufficient buffers to create a new buffer pool Activation of some resource (eg. session, LS) will fail. See other logs.

Recommended Action Investigate buffer shortage and system load.

Error Message

```
%SNASW-4-TNBM_LOG_3: EXCEPTION - %lu - Critical buffer congestion %s
```

Explanation The Buffer Manager Monitor detected critical buffer congestion SNA Switch will throttle back session traffic by withholding pacing responses or resetting pacing windows on adaptive-paced sessions until the congestion has reduced.

Recommended Action This condition can occur if the node receives a large, sudden burst of data traffic on several sessions. The condition should clear itself automatically, but if it occurs frequently, it may indicate the node is routing more sessions than it can handle efficiently with the available buffer storage. Reduce the number of sessions through the router.

Error Message

```
%SNASW-4-TNBM_LOG_4: EXCEPTION - %lu - Buffer congestion relieved %s
```

Explanation Buffer congestion relieved. SNA Switch will stop throttling back session traffic. If the congestion eases further SNA Switch will start to increase pacing windows on adaptively paced sessions.

Recommended Action None

Error Message

```
%SNASW-4-TNBM_LOG_5: EXCEPTION - %lu - Critical buffer congestion detected while
attempting to relieve congestion %s
```

Explanation The Buffer Manager detected critical buffer congestion while attempting to relieve a previous congestion condition. SNA Switch will throttle back session traffic by withholding pacing responses or resetting pacing windows on adaptive-paced sessions until the congestion has reduced.

Recommended Action This condition can occur if the node receives a large, sudden burst of data traffic on several sessions. The condition should clear itself automatically, but if it occurs frequently, it may indicate the node is routing more sessions than it can handle efficiently with the available buffer storage. Reduce the number of sessions through the router.

Error Message

```
%SNASW-4-TNBM_LOG_6: EXCEPTION - %lu - Insufficient storage to request posting %s
```

Explanation Insufficient storage to request posting The component using the Buffer Manager may fail to operate or lock up. See other logs for effects.

Recommended Action Investigate memory shortage and system load.

Error Message

```
%SNASW-4-TNTL_LOG_0: EXCEPTION - %lu - Implicit alias space wrapped %s
```

Explanation The space for implicit aliases has wrapped. There is a very slight possibility of duplicate aliases.

Recommended Action Shut down and restart to avoid any conflict.

Error Message

```
%SNASW-4-TS_LOG_0: EXCEPTION - %lu - Unable to generate session route  : unknown
COS name %s
```

Explanation A Class of Service name specified for a session activation could not be associated with a valid COS. A session activation will fail with the specified sense code.

Recommended Action Ensure no mode-to-COS mapping tables at the origin node or its network node server use the unrecognised COS.

Error Message

```
%SNASW-4-TS_LOG_1: EXCEPTION - %lu - Unable to generate session route - no suitable
TGs from origin node %s
```

Explanation No suitable TG could be found from the origin end node to the backbone network for the class of service specified for a session activation. This may be caused by a temporary link failure between the origin node and a network node. A session activation will fail with the specified sense code.

Recommended Action First check for a link failure at the origin node that explains the route failure. If no link failure is found, either - change the mode-to-COS mapping on the origin node or its network node server to use a different class of service, or - reconfigure the network to ensure there is a usable route from the origin node to the backbone network (for example, by defining and/or activating another link from the origin node to a network node).

Error Message

```
%SNASW-4-TS_LOG_2: EXCEPTION - %lu - Unable to generate session route - no suitable
TGs to destination node %s
```

Explanation No suitable TG could be found from the backbone network to the destination end node for the class of service specified for a session activation. This may be caused by a temporary link failure between the destination node and a network node. A session activation will fail with the specified sense code.

Recommended Action First check for a link failure at the destination node that explains the route failure. If no link failure is found, either - change the mode-to-COS mapping on the origin node or its network node server to use a different class of service, or - reconfigure the network to ensure there is a useable route from the destination node to the backbone network (for example, by defining and/or activating another link from the destination node to a network node).

Error Message

```
%SNASW-4-TS_LOG_6: EXCEPTION - %lu - Unable to generate session route to adjacent
node %s
```

Explanation No suitable TG could be found for a session activation to an adjacent node for the given Class of Service. This may be caused by a link failure. A session activation will fail with the specified sense code.

Recommended Action Check for a link failure that explains the failure. If no link failure is found reconfigure the network to ensure there is a useable link between this node and the specified adjacent node.

Error Message

```
%SNASW-4-TS_LOG_7: EXCEPTION - %lu - Unable to generate session route - RSCV
truncated %s
```

Explanation Route Selection Control Vector generated for route was too long (must be less than 256 bytes long). A session activation will fail with the specified sense code.

Recommended Action Reconfigure the network to ensure there is a short enough route between the origin and destination nodes.

Error Message

```
%SNASW-6-CS2_LOG_0: INFO - %lu - Implicit link limit on port reached %s
```

Explanation An implicit, dynamic or discovery link could not be activated because the implicit link limit defined on the port has been reached or exceeded. The link type being activated is: 1 - dynamic 3 - implicit 4 - discovery

Recommended Action None

Error Message

```
%SNASW-6-CS_LOG_39: INFO - %lu - Link station to host started %s
```

Explanation A non-APPN link station to an upstream host has been successfully started.

Recommended Action None.

Error Message

```
%SNASW-6-CS_LOG_40: INFO - %lu - Link station to DSPU started %s
```

Explanation A non-APPN link station to a downstream PU has been successfully started.

Recommended Action None.

Error Message

```
%SNASW-6-CS_LOG_41: INFO - %lu - Link station to host stopped %s
```

Explanation A non-APPN link station to an upstream host has been successfully stopped.

Recommended Action None.

Error Message

```
%SNASW-6-CS_LOG_42: INFO - %lu - Link station to DSPU stopped %s
```

Explanation A non-APPN link station to a downstream PU has been successfully stopped.

Recommended Action None.

Error Message

```
%SNASW-6-CS_LOG_44: INFO - %lu - SNA Switch link started %s
```

Explanation An SNA Switch link has been successfully started.

Recommended Action None.

Error Message

```
%SNASW-6-CS_LOG_55: INFO - %lu - HPR-capable SNA Switch link started %s
```

Explanation An SNA Switch link has been successfully started (on a node that supports HPR).

Recommended Action None.

Error Message

```
%SNASW-6-CS_LOG_56: INFO - %lu - SNA Switch link stopped %s
```

Explanation An SNA Switch link has been successfully stopped.

Recommended Action None.

Error Message

```
%SNASW-6-CS_LOG_57: INFO - %lu - DLC started %s
```

Explanation A DLC has been successfully started.

Recommended Action None.

Error Message

```
%SNASW-6-CS_LOG_58: INFO - %lu - DLC stopped %s
```

Explanation A DLC has been successfully stopped.

Recommended Action None.

Error Message

```
%SNASW-6-CS_LOG_59: INFO - %lu - Port started %s
```

Explanation A Port has been successfully started.

Recommended Action None.

Error Message

```
%SNASW-6-CS_LOG_60: INFO - %lu - Port stopped %s
```

Explanation A Port has been successfully stopped.

Recommended Action None.

Error Message

```
%SNASW-6-CS_LOG_66: INFO - %lu - Adjacent node has changed its CP name %s
```

Explanation An adjacent node has changed its CP name.

Recommended Action None.

Error Message

```
%SNASW-6-DLUR_LOG_12: INFO - %lu - A pipe to a DLUS has activated %s
```

Explanation A pipe to a DLUS has activated.

Recommended Action None.

Error Message

```
%SNASW-6-DLUR_LOG_13: INFO - %lu - A pipe to a DLUS has deactivated %s
```

Explanation A pipe to a DLUS has deactivated.

Recommended Action None

Error Message

```
%SNASW-6-DLUR_LOG_19: INFO - %lu - Deactivating a persistent pipe because it is
not required %s
```

Explanation The DLUR is deactivating a persistent pipe because it is not required to keep it active.

Recommended Action None

Error Message

```
%SNASW-6-DLUR_LOG_24: INFO - [int] - A PU previously logged as possibly hung is
no longer possibly hung [chars]
```

Explanation The PU that is logged as being in a wait or hung state is now cleared. No further action will be taken.

Recommended Action No action is required.

Error Message

```
%SNASW-6-DS_LOG_38: INFO - %lu - Central Directory Server located %s
```

Explanation Central Directory Server located.

Recommended Action None.

Error Message

```
%SNASW-6-DS_LOG_43: INFO - %lu - Locate search failed: LU not found %s
```

Explanation A network search for which this node was the originator or the network node server failed to locate the target LU. This may be caused by the target LU name being incorrect, the target system being inoperative, or by link errors in the backbone of the network. Session activation will fail with the specified sense code.

Recommended Action If the target LU name is correct, check that the system the LU is defined on is active. If the system is active, check the topology of the network to ensure that the target system (or its network node server) is reachable from this node.

Error Message

```
%SNASW-6-LDLC_DEBUG_LOG_0: INFO - %lu - Link activation race has occurred %s
```

Explanation Link activation race has occurred Link activation will complete, but the routes may be different in each direction. No other effect will be noticeable.

Recommended Action None.

Error Message

```
%SNASW-6-LDLC_IP_LOG_9: INFO - %lu - Invalid IP address specified for a IPDLC link
%s
```

Explanation Invalid IP address specified for a IPDLC link. The link will fail to start.

Recommended Action Correct the configuration. These settings are supplied in the address information passed to SNA Switch on snasw link.

Error Message

```
%SNASW-6-LM_LOG_0: INFO - %lu - An LU-SSCP session has been activated for LU type
0,1,2 or 3 %s
```

Explanation An LU-SSCP session has been activated.

Recommended Action None.

Error Message

```
%SNASW-6-LM_LOG_1: INFO - %lu - A PLU-SLU session has been activated for LU type
0,1,2 or 3 %s
```

Explanation A PLU-SLU session has been activated.

Recommended Action None.

Error Message

```
%SNASW-6-LM_LOG_2: INFO - %lu - An LU-SSCP session has been deactivated for LU
type 0,1,2 or 3 %s
```

Explanation An LU-SSCP session has been deactivated.

Recommended Action None.

Error Message

```
%SNASW-6-LM_LOG_3: INFO - %lu - A PLU-SLU session has been deactivated for LU type
0,1,2 or 3 %s
```

Explanation A PLU-SLU session has been deactivated.

Recommended Action None.

Error Message

```
%SNASW-6-MS_LOG_7: INFO - %lu - Alert data logged %s
```

Explanation TRANSFER_MS_DATA/SEND_MDS_MU data has arrived.

Recommended Action None.

Error Message

```
%SNASW-6-NOF_LOG_2: INFO - %lu - Node started %s
```

Explanation Node has been successfully started.

Recommended Action None.

Error Message

```
%SNASW-6-NOF_LOG_4: INFO - %lu - Node stopped %s
```

Explanation Node has been successfully stopped.

Recommended Action None.

Error Message

```
%SNASW-6-PS_LOG_9: INFO - %lu - Processed APING from partner LU. %s
```

Explanation An APING from the partner LU has been processed successfully.

Recommended Action None.

Error Message

```
%SNASW-6-PU_LOG_0: INFO - %lu - A PU-SSCP session has been activated %s
```

Explanation A PU-SSCP session has been activated.

Recommended Action None.

Error Message

```
%SNASW-6-PU_LOG_1: INFO - %lu - A PU-SSCP session has been deactivated %s
```

Explanation A PU-SSCP session has been deactivated.

Recommended Action None

Error Message

```
%SNASW-6-RM_LOG_27: INFO - %lu - Session limits changed %s
```

Explanation The session limits for a local LU, partner LU and mode have changed. The termination count indicates the number of sessions SNA Switch will deactivate as a result of the change in session limits.

Recommended Action None

Error Message

```
%SNASW-6-RTP_LOG_0: INFO - %lu - RTP Connection has connected %s
```

Explanation The RTP Connection has connected

Recommended Action None

Error Message

```
%SNASW-6-RTP_LOG_1: INFO - %lu - RTP Connection has disconnected %s
```

Explanation The RTP Connection has disconnected normally

Recommended Action None

Error Message

```
%SNASW-6-RTP_LOG_6: INFO - %lu - Successful path-switch %s
```

Explanation he RTP Connection has successfully switched paths

Recommended Action None

Error Message

```
%SNASW-6-SCM_LOG_10: INFO - %lu - ISR Session Deactivated %s
```

Explanation An ISR Session has been deactivated

Recommended Action None

Error Message

```
%SNASW-6-SCM_LOG_9: INFO - %lu - ISR Session Activated %s
```

Explanation An ISR Session has been activated

Recommended Action None

Error Message

```
%SNASW-6-SM_LOG_37: INFO - %lu - LU6.2 session activated %s
```

Explanation An LU6.2 session has been activated.

Recommended Action None

Error Message

```
%SNASW-6-SM_LOG_38: INFO - %lu - LU6.2 session deactivated %s
```

Explanation An LU6.2 session has been deactivated.

Recommended Action None

Error Message

```
%SNASW-6-SM_LOG_43: INFO - %lu - An LU-SSCP session has been activated for LU type
6.2 %s
```

Explanation An LU-SSCP session has been activated.

Recommended Action None

Error Message

```
%SNASW-6-SM_LOG_44: INFO - %lu - An LU-SSCP session has been deactivated for LU
type 6.2 %s
```

Explanation An LU-SSCP session has been deactivated.

Recommended Action None

Error Message

```
%SNASW-6-SS_LOG_11: INFO - %lu - Adjacent CP contacted %s
```

Explanation Adjacent CP contacted.

Recommended Action None

Error Message

```
%SNASW-6-SS_LOG_12: INFO - %lu - CP-CP sessions established %s
```

Explanation CP-CP sessions have been successfully established with the adjacent node.

Recommended Action None

Error Message

```
%SNASW-6-SS_LOG_18: INFO - %lu - CP-CP sessions deactivated %s
```

Explanation CP-CP sessions to the adjacent node have been deactivated.

Recommended Action None

Error Message

```
%SNASW-6-TNTL_LOG_0: INFO - [int] - Implicit alias space wrapped [chars]
```

Explanation The space for implicit aliases has wrapped. There is a very slight possibility of duplicate aliases.

Recommended Action Informational message only. No action is required.