

TOPN Messages

The following are TOPN Counters messages.

Error Message

`%TOPN_COUNTERS-4-MEM_UNAVAIL: Memory was not available for handling the TopN request`

Explanation The system is unable to handle the TopN request because of lack of memory.

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

Error Message

`%TOPN_COUNTERS-5-AVAILABLE: TopN report [dec] is available`

Explanation The specified report is ready and can be viewed by the users.

Recommended Action No action is required.

Error Message

`%TOPN_COUNTERS-5-DELETED: TopN report [dec] deleted by [chars]`

Explanation The specified report has been deleted by the user.

Recommended Action No action is required.

Error Message

`%TOPN_COUNTERS-5-KILLED: TopN report [dec] task killed by [chars] [chars]`

Explanation The system was in the process of generating the specified report, but the specified user terminated the report before its completion.

Recommended Action No action is required.

Error Message

`%TOPN_COUNTERS-5-NOPTS: No interfaces in the system match the interface type for the generation of the topN report [dec]`

Explanation There were no interfaces in the system which matched the interface type selected in the specified report.

Recommended Action No action is required.

Error Message

%TOPN_COUNTERS-5-STARTED: TopN collection for report [dec] started by [chars]

Explanation The TopN report that was requested by the specified user starts with the specified report number.

Recommended Action No action is required.

TPLUS Messages

Error Message

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

Explanation The system has most likely run out of memory; however, other explanations are possible.

Recommended Action If this messages 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.

TR Messages

The following are Token Ring messages.

Error Message

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

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

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

Error Message

%TR-2-PANIC: Unit [dec], panic [hex] [hex] [hex]

Explanation The Token Ring monitor firmware has detected a fatal error that indicates an impending interface 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

```
%TR-2-PANICINF: Unit [dec], PI [hex] [hex] [hex] [hex] [hex] [hex]
```

Explanation This message is similar to the (Jeanine check source.)

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

Error Message

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

Explanation This message is similar to the Unrecognized format ‘ %T’R-3-PANIC error message, but indicates a nonfatal error. This message appears in very unusual situations that should not arise in normal operation.

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

Error Message

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

Explanation The Token Ring monitor firmware has detected a nonfatal error on the interface card.

Recommended Action Issue a clear interface command. If this message recurs, contact your Cisco technical support representative for assistance.

Error Message

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

Explanation The Token Ring monitor firmware has detected a fatal error on the interface card. The interface card may be defective.

Recommended Action Issue a clear interface command. If this message recurs, contact your Cisco technical support representative for assistance.

Error Message

```
%TR-3-BADBRDGPparms: Unit [dec], bad bridge parameters: bridge_num=[dec],
max_rd=[dec] thisring=[dec], targetring=[dec]
```

Explanation An internal software error 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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via 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

```
%TR-3-BADBUFSIZE: Unit [dec], bad buffersize = [dec]
```

Explanation An internal software error 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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via 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

```
%TR-3-BADFIRM: Unit [dec], Tokenring firmware download failed got [hex], expected [hex], at address [hex].[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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via 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

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

Explanation An internal software error has occurred.

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

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

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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via 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

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

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

Recommended Action Check your configuration. Ensure that your XNS or Novell IPX Token Ring addresses have not inadvertently been set to reserved multicast addresses.

Error Message

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

Explanation The number you have configured for the local Token Ring does not match the value currently in use on the ring.

Recommended Action Check the configuration to ensure that you used the correct Token Ring number. If it is correct, confirm the configuration of all other bridges on the ring to ensure that they are using the same ring number.

Error Message

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

Explanation An internal software error 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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via 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

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

Explanation This error message pertains only to the Cisco IGS series routers. The system cannot find the chipset registers where it expects them to be. This is most likely a hardware error.

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

Error Message

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

Explanation The microcode attempted to run its diagnostics on the chip and failed.

Recommended Action Enter the **clear interface** command.

Error Message

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

Explanation The Token Ring hardware failed to initialize properly.

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

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

Explanation The Token Ring Monitor firmware detected a fatal error due either to an internal software problem or to a hardware failure.

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

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

Explanation An internal hardware or software error has occurred.

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

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

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

Explanation An internal hardware or software error has occurred.

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

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

Explanation The Token Ring interface was unable to insert itself into a Token Ring that is either busy or broken. The first character string in this error message indicates the stage of initialization at which the error has occurred, and the second provides information about the error.

Recommended Action To open the interface again, enter clear interface tokenring command. If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%TR-3-OPENFAIL2: Unit [dec], open failed: check the lobe cable DB-9 connection.
```

Explanation The Token Ring interface was unable to insert itself into the ring, and the error code returned indicates a wiring problem.

Recommended Action Check the cable connecting the router to the Token Ring MAU, and attempt to open the interface again. This generally can be accomplished by issuing the clear interface tokenring command.

Error Message

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

Explanation An internal software error 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

%TR-3-SETBRIDGEFAIL: Unit [dec], set bridge failed (code [hex]).

Explanation A hardware error has occurred. The source routing accelerator (SRA) chip on the Token Ring card could not be initialized.

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

%TR-3-SETFUNFAIL: Unit [dec], set functional address failed (code [hex]).

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

%TR-3-SETGRPFAIL: Unit [dec], set group address failed (code [hex]).

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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via 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

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

Explanation The Token Ring hardware is reporting a wire fault condition.

Recommended Action Check the cable that connects the router to the Token Ring MAU. TRANGE Messages

Recommended Action The following are time-range messages.

Error Message

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

Explanation This message is displayed when the chipset reports a status change for the Token Ring. This information also is used to determine automatically whether the interface is still available for propagating network traffic.

Recommended Action No action is required.

TRACKING Messages

The following are Enhanced Object Tracking messages.

Error Message

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

Explanation This message is displayed when the chipset reports a status change for the Token Ring. This information also is used to determine automatically whether the interface is still usable to propagate network traffic. Table 4 shows the meaning of each status code. Table 4 Code Explanation Fatal 0x8000 Signal Yes 0x4000 Hard error Yes

Explanation Token Ring Status Codes

Recommended Action Check the Token Ring for the indicated condition.

Error Message

```
%TRACKING-5-STATE: [dec] [chars] [chars] [chars] [chars]-[chars]
```

Explanation Tracked object changed state.

Recommended Action No action is required.

TRANGE Messages

The following are the TRANGE messages.

Error Message

```
%TRANGE-2-NOMEMORY: Alloc fail for time-range config buffer. Disabling distributed mode on lc
```

Explanation Unable to malloc a buffer to send time-range configuration down to line cards.

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

Error Message

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

Explanation A request has been made to allocate a time-range chunk greater than the maximum allowed size (TRANGE_LARGE_CHUNK_SZ).

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

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

```
%TRANGE-2-WRONGSIZE: Incorrect length trange ipc xdr of len=[dec] received
```

Explanation The RP sent a time-range configuration message of the wrong 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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.

TRANSCIEVER Messages

Recommended Action The following are the Transceiver subsystem messages.

Error Message

```
%TRANSCIEVER-3-ATTACH_FAILURE: Detected for transceiver module in %s, module disabled
```

Explanation A software device driver attach failed. This condition could be caused by software, firmware or hardware problem, but a software or firmware problem is more likely. As a result of the error, the module is disabled.

Recommended Action Try reseating the module. Hardware replacement should not occur first occurrence. Before requesting hardware replacement, review troubleshooting logs with a Cisco technical support representative.

Error Message

%TRANSCIEVER-3-CHECKSUM_ERROR: Detected in the transceiver module in %s, module disabled

Explanation A checksum error was detected when reading the ID PROM of a transceiver module for the interface specified in the error message. As a result of the error, the module is disabled.

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

Error Message

%TRANSCIEVER-3-INIT_FAILURE: Detected for transceiver module in %s, module disabled

Explanation An initialization failure occurred for the transceiver module for the interface specified in the error message. This condition could be caused by software, firmware, or hardware problem. As a result of the error, the module is disabled.

Recommended Action Try reseating the module. Hardware replacement should not occur first occurrence. Before requesting hardware replacement, review troubleshooting logs with a Cisco technical support representative.

Error Message

%TRANSCIEVER-3-INTERNAL_ERROR: [chars]

Explanation The transceiver 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via 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

%TRANSCIEVER-3-LAYER_CHANGE_ERROR: Error changing layer for port %s, sensor %s

Explanation The TRANSCIEVER subsystem encountered an internal software error while changing the layer for this port.

Recommended Action LOG_STD_SH_TECH_ACTION

Error Message

%TRANSCIEVER-3-NOT_COMPATIBLE: Detected for transceiver module in %s, module disabled

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

Error Message

%TRANSCIEVER-3-NOT_IDENTIFIED: Detected for transceiver module in %s, module disabled

Explanation The transceiver module for the interface specified in the error message could not be identified and may not be compatible with the interface. As a result of the error, the module is disabled.

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

Error Message

%TRANSCIEVER-3-NOT_SUPPORTED: Detected for transceiver module in %s, module disabled

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

Error Message

%TRANSCIEVER-3-OPER_ENABLE_FAILURE: Detected for transceiver module in %s, module disabled

Explanation Failed to enable the transceiver module for the interface specified in the error message. This condition could be caused by software, firmware, or hardware problem. As a result of the error, the module is disabled.

Recommended Action Try reseating the module. Hardware replacement should not occur first occurrence. Before requesting hardware replacement, review troubleshooting logs with a Cisco technical support representative.

Error Message

%TRANSCIEVER-3-RPC_FAILED: Application error rc = [dec]:

Explanation The system failed to retrieve the information required to execute the comand.

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

%TRANSCIEVER-3-RPC_INIT_FAIL: Transceiver RPC init failure

Explanation The system failed to create the resources required to process user interface commands for transceivers. The error is not fatal but some show commands could fail.

Recommended Action LOG_STD_SH_CMD_ACTION (show version)

Error Message

%TRANSCIEVER-3-RPC_LC_PROC_INIT_FAIL: Transceiver RPC init failure: [chars]

Explanation The system failed to create the resources required to process user interface commands for transceivers. The error is not fatal but some show commands could fail.

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

%TRANSCIEVER-3-RPC_PROCESSING_ERROR: Transceiver RPC error: [chars]

Explanation A non-fatal error occurred in processing an RPC message.

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

%TRANSCIEVER-3-SM_CREATION_FAILURE: Transceiver OIR State Machine creation failed for %s, module disabled.

Explanation A state machine could not be created for the transceiver OIR operation. If a %SYS-2-MALLOCFAIL message was also received with this message, this condition indicates insufficient system memory. Other possible causes include invalid subblock pointer.

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

Error Message

%TRANSCIEVER-6-INSERTED: transceiver module inserted in %s

Explanation The online insertion and removal (OIR) facility detected a newly inserted transceiver module for the interface specified in the error message.

Recommended Action LOG_STD_NO_ACTION

Error Message

%TRANSCIEVER-6-REMOVED: Transceiver module removed from %s

Explanation The online insertion and removal (OIR) facility detected the removal of a transceiver module from the interface specified in the error message.

Recommended Action LOG_STD_NO_ACTION

TRINITY Messages

Error Message

%TRINITY-0-TRINITY_SYSLOG_EMERG: %s

Error Message

%TRINITY-1-TRINITY_SYSLOG_ALERT: %s

Error Message

%TRINITY-2-TRINITY_SYSLOG_CRIT: %s

Error Message

%TRINITY-3-TRINITY_SYSLOG_ERR: %s

Error Message

%TRINITY-4-TRINITY_SYSLOG_WARNING: %s

Explanation**Recommended Action**

Error Message

```
%TRINITY-5-TRINITY_SYSLOG_NOTICE: %s
```

Error Message

```
%TRINITY-6-TRINITY_SYSLOG_INFO: %s
```

Error Message

```
%TRINITY-7-TRINITY_SYSLOG_DEBUG: %s
```

TRUNK Messages

Error Message

```
%TRUNK-3-BADCARDTYPE: Unknown type [hex] in shelf [dec] slot [dec]
```

Explanation The card in the specified slot and shelf has not been recognized as either a T1 or E1 interface. This indicates a hardware or software failure.

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

Error Message

```
%TRUNK-3-BADCB: Unexpected data callback for trunk port
```

Explanation An unexpected software event has occurred.

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

Error Message

```
%TRUNK-3-BADCLOCK: selected clock on slot [dec] port [dec] is bad.Accepting the config.
```

Explanation The clock status as reported by the framer is invalid. Either no cable is plugged in or that the port is defective. The configuration is accepted, and as soon as the corresponding port becomes valid, it will be applied.

Recommended Action If you are configuring the clocks while there is no card in the corresponding slot (or the cable is not plugged in yet), no action is required. Otherwise, choose another clock.

Error Message

%TRUNK-3-BADDFC: Unknown DFC id [hex] is detected.

Explanation A wrong DFC is installed on trunk DFC slot.

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

Error Message

%TRUNK-3-BADFW: Invalid framer firmware code file.

Explanation The software has detected an invalid framer firmware image that cannot be downloaded.

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

Error Message

%TRUNK-3-BADLOGICALIDX: Invalid Logical timeslot index = [dec]. Expect logical index starting from 1.

Explanation An invalid logical time slot index has been passed down to the physical time slot mapping function. The logical time slot index is 1-based.

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

%TRUNK-3-BADMSG: Bad doorbell message type to framer: [dec]

Explanation An invalid or undefined message type has been sent to the framer processor.

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

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

Error Message

%TRUNK-3-BADSLOT: Invalid value ([dec]) for shelf [dec]; exceeds [dec]

Explanation An internal software error has occurred. An attempt has been made to reference a shelf number larger than the installed maximum.

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

Error Message

%TRUNK-3-DROP: T1 Port %d on slot %d is now in drop-insert mode.

Explanation The user has dropped a T1 port on a CT3 card by pressing the pushbutton on the CT3 card. This is a disruptive action in that any existing calls will be dropped.

Error Message

%TRUNK-3-GETMSGFAIL: failed to get a msg for processing event [dec] in [chars]

Explanation A internal processing error occurred, the system was unable to allocate a message for processing an event. This may cause the ABCD bit information in the CLI output of sh controller to be displayed incorrectly.

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

Error Message

%TRUNK-3-HBEAT: No longer receiving heartbeats from framer CPU.

Explanation Communication from the framer processor to the trunk card processor has stopped. The framer processor is no longer passing status to the trunk card processor nor accepting messages from the trunk card processor.

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

Error Message

%TRUNK-3-INITFAIL: Trunk card initialization failed due to: [chars]

Explanation Trunk card initialization has failed for the reason that is reported within the error message string.

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

Error Message

%TRUNK-3-INVALIDPORT: Invalid [chars] port [dec] Range 0 to [dec]

Explanation An invalid port number has been received in the message.

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

Error Message

%TRUNK-3-MSGTMOUT: Timed out waiting for framer CPU to respond.

Explanation The framer processor did not reply to the read request during a specified amount of time.

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

Error Message

%TRUNK-3-NEATPPCCRASH: DFC ([dec]) Trunk Firmware crashed, FP [hex] RA [hex] EPC [hex]

Explanation The NEAT PPC firmware 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

%TRUNK-3-NEATPPCWDG: DFC ([dec]) Trunk Firmware watchdog timeout, Link Register [hex]

Explanation The NEAT PPC firmware has experienced a watchdog timeout.

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

%TRUNK-3-NEATROMCRASH: DFC ([dec]) ROM crashed, version [hex] CAUSE [hex] FP [hex]

Explanation The NEAT firmware 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

%TRUNK-3-NODROP: T1 Port %d on slot %d taken out of drop-insert mode.

Explanation The user has restored a T1 port on a CT3 card by pressing the pushbutton on the CT3 card. This port was earlier dropped by the user and has now been taken out of dropped mode.

Error Message

%TRUNK-3-NODSIPBUFS: Cannot send DSIP message to RSC; no more buffers available

Explanation The memory buffers for message passing between the trunk card and RSC are exhausted.

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

%TRUNK-3-NOMEM: Insufficient memory for slot: [dec] in shelf: [dec]

Explanation Router memory was exhausted while allocating memory for use with the specified slot and shelf.

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

Error Message

%TRUNK-3-NOMSGS: Cannot send message to framer; no more messages available

Explanation The memory buffer for message passing between the trunk card and framer processors has been exhausted. Either the messages are not being picked up or are being generated too quickly.

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

Error Message

%TRUNK-3-TPMISMATCH: Stored port ([int]) does not match passed unit ([int]) for slot [int]'s Test Port

Explanation The port value stored on the trunk card does not match the port value passed down to the FB for a "monitor off" request. This condition indicates 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

%TRUNK-3-UNEXPECTEDEVENT: [chars] received an unexpected event [dec]

Explanation An internal processing error occurred when a process received an event that cannot be handled.

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

Error Message

%TRUNK-5-DROPMONITOR: Slot [dec], port [dec] put in [chars] mode

Explanation The test port on the specified card is now active. The ingress port is in drop-insert or monitor mode.

Recommended Action No action is required.

Error Message

%TRUNK-5-NODROPMONITOR: Slot [dec], port [dec] taken out of [chars] mode

Explanation The test port on the specified card is inactive. The ingress port is no longer in drop-insert or monitor mode.

Recommended Action No action is required.

Error Message

%TRUNK_CLOCK-3-NOMEMORY: Failed to allocate memory for the clocks

Explanation The clock switching software has failed to allocate memory while adding a clock.

Recommended Action No action is required.

Error Message

%TRUNK_CLOCK-6-BAD_CLOCKS: There are no good clocks in the system. Remain in HOLDOVER mode

Explanation The clock selection algorithm has failed to select any clock as the TDM primary clock.

Recommended Action No action is required.

Error Message

%TRUNK_CLOCK-6-EXTERNAL: Switching to the user configured external clock on motherboard

Explanation The TDM primary clock is switching from the default clock to the user-configured external clock in motherboard.

Recommended Action No action is required.

Error Message

%TRUNK_CLOCK-6-FREERUN: Switching to the user configured freerunning clock on motherboard

Explanation The TDM primary clock is switching from the default clock to the user-configured free-running clock in the motherboard.

Recommended Action No action is required.

Error Message

%TRUNK_CLOCK-6-SWITCH: Switching to the clock on slot [dec] port [dec] priority [dec] as the current primary has gone bad

Explanation The TDM primary clock has switched to a backup clock that is coming in through the specified trunk because the current primary clock has failed.

Recommended Action No action is required.

Error Message

%TRUNK_CLOCK-6-TRUNK: Switching to the user configured trunk clock on slot [dec] port [dec] priority [dec]

Explanation The TDM primary clock is switching from the default clock to the user configured trunk clock.

Recommended Action No action is required.

Error Message

%TRUNK_DFC-1-CT3HWVER: H/W Version of the CT3 in slot [dec] is too old

Explanation Requires CT3 with H/W Version 3.00 (Board Revision E) and above.

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

Error Message

%TRUNK_DFC-3-CONTRCREATE: Failed to create controller for [dec]/[dec]

Explanation An internal software error has occurred.

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

Error Message

%TRUNK_DFC-3-DSPRM: [chars] [dec]

Explanation This message reports trunk DFC DSPRM failures.

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

```
%TRUNK_DFC-3-DSPRM_NULL_SIGCHAN: Signaling channel non NULL for sig_chid [int],
sig_channel=[hex]
```

Explanation Information initialization for the specified signaling channel index has failed.

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

Error Message

```
%TRUNK_DFC-3-DSX3CONTEXT: Failed to create context for dsx3 controller in
[dec]/[dec]
```

Explanation An internal software error has occurred.

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

Error Message

```
%TRUNK_DFC-3-SDRAM_TEST_FAILED: Trunk DFC in slot [dec]: SDRAM failed
[[hex]..[hex]]
```

Explanation The trunk DFC SDRAM test has failed, indicating a failed memory location.

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

```
%TRUNK_DFC-3-TRUNK_FIRMWARE_DOWNLOAD_FAILED: Could not download trunk firmware in slot [dec]
```

Explanation The trunk firmware cannot be downloaded.

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

```
%TRUNK_DFC-3-TRUNK_FIRMWARE_NOT_READY: Trunk DFC firmware in slot [dec] is not ready
```

Explanation The trunk DFC firmware has failed to start.

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

```
%TRUNK_DFC-3-TRUNK_RESET_FAILED: Reset failed for Trunk DFC ROM in slot [dec]
```

Explanation The trunk DFC cannot be taken out of reset 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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via 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

```
%TRUNK_DFC-3-TRUNK_ROM_FAILED: Trunk DFC ROM in slot [dec] failed: [chars]
```

Explanation The trunk DFC ROM has failed to boot 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. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via 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

```
%TRUNK_DFC-3-TRUNK_SLOT_CREATE: Failed to create trunk slot instance for slot [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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%TRUNK_SERIAL-1-INITFAIL: TRUNK_SERIAL([dec]/[dec]), trunk serial init failed
```

Explanation The software failed to initialize or restart a 1T serial interface.

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

Error Message

%TRUNK_SERIAL-3-ANALYZE_DEVICE_FAILURE: Trunk-[dec]: Device initialization failed.

Explanation The system detects a trunk serial analyze device 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

%TRUNK_SERIAL-3-CT3_BAD_RETURN: At [chars]:[dec]: Attempt to return a NULL object to a CT3 cache

Explanation CT3 software-workaround memory needed before cache built error message.

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

Error Message

%TRUNK_SERIAL-3-CT3_EMPTY_CACHE: At [chars]:[dec]: Requested more [chars] than cached

Explanation CT3 software-workaround empty cache error message.

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

Error Message

%TRUNK_SERIAL-3-CT3_NOT_INITIALIZED: At [chars]:[dec]: Request for memory before CT3 cache initialized

Explanation CT3 software-workaround memory needed before cache built 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

%TRUNK_SERIAL-3-CT3_OUT_OF_MEM: At [chars]:[dec]: Out of [chars] memory

Explanation CT3 software-workaround exhausted memory 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

%TRUNK_SERIAL-3-CTSLOST: TRUNK_SERIAL([dec]/[dec]), Clear to Send Lost

Explanation The Clear To Send (CTS) input signal on a data terminal equipment (DTE) serial interface became inactive while transmitting a frame. This problem is a result of a communication line failure or cable disconnection.

Recommended Action Check the serial interface cable and/or communication equipment.

Error Message

%TRUNK_SERIAL-3-GENERIC: [chars]

Explanation Generic error message.

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

Error Message

%TRUNK_SERIAL-3-IF_GENERIC: [chars] [chars]

Explanation Generic serial-interface error message.

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

Error Message

%TRUNK_SERIAL-3-INVALID_CLOCKRATE: TRUNK_SERIAL([dec]/[dec]), invalid clock rate (index [dec]) requested

Explanation An internal software error occurred.

Recommended Action Call your technical support representative to obtain a software upgrade.

Error Message

%TRUNK_SERIAL-3-NOMEMORY: No memory to create the serial instance for trunk-[dec].

Explanation The router does not have enough memory to perform the function.

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

Error Message

%TRUNK_SERIAL-3-OWNERR: TRUNK_SERIAL([dec]/[dec]), Buffer ownership error, pak=[hex]

Explanation An internal software error occurred.

Recommended Action Call your technical support representative to obtain a software upgrade.

Error Message

```
%TRUNK_SERIAL-3-STATE_GENERIC: At [chars]:[dec] [[chars]]: [chars]
```

Explanation Generic SS7 state error message.

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

Error Message

```
%TRUNK_SERIAL-3-TOOBIG: TRUNK_SERIAL([dec]/[dec]), packet too big
```

Explanation A packet greater than the assigned MTU of this serial interface was queued up for transmission.

Recommended Action The system should recover. No action is required. If the message recurs, it may indicate an error related to data traffic patterns. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%TRUNK_SERIAL-3-TOOSMALL: TRUNK_SERIAL([dec]/[dec]), packet was less than 2 bytes
```

Explanation A small packet (less than 2 bytes) was queued up for transmission. The interface cannot handle such small packets for transmission.

Recommended Action The system should recover. No action is required. If the message recurs, it may indicate a hardware error related to data traffic patterns. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%TRUNK_SERIAL-3-TRUNK_GENERIC: Slot [dec]: [chars]
```

Explanation Generic trunk error message.

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

Error Message

```
%TRUNK_SERIAL-3-UNDERFLO: TRUNK_SERIAL([dec]/[dec]), Transmit underflow
```

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.

TSP Messages

Error Message

```
%TSP-3-CALL_COLLISION_SCENARIO: Call collision scenario, release not recieved from  
ISDN and DSP in hung state for cdb [hex]
```

Explanation Unavailable.

Recommended Action Unavailable.

Error Message

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

Explanation There was a capabilities mismatch between the two call legs. capabilities are negotiated between call legs for CODEC, VAD and FAX rate.

Recommended Action Check that the dial peer configuration is appropriate for the interface in question. Also check that and configuration on the interface is correct.

Error Message

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

Explanation The DSP reported a fatal error. All calls on the DSP were dropped and a DSP reload was attempted.

Recommended Action Verify that the DSP reloaded properly by attempting to place a call on the affected voice port. Contact your technical support representative, include the full text of the error message.

Error Message

%TSP-3-FSM_ERROR: [chars]

Explanation Internal Finite State Machine Error.

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

Error Message

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

Explanation There were no event structures remaining in the system pools to alert the router of a voice or signaling event.

Recommended Action Check that the voice port for which the event was reported is still operational. If not, clear the voice port.

Error Message

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

Explanation A PRI signalling channel is added/deleted to TSP's inventory of signalling channels.

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

TTY Messages

The following are the TTY-related messages

Error Message

%TTY-3-AUTOCONFIG: TTY[t-line]: Modem auto-configuration failed

Explanation Modem autoconfiguration has failed either because the modem rejected the configuration string or because of a timeout.

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

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

Error Message

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

Explanation Failed to create the 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.

TTYDRIVER Messages

The following are the router shelf asynchronous driver error messages.

Error Message

%TTYDRIVER-2-NOBRKPAK: Unable to allocate break block from I/O mem

Explanation The router does not have enough I/O memory available for buffers.

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

Error Message

%TTYDRIVER-2-NOBUF: Unable to allocate [dec] I/O buffers

Explanation A buffer memory shortage existed at the time that the configuration command was issued. This condition is temporary.

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

Error Message

%TTYDRIVER-2-NOBUFPOOL_ASYNC: Unable to create buffer pool for async. mode interface

Explanation There is not enough memory for a per-channel control block of the asynchronous tty driver.

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

Error Message

%TTYDRIVER-2-NOMEM: Unable to allocate [dec] byte status block

Explanation The asynchronous tty driver was unable to create an internal structure 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

%TTYDRIVER-3-BADCB: Unexpected data callback for modem [chars]

Explanation An unexpected software event has occurred.

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

Error Message

%TTYDRIVER-3-BADENCAP: Unknown encapsulation on interface [chars]

Explanation A software error has occurred resulting in an unknown encapsulation type on the interface specified by the error message.

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

Error Message

%TTYDRIVER-3-NOPARTS: No particles available to set up for output on tty [chars]

Explanation A software error has occurred resulting in an unexpected exhaustion of the pool of data buffers used by the modem drivers.

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

Error Message

%TTYDRIVER-3-NOTXPART: Non-zero outcount but no transmit particle on tty [chars]

Explanation A software error has occurred and left a software structure in an unexpected 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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TTYDRIVER-3-RTSLOW: RTS is incorrectly deasserted for tty [chars]; reasserting now

Explanation A software error has occurred resulting in an invalid state for the RTS modem signal.

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

Error Message

%TTYDRIVER-3-UNKNOWN_PORT_ARCH_TYPE: Unknown port type ([dec])

Explanation A software error has occurred due to an unrecognised port type.

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

TTYMON Messages

Error Message

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

Explanation The Host Manager process on the Route Processor, and only the Route Processor, is responsible for determining which process has control of the console port, either IOSd or anMCP process. A user can initiate a switch in ownership by entering the 'send break' command at a telnet prompt to switch from IOSd to a shell instance. Control is returned to IOSd by exiting the shell instance. Switching ownership of the console port is initiated by the user entering a 'send break' command at a telnet prompt. The Host Manager launches one or more programs to authenticate users and to provide a shell instance. One or more of these programs has not been configured correctly.

Recommended Action UNAVAILABLE

Error Message

%TTYMON--CHASFS: The software which monitors ownership of the console port cannot %s a filesystem configuration value.

Explanation The Host Manager process on the Route Processor, and only the Route Processor, is responsible for determining which process has control of the console port, either IOSd or anMCP process. A user can initiate a switch in ownership by entering the 'send break' command at a telnet prompt to switch from IOSd to a shell instance. Control is returned to IOSd by exiting the shell instance. The component within the Host Manager responsible for monitoring a change of console ownership uses the filesystem to store various settings. This error indicates that the daemon encountered a problem either reading or writing a value from/to the filesystem.

Recommended Action UNAVAILABLE

TUN Messages

The following are the tunnel messages.

Error Message

%TUN-3-API_ARGS: unexpected arguments: [chars], [chars]

Explanation A public tunnel component api was driven with arguments outside the expected boundaries.

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

Error Message

%TUN-3-ENDPOINT_ERROR: %s %s

Explanation An internal software error occurred when manipulating the tunnel endpoint database

Recommended Action LOG_STD_NO_ACTION

Error Message

%TUN-3-ENDPOINT_STORE: Operation [chars] failed for [chars]

Explanation Manipulation of the tunnel endpoint store has failed.

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

Error Message

%TUN-3-ILLEGAL_ARGS: Illegal arguments - [chars]

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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case

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

Error Message

```
%TUN-3-MTUCONFIGEXCEEDSL2MTU_IPV4: [chars] IPv4 MTU configured [int] exceeds
tunnel maximum MTU [int]
```

Explanation An IPv4 MTU value is configured on the tunnel interface and this value exceeds the tunnel's maximum MTU. This message is typically observed when the tunnel header size changes or when the MTU of the underlying exit interface changes. As a result of either, the tunnel maximum MTU can change. This message can also be observed when using an IPv6 tunnel to carry IPv4 since IPv4 MTU config in this case allows for a value to be configured that is greater than the tunnel's maximum MTU. As a result of any of these conditions, packets may be dropped.

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

Error Message

```
%TUN-3-TUN_DBG: TUN_DBG: [chars] [chars]
```

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

Error Message

```
%TUN-3-TUN_SB: TUN_SB: [chars] [chars] [chars]
```

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

Error Message

%TUN-4-MTUCONFIGEXCEEDSTRMTU_IPV4: [chars] IPv4 MTU configured [int] exceeds tunnel transport MTU [int]

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

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

Error Message

%TUN-4-MTUCONFIGEXCEEDSTRMTU_IPV6: [chars] IPv6 MTU configured [int] exceeds tunnel transport MTU [int]

Explanation An IPv6 MTU value has been configured on the tunnel interface and this value exceeds the tunnel's transport (default) MTU. As a result, fragmentation of the transport packet may occur before this goes out of the underlying exit interface.

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

Error Message

%TUN-4-UDLR_DTCP_PROCESS: UDLR DTCP [chars]

Explanation An error was encountered by UDLR DTCP.

Recommended Action No action is required.

Error Message

%TUN-4-UDLR_IDB_ERROR: UDLR [chars] - [chars]

Explanation An error was encountered on a udlr interface.

Recommended Action No action is required.

Error Message

%TUN-5-HW_IF_INDEX_ILLEGAL: Attempt to create tunnel interface for [chars] with illegal index: [dec]

Explanation Creation of tunnel interface failed.

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

Error Message

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

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

Recommended Action If you want the ICMP packet to be accepted and to be used to decrease the tunnel MTU, enter the tunnel path-mtu-discovery command to decrease the minimum mtu allowed. The min-mtu specified is the minimum tunnel payload mtu allowed. Enter the show interface tunnel command to view the current path mtu discovery settings.

Error Message

%TUN-5-INIT_ERROR: A critical error [chars] occurred during initialization

Explanation Creation of tunnel subsystem failed.

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

Error Message

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

Explanation When you are routing a payload protocol over a carrier protocol (tunneling IP over IP, for example), it is possible to misconfigure your network so that you will try to route to the tunnel destination address via the tunnel. This condition is usually caused by a misconfiguration of the tunnel or a temporary instability caused by route flapping elsewhere in your network. It is important

to take steps to ensure that routing information between the carrier networks and the payload networks is not allowed to mix. If the router discovers a recursive routing problem, it will shut down the tunnel interface for a few minutes so that the situation that is causing this problem can resolve itself as routing protocols converge. If the problem is caused by misconfiguration, the link may oscillate indefinitely.

Recommended Action No action is required. TUNSS Messages

Recommended Action The following are tunnel security messages.

Error Message

%TUN-5-RECURDOWN_SRC: [chars] linestate down, recursive source interface, next output [chars]

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

Error Message

%TUN-5-TUN_DB_IF: Operation on tunnel interface table failed for [chars] - [chars]

Explanation Manipulation of the tunnel interface table failed.

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

Error Message

%TUN-5-TUN_HWIDB_DELETE: Failed to delete hwidb for Tunnel [dec] index [dec]

Explanation Deletion of tunnel interface failed.

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

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

Error Message

%TUN-5-TUN_HWIDB_LIST_DELETE: Failed to delete [chars] from tunnel hwidb list

Explanation Deletion of tunnel from hwidb list failed.

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

Error Message

%TUN-5-TUN_HWIDB_LIST_INSERT: Failed to add [chars] to tunnel hwidb list

Explanation Insertion of tunnel to hwidb list failed.

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

Error Message

%TUN-5-TUN_HWIDB_RECYCLE: Failed to recycle hwidb for Tunnel [dec] index [dec]

Explanation Recycling of tunnel interface 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

%TUN-5-TUN_LIST_CREATE: Failed to create tunnel list [chars]

Explanation Creation of tunnel list failed.

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

Error Message

%TUN-5-TUN_SWIDB_DELETE: Failed to delete swidb for Tunnel [dec] index [dec]

Explanation Deletion of tunnel interface failed.

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

Error Message

%TUN-5-TUN_SWIDB_RECYCLE: Failed to recycle swidb for Tunnel [dec] index [dec]

Explanation Recycling of tunnel interface failed.

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

Error Message

%TUN-5-TUN_TABLE: Operation [chars] on tunnel table failed for [chars] - [chars]

Explanation Manipulation of the tunnel table failed.

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

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

Error Message

%TUN-5-TUN_UNIT_LIST_DELETE: Failed to delete entry unit [dec] to tunnel unit list

Explanation Deletion from tunnel 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

%TUN-5-TUN_UNIT_LIST_INSERT: Failed to add entry unit [dec] to tunnel unit list

Explanation Insertion of tunnel 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

%TUN-5-TUN_VRF_LIST_DELETE: Failed to delete %s VRF %s from tunnel vrf list

Explanation Deletion of vrf from tunnel vrf list failed.

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

%TUN-5-TUN_VRF_LIST_INSERT: Failed to add %s VRF %s to tunnel vrf list

Explanation Insertion of vrf to tunnel vrf list failed.

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

TUNSS Messages

Error Message

%TUNSS-3-PROTECTION_PROCESS_FAIL: Failed to create tunnel security process

Explanation We failed to start a processes necessary to do tunnel protection.

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

Error Message

%TUNSS-6-PROTECTION_BAD_TUN_MODE: Tunnel mode [chars] not supported by tunnel protection. Protection removed.

Explanation The chosen tunnel mode is not supported by tunnel protection interfaces, so protection has been turned off and removed.

Recommended Action Unless protection is desired on this interface, no action is required. If protection is desired, a crypto-map must be used instead.

TURBORSC Messages

Error Message

%TURBORSC-0-BUS_ERR_BLK: A cacheable access was blocked, bus error address: [hex], bus error data: [hex]

Explanation Address is mapped to multiple devices, the system will be reloaded.

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

Error Message

%TURBORSC-0-BUS_ERR_ILL_ADDR: An illegal address access detected on IO-Bus, bus error address: [hex], bus error data:[hex]

Explanation An illegal address access error is detected on IO-Bus, the system will be reloaded.

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

Error Message

%TURBORSC-0-BUS_ERR_MULT: Address is mapped to multiple devices, bus error address: [hex], bus error data: [hex]

Explanation Address is mapped to multiple devices, the system will be reloaded.

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

Error Message

%TURBORSC-0-BUS_ERR_PARITY: A parity error detected on IO-Bus, bus error address: [hex], bus error data: [hex]

Explanation A parity error is detected on IO-Bus, the system will be reloaded.

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

Error Message

%TURBORSC-0-BUS_ERR_TIMEOUT: Timeout has occurred on IO-Bus, bus error address: [hex], bus error data: [hex]

Explanation A timeout is detected on IO-Bus, the system will be reloaded.

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

Error Message

%TURBORSC-0-BUS_ERR_UNKNOWN: Unexpected bus error, generic bus status register: [hex], bus error address: [hex], bus error data: [hex]

Explanation An unknown bus error is detected, the system will be reloaded.

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

Error Message

```
%TURBORSC-0-UNCORRECTABLE_ECC_ERR: An uncorrectable ECC error detected,
A_BUS_L2_ERRORS: [hex], A_BUS_MEMIO_ERRORS: [hex], A_SCD_BUS_ERR_STATUS: [hex]
```

Explanation An uncorrectable ECC error has occurred, the system will be reloaded.

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

TWOBIT Messages

The following are WS 2BT protocol driver messages.

Error Message

```
%TWOBIT-3-FSMERROR: [chars]: Error encountered (fsm rc [dec])
```

Explanation A 2-bit protocol software error has occurred. This error is not fatal because a retry mechanism ensures correct behavior.

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

```
%TWOBIT-3-FSMINVALID: [chars]: Invalid fsm state ([chars]) (state [dec])
```

Explanation A 2-bit protocol driver finite state machine error has been detected. Most likely, this error occurred during the 2-bit protocol negotiation. This error is not fatal because a retry mechanism ensures correct behavior.

Recommended Action If this message recurs, enter the **show diag** command to gather additional 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 diag, show logging, and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%TWOBIT-3-HWTIMER: Failed to allocate hardware timer

Explanation The 2-bit protocol driver finite state machine was unable to allocate a hardware timer that it requires for operation. Most likely, this error occurred during the 2-bit protocol negotiation. This error causes the 2-bit protocol to malfunction and cause higher layer applications that use this communication mechanism to fail.

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

Error Message

%TWOBT-3-FSMERROR: [chars]: Error encountered (fsm rc [dec])

Explanation A 2-BT protocol driver finite state machine error detected. This is not a fatal error.

Recommended Action This error means a 2BT protocol software error. However, this is not fatal since a retry mechanism ensures correct behavior again. If this message is seen repeatedly, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TWOBT-3-FSMINVALID: [chars]: Invalid fsm state ([chars]) (state [dec])

Explanation A 2BT protocol driver finite state machine error detected. This is not a fatal error.

Recommended Action There has been an error in the 2BT protocol negotiation. However, this is not fatal since a retry mechanism ensures correct behavior again. If this error message is seen repeatedly, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some

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

Error Message

%TWOBT-3-HWTIMER: Failed to allocate hardware timer

Explanation The 2BT protocol driver finite state machine was unable to allocate a hardware timer that it requires for operation.

Recommended Action There has been an error in the 2BT protocol negotiation. This error will cause the 2 BT protocol to malfunction and cause higher layer applications that use this communication mechanism to fail. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

TWO_GIGE Messages

The following are 2GIGE subsystem messages.

Error Message

%TWO_GIGE-3-GEMAXADDR: [chars], expected [hex], actual [hex]

Explanation Too many MAC address in filter table.

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

Error Message

%TWO_GIGE-3-GEMISMATCH: [chars], expected [hex], actual [hex]

Explanation PCI initialization for C_GIGE failed.

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

Error Message

%TWO_GIGE-3-HW_FAULT: 2GIGE HW error, [chars], error_code=[hex]

Explanation 2GIGE 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TWO_GIGE-3-IDBINITFAIL: 2GIGE IDBs create failed

Explanation Create IDBS for 2GIGE failed.

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

Error Message

%TWO_GIGE-3-IMAGEDOWNLOADFAIL: 2GIGE fpga image download failed, [chars]

Explanation Download FPGA image for 2GIGE failed.

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

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

Error Message

%TWO_GIGE-3-INITFAIL: 2GIGE initialization failed, [chars]

Explanation Initialization for C_GIGE failed.

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

Error Message

%TWO_GIGE-3-INTERNAL: 2GIGE internal error, [chars]

Explanation Internal 2GIGE 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

%TWO_GIGE-3-MAJOR_FAULT: 2GIGE unrecoverable error, [chars], error_code=[hex]

Explanation 2GIGE 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TWO_GIGE-3-MIBINITFAIL: 2GIGE MIB initialization failed, [chars]

Explanation MIB initialization for C_GIGE failed.

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

Error Message

%TWO_GIGE-6-UNKNOWN: Unknown message ([dec]) received ([chars]) from interface [chars]

Explanation An unknown message was received from the back card.

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

TXCONN Messages

Error Message

%TXCONN-3-BADLICENSEKEY: Bad license key configured for Transaction Connection.

Explanation The license key configured with the txconn license configuration command is not valid.

Recommended Action Ensure that the license key was entered correctly in the txconn license configuration command. Refer to the CTRC documentation for information on how to obtain a valid license key.

Error Message

%TXCONN-3-BADMODE: Unknown mode '[chars]' configured for server [chars]

Explanation The mode configured for the CTRC server was rejected by the remote database server.

Recommended Action Contact your SNA network administrator to determine the correct name of the mode to use to connect to DB2 on the remote database server.

Error Message

%TXCONN-3-BADRLU: Bad remote LU '[chars]' configured for server [chars]

Explanation The remote LU configured for the CTRC server is incorrect.

Recommended Action Contact your SNA network administrator to determine the correct name of the remote LU for DB2 on the remote database server. Ensure that both the SNA network name and the LU name are correct.

Error Message

%TXCONN-3-INVALIDTRANS: Bad Transaction ID, flushing out request for client [IP_address] connected server [chars], killing connection.

Explanation An invalid input stream has been detected and ignored.

Recommended Action This is an informational message only.

Error Message

%TXCONN-3-NOSESSION: Out of resource, cannot create transaction for client [IP_address] connected server [chars], killing connection.

Explanation The router is out of memory.

Recommended Action This is an informational message only.

Error Message

%TXCONN-3-TXEXCEPTION: Exception [chars] from transaction [chars] to [chars] from client [IP_address]

Explanation An unexpected transaction error has occurred.

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

Error Message

%TXCONN-3-UNEXPECTEDREQ: Unexpected client data, flushing out the request for client [IP_address] connected server [chars].

Explanation An invalid input stream has been detected and ignored.

Recommended Action This is an informational message only.

Error Message

%TXCONN-5-CONNIDLETIMEOUT: Client [IP_address] connected to server [chars] has timed out after [time-stamp].

Explanation The client was idle for too long, and the idle timeout configured for the txconn server expired.

Recommended Action This is an informational message only.

Error Message

%TXCONN-5-SECFAIL: APPC security failed, client [IP_address] using userid '[chars]' for server [chars]

Explanation The user ID or password issued by the client was rejected by the remote database server.

Recommended Action This is an informational message only.

Error Message

%TXCONN-5-TARGETDOWN: CICS server [chars] has become unavailable. Recovery is in progress.

Explanation A CICS server for a configured destination has become unavailable. All client connections to this server will be rejected until it becomes available again.

Recommended Action This is an informational message only.

Error Message

%TXCONN-5-TARGETUP: CICS server [chars] is now available.

Explanation A CICS server that was previously unavailable has become available. All client connections to this server will now be accepted.

Recommended Action This is an informational message only.

Error Message

%TXCONN-5-TRANSIDLETIMEOUT: Transaction [hex] of Client [IP_address] connected to server [chars] has timed out after [time-stamp].

Explanation The transaction was idle for too long, and the idle timeout configured for the CTRC server has expired.

Recommended Action This is an informational message only.

UBR10K Messages

Error Message

%UBR10K-0-CLI_CMD: CMTS([dec]/[dec]), [chars] failed

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

Error Message

%UBR10K-0-CLI_CONFIG: CMTS([dec]/[dec]/[dec]), schrp_cli_cmd failed in [chars]

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

Error Message

%UBR10K-0-SNMP_SET_IPC: Schooner SNMP SET([dec]/[dec]), [chars] failed

Explanation SNMP SET failed due to either IPC failure or line card SET failed.

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

Error Message

%UBR10K-0-STACK_PROT_UNSUPPORTED: test cable stack-prot is not supported on card

Explanation Currently unsupported command.

Recommended Action No action is required.

Error Message

%UBR10K-1-INITFAIL: Schooner subsystem init fails:([chars])

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

Error Message

%UBR10K-1-INVALIDPRIMSID: Dropping punted pkt from sid [dec] prim sid [dec] src [enet] hw [chars]

Explanation RP received a diverted packet with invalid primary sid from the cable line card.

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

Error Message

%UBR10K-1-INVALIDSID: Dropping punted pkt from sid [dec] src [enet] hw [chars]

Explanation RP received a corrupt diverted packet from the cable line card.

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

Error Message

%UBR10K-1-INVALID_DIVHDR: Invalid diversion hdr on pkt: cause [dec], channel [hex], length [dec]

Explanation RP received a corrupt diverted packet from the cable line card.

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

Error Message

%UBR10K-1-IPCFAIL: Schooner subsystem IPC init fails for interface [chars] on [chars]: in [chars]()

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

Error Message

%UBR10K-1-POWCYCLE: Power cycle slot [dec]/[dec]

Explanation Recover from MC16S HW initialization failure.

Recommended Action If this happens to non-MC16S CLC, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%UBR10K-1-SNMP_GETINDEX_FAIL: Cannot get SNMP physical Index for [chars]

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

Error Message

%UBR10K-1-SNMP_SENDCMD_FAIL: Error sending command type [dec], which [dec]

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

Error Message

%UBR10K-1-SNMP_SENDINFO_FAIL: Error sending SNMP info to [chars]

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

Error Message

%UBR10K-1-UNKEVT: Schooner subsystem unknown event:([dec]) in [chars], for interface [chars]

Explanation Schooner System receive unknown event type.

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

Error Message

%UBR10K-1-UNKREQ: Schooner subsystem unknown request:([dec])

Explanation Schooner System received unknown request type.

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

Error Message

%UBR10K-1-UNKVECT: Schooner subsystem unknown vector:([dec])

Explanation Schooner System received unknown vector.

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

Error Message

%UBR10K-2-CLI_UNSUPPORTED_CMD: cable modem cmd not supported in Schooner

Explanation Currently unsupported command.

Recommended Action No action is required.

Error Message

%UBR10K-3-CFRNOINDEX: Classifier control block index allocation failure

Explanation The system has run out of PXF resources to set up any new packet classifier state.

Recommended Action This would typically happen only on a very overloaded system. Remove CMs from this system.

Error Message

%UBR10K-3-CFRNOMACRWIP: Invalid IP address mapping for of CPE [enet] belonging to CM [enet]

Explanation Due to an inconsistency between the PXF FIB and the RP CPE data structures, the packet classification state cannot be setup correctly.

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

Error Message

%UBR10K-3-FPSUBINIT: Unable to create subinterface [chars] for hw interface [chars] in the fast path

Explanation The system was unable to create the cable subinterface data structures in the fast path.

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

Error Message

%UBR10K-3-QALLOCFAIL: Failure to allocate QoS queue for service flow [int], CM [enet]

Explanation The system has run out of PXF queues.

Recommended Action This would typically happen only on a very overloaded system. The only solution is to remove CMs from this system.

Error Message

%UBR10K-3-QALLOCFAIL_INFO: Failure to allocate QoS queue: [chars]

Explanation The system has run out of PXF queues, providing additional debugging information.

Recommended Action This would typically happen only on a very overloaded system. The only solution is to remove CMs from this system.

Error Message

%UBR10K-3-QUEUEFULL: Unable to enqueue since the queue is full

Explanation The system wants to enqueue a message, but is unsuccessful.

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

Error Message

%UBR10K-3-VOLTABNORMAL: The PEM [dec] voltage value [dec] is abnormal

Explanation The chassis voltage value is abnormal.

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

Error Message

%UBR10K-4-INVALID_PKT_FILTER_GROUP: Invalid [chars]_filter_group [int], IP_addr = [IP_address]

Explanation CM-config-file specifies a filter-group greater than the platform maximum.

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

Error Message

%UBR10K-4-MSGVERSION: Incompatible message version with slot [dec]

Explanation There is incompatibility between the the message version being sent by the line card and the message version used by the RP. This type of incompatibility could happen if the RP and Schooner line card are using different IOS versions due to an RP oir event.

Recommended Action A microcode reload will solve the problem.

Error Message

%UBR10K-6-CM_INCONSISTENCY: CM state inconsistency [enet](msgp [enet]), sid [dec] ([dec]), mac state [dec], hwidb [chars]

Explanation Received INIT_CM for an online CM.

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

Error Message

%UBR10K-6-COMPAT_IGNORED: OIR compatibility is disabled because [chars]

Explanation OIR compatibility is disabled because of a conflict with another feature.

Recommended Action Disable OIR compatability or the conflicting feature.

Error Message

%UBR10K-6-COMPAT_INC_CARD: [chars] in slot [dec]/[dec] is not compatible with the saved configuration. [chars] configuration has been discarded.

Explanation The saved configuration could not be used on the current card.

Recommended Action Manually reconfigure the line card interfaces.

Error Message

%UBR10K-6-COMPAT_NO_CFG: OIR compatibility does not support the [chars] in slot [dec]/[dec]. [chars]

Explanation A line card that is supported by the OIR compatibility feature is not supported in the specified slot or subslot.

Recommended Action This is most likely a software problem and should be reported to development. OIR compatibility for the given slot or subslot should be disabled until the problem is resolved.

Error Message

%UBR10K-6-COMPAT_UNSCARD: Did not find a saved configuration for the [chars] in slot [dec]/[dec].

Explanation There is no storage area allocated for saving the configuration of the card.

Recommended Action Manually reconfigure the line card interfaces.

Error Message

%UBR10K-6-HCCP_CM_INCONSISTENCY: CM sync received [enet](msgp [enet]), sid [dec] ([dec]), mac state [dec], hwidb [chars]

Explanation Received synchronization message on secondary PRE for mismatched entry. This problem should resolve by itself.

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

Error Message

%UBR10K-6-STATESYNC: Redundancy state synchronization failure slot [dec]/[dec] - ([chars])

Explanation A failure occurred in trying to synchronize GE state information.

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

Error Message

%UBR10K-6-STDBY_CM_INCONSISTENCY: CM sync received [enet](msgp [enet]), sid [dec] ([dec]), mac state [dec], hwidb [chars]

Explanation Received synchronization message on secondary PRE for mismatched entry. This problem should resolve by itself.

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

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

UBR10KTCC Messages

Error Message

%UBR10KTCC-1-BADCLK: Cable Line Card [dec]/[dec] reports Bad Clock Status for TCCplus card in [dec]/1

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

Error Message

%UBR10KTCC-1-BADTCC: TCCplus card in [dec]/1 put under maintenance due to: [chars]

Explanation There could be some failure in the MTSS of the TCCplus card.

Recommended Action Replace TCCplus card.

Error Message

%UBR10KTCC-1-BLKCMD: Schooner System IPC failure for TCCplus card

Explanation C10k_card_send_blocking_cmd 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

%UBR10KTCC-1-LCLOSC: Cable Line Card [dec]/[dec] using the local oscillator

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

Error Message

%UBR10KTCC-1-NOTCC: No working TCCplus card available in the system

Explanation There is no TCCplus card or there could be some failure in the MTSS of the TCCplus card and it is put under maintenance.

Recommended Action Replace TCCplus card.

Error Message

%UBR10KTCC-1-SWTCERR: Unable to switch TCCplus card configuration. Other card is not present or in Maintenance

Explanation Other card is not present or in Maintenance 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%UBR10KTCC-2-ACTIVE_TCC: TCCplus card [dec]/[dec] is active with [chars] as clock reference

Explanation The TCCplus Card became active.

Recommended Action Informational message only. No action is required.

Error Message

%UBR10KTCC-2-LOS: Loss of signal with clock reference [chars] in TCCplus card [dec] / [dec]

Explanation The clock reference was lost.

Recommended Action Check reference source.

Error Message

%UBR10KTCC-3-EVNTLEN: TCCplus card Event internal error, [chars] [dec] [dec]

Explanation Internal Event error in TCCplus card.

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

Error Message

%UBR10KTCC-4-CHG_CLK_REF: Clock reference source changed to [chars], TCCplus card [dec] / [dec]

Explanation Two reasons for the change in clock reference. 1) LOS of previous source reference. 2) Primary / Secondary T1 reference of active card is now available.

Recommended Action Check reference source.

UBR10K_REDUNDANCY Messages

Error Message

%UBR10K_REDUNDANCY-3-CHKPT_INTERNAL: Internal PRE checkpointing error [[chars]]

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

Error Message

%UBR10K_REDUNDANCY-3-CREATEFAIL: UBB10K HA Entity CF rcv process create failed

Explanation Failed to create the ubr10k HA entity checkpoint receive process.

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

Error Message

%UBR10K_REDUNDANCY-4-MSGVERSION: Incompatible message version with slot [dec]

Explanation There is incompatibility between the the message version being sent by the line card and the message version used by the RP. This type of incompatibility could happen if the RP and Schooner line card are using different IOS versions due to an RP oir event.

Recommended Action A microcode reload will solve the problem.

Error Message

%UBR10K_REDUNDANCY-4-RP_HA_STDBY_INCONSISTENT: Standby PRE is in inconsistent state. [chars] [chars].

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

UBR7200 Messages

Error Message

%UBR7200-0-CPUCARD: CMTS([dec]/[dec]), Init failed, CSR[dec]=[hex].

Explanation A hardware failure involving the line card has occurred.

Recommended Action Replace the defective line card.

Error Message

%UBR7200-0-LOWPOWERCPU: uBR requires CPU card type NPE150 or higher

Explanation NPE100 is not supported for the cable modem. The cable modem requires a CPU card type of NPE150 or higher.

Recommended Action Upgrade the CPU card to a type of NPE150 or higher.

Error Message

%UBR7200-0-TEMPHIGH: [chars] measured at [chars] is too high: shutdown temperature [chars]

Explanation The current temperature exceeds the maximum shutdown temperature.

Recommended Action Determine the cause of the high temperature and correct it if possible.

Error Message

%UBR7200-0-VOLTHIGH: [chars] measured at [chars] is too high: shutdown voltage [chars]

Explanation The current voltage exceeds the maximum shutdown voltage.

Recommended Action Determine the cause of the high voltage and correct it if possible.

Error Message

%UBR7200-0-VOLTLOW: [chars] measured at [chars] is too low: shutdown voltage [chars]

Explanation The current voltage exceeds the minimum shutdown voltage.

Recommended Action Determine the cause of the low voltage and correct it if possible. UBR900 Messages

Error Message

%UBR7200-1-DISCOVER: Only found [dec] interfaces on bay [dec], shutting down bay

Explanation A hardware or software error involving the line card has occurred.

Recommended Action Replace the line card.

Error Message

%UBR7200-3-BADARPREPLY: Interface [chars], ARP reply from invalid source. Expected SID=[dec], Actual SID=[dec]

Explanation A possible spoofing attempt has been detected.

Recommended Action Look for evidence of a spoofing attempt.

Error Message

%UBR7200-3-BADARPREQUEST: Interface [chars], ARP request from invalid source.
IP=[IP_address], MAC=[enet], Expected SID=[dec], Actual SID=[dec]

Explanation A possible spoofing attempt has been detected.

Recommended Action Look for evidence of a spoofing attempt.

Error Message

%UBR7200-3-BADIPSOURCE: Interface [chars], IP packet from invalid source.
IP=[IP_address], MAC=[enet], Expected SID=[dec], Actual SID=[dec]

Explanation A spoofing attempt might be in progress.

Recommended Action Look for evidence of a spoofing attempt.

Error Message

%UBR7200-3-BADIPSOURCE_BUNDLE: Interface [chars], IP packet from invalid source.
IP=[IP_address], MAC=[enet], Expected Interface=[chars] SID=[dec], Actual
Interface=[chars] SID=[dec]

Explanation A spoofing attempt might be occurring.

Recommended Action Check for evidence of a possible spoofing attempt.

Error Message**Error Message**

%UBR7200-3-BADUSPORT: Interface [chars] Port U[dec] invalid, highest port number
is U[dec]

Explanation The specified upstream port number was invalid.

Recommended Action Reenter the command using a valid upstream port number.

Error Message

%UBR7200-3-BURSTINUSE: Can not remove Burst Profile. Burst Profile is in use

Explanation The currently defined modulation profiles use the specified burst profile. The burst profile cannot be removed.

Recommended Action Remove any modulation profiles that use this burst profile and reenter the command.

Error Message

%UBR7200-3-CHASSIS: Unknown chassis model.

Explanation Data stored in the midplane is defective or incomplete.

Recommended Action Contact your Cisco technical support representative to update your system.

Error Message

%UBR7200-3-CONFIG: Exceeds [dec] [chars]

Explanation The total bandwidth of fast and medium bandwidth port adapters exceeds 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

%UBR7200-3-DBDSPDEAD: AWACS Slot [dec] is dead

Explanation The DSP of the daughter card has paused indefinitely.

Recommended Action Reload the image. If this message recurs, replace the defective daughter card.

Error Message

%UBR7200-3-DBDSPDOWNLOADERR1: failed init download.

Explanation The DSP download has failed to initiate.

Recommended Action Reload the image. If this message recurs, replace the defective daughter card.

Error Message

%UBR7200-3-DBDSPDOWNLOADERR2: Failed downloading.

Explanation The DSP download has failed.

Recommended Action Reload the image. If this message recurs, replace the defective daughter card.

Error Message

%UBR7200-3-DBDSPDOWNLOADERR3: Failed end downloading.

Explanation The last step of the DSP download has failed.

Recommended Action Reload the image. If this message recurs, replace the defective daughter card.

Error Message

%UBR7200-3-DBDSPERR1: DSP SRAM failed

Explanation A hardware failure involving the daughter card has occurred.

Recommended Action Replace the defective daughter card.

Error Message

%UBR7200-3-DBDSPERR2: DSP SRAM semaphore failed

Explanation A hardware failure involving the daughter card has occurred.

Recommended Action Replace the defective daughter card.

Error Message

%UBR7200-3-DBDSPERR3: DSP side dual-port SRAM failed

Explanation A hardware failure involving the daughter card has occurred.

Recommended Action Replace the defective daughter card.

Error Message

%UBR7200-3-DBDSPERR4: DSP FLASH memory failed

Explanation A hardware failure involving the daughter card has occurred.

Recommended Action Replace the defective daughter card.

Error Message

%UBR7200-3-DBDSPERR5: DSP failed for unknown reason([hex])

Explanation A hardware failure involving the daughter card has occurred.

Recommended Action Replace the defective daughter card.

Error Message

%UBR7200-3-DBDSPERR6: Switching to backup dsp image failed

Explanation A hardware failure involving the daughter card has occurred.

Recommended Action Replace the defective daughter card.

Error Message

%UBR7200-3-DBDSPIDERR: DSP id read [hex],expect [hex]

Explanation A hardware failure involving the daughter card has occurred.

Recommended Action Replace the defective daughter card.

Error Message

%UBR7200-3-DBFPGAERR: XILINX not up, reset reg is [hex]

Explanation A hardware failure involving the daughter card has occurred.

Recommended Action Replace the defective daughter card.

Error Message

%UBR7200-3-DBPLX9050ERR: Plx9050 id read [hex],expect [hex]

Explanation A hardware failure involving the daughter card has occurred.

Recommended Action Replace the defective daughter card.

Error Message

%UBR7200-3-DBPLX9080ERR: Plx9080 id read [hex],expect [hex]

Explanation A hardware failure involving the daughter card has occurred.

Recommended Action Replace the defective daughter card.

Error Message

%UBR7200-3-INTERCEPT: Interface [chars], Failed to send intercept packet to server [IP_address]:[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

%UBR7200-3-NOFORK: Could not start Spectrum Management process

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 provide information to determine 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

%UBR7200-3-NOMAC: Can't allocate MAC address for interface [int]/[int]

Explanation The system is out of available MAC addresses.

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

%UBR7200-3-NOMEM: [chars]

Explanation An internal software error has occurred.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. 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

%UBR7200-3-NOMORESIDS: Maximum number of SIDS have been allocated for interface [chars]

Explanation The maximum number of SIDs has been allocated to the specified line card.

Recommended Action Assign the cable modem to another line card.

Error Message

%UBR7200-3-NOTCMTS: Device reported [hex]

Explanation A hardware failure involving the specified device has occurred.

Recommended Action Replace the defective hardware.

Error Message

%UBR7200-3-NULLMAPPTR: Cannot send maps as current_map ptr is NULL,
ds-[hex],current_map-[hex]: [chars]

Explanation An internal error has occurred. This error may have been caused by a memory problem.

Recommended Action Check the available memory. If necessary, add more memory to the system.

Error Message

%UBR7200-3-OVERLAPIP: Interface [chars], IP address [IP_address] from MAC [enet]
is already in use. SID = [dec]

Explanation A spoofing attempt might have been detected.

Recommended Action Look for a possible spoofing attempt.

Error Message

%UBR7200-3-OWNERR: CMTS([dec]/[dec]), Buffer ownership error, pak=[hex].

Explanation A hardware failure involving a board has occurred.

Recommended Action Replace the defective board.

Error Message

%UBR7200-3-SLOTS: Number of slots in chassis is undefined.

Explanation The data stored in the midplane is corrupted or incomplete.

Recommended Action Contact your Cisco technical support representative to update your system.

Error Message

%UBR7200-3-SPIERRNRD: SPI PENDING NO READ DATA([chars]): spistat=[hex],
chid=[hex], cmd=[hex], regaddr=[hex]

Explanation A read error on the PHY chip serial communications bus has occurred. This condition indicates a defective line card.

Recommended Action Replace the defective line card.

Error Message

%UBR7200-3-SPIERRR: SPI PENDING READ ERROR([chars]): spistat=[hex], chid=[hex],
cmd=[hex], regaddr=[hex]

Explanation A read error on the PHY chip serial communications bus has occurred. This condition indicates a defective line card.

Recommended Action Replace the defective line card.

Error Message

```
%UBR7200-3-SPIERRRBS: SPI BUS READ [hex] BYTES SHORT([chars]): spistat=[hex],  
chid=[hex], cmd=[hex], regaddr=[hex]
```

Explanation A read error on the PHY chip serial communications bus has occurred. This condition indicates a defective line card.

Recommended Action Replace the defective line card.

Error Message

```
%UBR7200-3-SPIERRW: SPI PENDING WRITE ERROR([chars]): spistat=[hex], chid=[hex],  
cmd=[hex], regaddr=[hex]
```

Explanation A write error on the PHY chip serial communications bus has occurred. This condition indicates a defective line card.

Recommended Action Replace the defective line card.

Error Message

```
%UBR7200-3-SPIERRW_CHID: Invalid Channel ID([chars]): chid=[hex], cmd=[hex],  
regaddr=[hex]
```

Explanation An internal software error has occurred.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. 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

```
%UBR7200-4-BADTXOFFSET: Bad timing offset [dec] detected for cable modem [enet].
```

Explanation The cable modem is not using the correct starting offset during initial ranging, causing a zero, negative timing offset to be recorded by the CMTS for this modem. The CMTS internal algorithms that rely on the timing offset parameter will not analyze any modems that do not use the correct starting offset. The modems may not be able to function, depending on their physical location on the cable plant.

Recommended Action Locate the cable modem based on the MAC address and report the initial timing offset problem to the cable modem vendor.

Error Message

```
%UBR7200-4-COOKIE: Corrupt or missing MAC address cookie using random base [enet]
```

Explanation Data stored in the midplane is defective.

Recommended Action Contact your Cisco technical support representative to update your system.

Error Message

%UBR7200-4-DUPLICATEMAC: Cable modem [enet] is online on both interface [chars] and interface [chars].

Explanation The specified cable modem has been detected on two interfaces. This message indicates that two cable modems are using the same MAC address.

Recommended Action Check for cable modems with duplicate MAC addresses.

Error Message

%UBR7200-4-HWFAULT: Hardware Fault

Explanation A hardware error involving the clock card has occurred.

Recommended Action Replace the clock card.

Error Message

%UBR7200-4-MACBLKSIZE: Unknown MAC address block size.

Explanation The data stored in the midplane is bad or incomplete.

Recommended Action Contact your Cisco technical support representative to update your system.

Error Message

%UBR7200-4-NOCPUVER: Invalid CPU ID, assuming revision 1

Explanation The CPU Revision ID is unreadable.

Recommended Action Update the CPU board.

Error Message

%UBR7200-4-RECALLED_NPE: Old version NPE-175/225 with Rev = [hex] system controller. Contact upgrades-info@cisco.com for replacement

Explanation An NPE-175/225 board has been recalled because of an error in the system controller chip.

Recommended Action Replace the NPE-175/225 board.

Error Message

%UBR7200-4-UNKNOWNSID: SID cannot be resolved from the leasequery reply for IP [IP_address]

Explanation The relay-agent option might not be configured.

Recommended Action Ensure that the relay-agent option is configured and that the save-relay-agent data is enabled on CNR.

Error Message

%UBR7200-4-VERSION_MISMATCH: Midplane data version mismatch.

Explanation Data stored in the midplane is out of date and requires an update.

Recommended Action Contact your Cisco technical support representative to update your system.

Error Message

%UBR7200-5-AUTHFAIL: Authorization failed for Cable Modem [enet] on interface [chars]

Explanation The registration of this modem has failed because of an invalid MIC string.

Recommended Action Ensure that the shared secret that is in the configuration file is the same as the shared secret that is configured in the cable modem.

Error Message

%UBR7200-5-BADMNCSMSG: Invalid DOCSIS Message received from a Cable Modem for interface [chars]

Explanation A cable modem that is not DOCSIS-compliant has attempted to send an invalid DOCSIS message.

Recommended Action Locate the cable modem that sent this message and replace it with DOCSIS-compliant modem.

Error Message

%UBR7200-5-CLASSFAIL: Registration failed for Cable Modem [enet] on interface [chars][chars]: [chars]

Explanation The registration of the specified modem has failed because of an invalid or unsupported CoS setting.

Recommended Action Ensure that the CoS fields in the configuration file are set correctly.

Error Message

%UBR7200-5-DBDSPRECOVER1: Trying to switch to backup dsp image

Explanation The cable line card is attempting to recover the DSP by using the backup image.

Recommended Action No action is required.

Error Message

%UBR7200-5-DBDSPRECOVER2: Switching to backup dsp image succeeded

Explanation The cable modem has successfully switched to the backup DSP image.

Recommended Action No action is required.

Error Message

%UBR7200-5-DBDSPRECOVER3: Recovering and switching back to regular dsp image succeeded

Explanation The DSP recovery using the backup image has succeeded. The cable modem is now using the regular DSP image.

Recommended Action No action is required.

Error Message

%UBR7200-5-DBDSPUP: Handshake DSP is successful after [dec] ms delay

Explanation The DSP is up and running.

Recommended Action No action is required.

Error Message

%UBR7200-5-MAXHOST: New host with IP address [IP_address] and MAC [enet] on SID [dec] is ignored.

Explanation The maximum number of devices that can be attached to the cable modem has been exceeded. Therefore, the device with the specified IP address will not be added to the modem with the specified SID.

Recommended Action Locate the specified device and place the device on a different cable modem with another SID.

Error Message

%UBR7200-5-NOMULTIPLEUPSTREAMS: Upstream Channel Change not valid for interface [chars]

Explanation The Cisco IOS software does not support this command for this interface.

Recommended Action Use this command on a multiple upstream line card.

Error Message

%UBR7200-5-NOTIMPLMENTEDMNCMSG: Not implemented DOCSIS MESSAGE received from a Cable Modem for interface [chars]

Explanation This cable modem does not support the type of message that is specified in the error message string. The system may be connected to a noncompliant modem.

Recommended Action This message is informational only. To ensure that there is no problem, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%UBR7200-5-OVERLIMIT: Interface [chars] Current total reservation of [dec] bps on Port U[dec], exceeds its maximum configured reservation limit of [dec] bps

Explanation The currently reserved capacity on the upstream channel already exceeds its virtual reservation capacity, based on the configured subscription level limit. Increasing the subscription level limit on the current upstream channel will place you at risk of being unable to guarantee the individual reserved rates for modems since this upstream channel is already oversubscribed.

Recommended Action Load-balance the modems that are requesting the reserved upstream rate on another upstream channel.

Error Message

%UBR7200-5-TIMESCH: Time scheduled event, spectrum group [int], [chars]

Explanation A time-scheduled reconfiguration event has occurred on the specified interface.

Recommended Action No action is required.

Error Message

%UBR7200-5-TRAFSHAPBADTIMER: Bad timer expiry in downstream traffic shaper process, Timer %x

Error Message

%UBR7200-5-TRAFSHAPNOCREAT: Unable to create downstream traffic shaping queues

Error Message

%UBR7200-5-TRAFSHAPPROCFAIL: Unable to fork downstream shaper process

Error Message

%UBR7200-5-UNAUTHSIDTIMEOUT: CMTS deleted BPI unauthorized Cable Modem [enet]

Explanation An unauthorized cable modem has been deleted to enforce BPI authorization for the specified cable modem. The specified cable modem was not performing BPI negotiation.

Recommended Action Check the modem interface configuration for privacy mandatory, or check for errors in the TFTP configuration file.

Error Message

%UBR7200-5-UNREGSIDTIMEOUT: CMTS deleted unregistered Cable Modem [enet]

Explanation An unregistered cable modem has been deleted to avoid unaccounted bandwidth usage.

Recommended Action Check the cable modem interface configuration for registration bypass, or check for errors in the TFTP configuration file.

Error Message

%UBR7200-5-UPDOWN: Interface [chars] Port U[dec], changed state to [chars]

Explanation The upstream port was brought up or down.

Recommended Action No action is required.

Error Message

%UBR7200-5-USCONTEND: Interface [chars] Port U[dec], continuous frequency hop ended at [int].[int] MHz

Explanation At least one modem came back online. This message logs the abortion of continuous frequency hop.

Recommended Action No action is required.

Error Message

%UBR7200-5-USCONTGOP: Interface [chars] Port U[dec], continuous frequency hop started

Explanation All modems have gone offline. This message logs the start of continuous frequency hop.

Recommended Action No action is required.

Error Message

%UBR7200-5-USFREQCHG: Interface [chars] Port U[dec], frequency changed to [int].[int] MHz

Explanation The upstream channel frequency has been changed.

Recommended Action No action is required.

Error Message

%UBR7200-5-USIPLCHG: Interface [chars] Port U[dec], input power level changed to [dec] dBmV

Explanation The upstream channel input power level has been changed.

Recommended Action No action is required.

Error Message

%UBR7200-5-USIPLFIX: Interface [chars] Port U[dec], input power level fixed at [dec] dBmV

Explanation Setting the upstream frequency to a fixed value has caused the upstream input power level to assume a fixed value.

Recommended Action No action is required.

Error Message

%UBR7200-6-ACTIVE: Cable clock [chars] reference active

Explanation The clock reference has become active.

Recommended Action No action is required.

Error Message

%UBR7200-6-CMOVED: Cable modem [enet] has been moved from interface [chars] to interface [chars].

Explanation The cable modem has been detected on a new interface.

Recommended Action No action is required.

Error Message

%UBR7200-6-DBDSPDOWNLOADDONE: Downloading dsp code completed

Explanation The downloading of the DSP code has been completed.

Recommended Action No action is required.

Error Message

%UBR7200-6-DBDSPDOWNLOADSTART: Downloading dsp code initiated

Explanation The DSP code has started to download.

Recommended Action No action is required.

Error Message

%UBR7200-6-DBDSPVERSION: Current DSP version : [dec], DSP flash version : [dec]

Explanation This message displays the current code version and the version with which the DSP used to boot up (Flash version).

Recommended Action No action is required.

Error Message

%UBR7200-6-DRVMP: Midplane TDM clock reference defaults to Clockcard

Explanation The clock card primary reference is from the midplane TDM clock.

Recommended Action No action is required.

Error Message

%UBR7200-6-FREERUN: Cable clock in Freerun mode

Explanation The clock card is in free-run mode.

Recommended Action No action is required.

Error Message

%UBR7200-6-HOLDOVER: Cable clock in Holdover mode

Explanation The clock card has switched to holdover mode.

Recommended Action Check the reference source.

Error Message

%UBR7200-6-LOS: Cable clock [chars] reference Loss of Signal

Explanation The clock reference was lost.

Recommended Action Check the reference source.

Error Message

%UBR7200-6-PREAMLENADJUST: [chars] burst's preamble length in modulation profile [dec] is adjusted to the operable value.

Explanation The preamble length in the burst profile has adjusted to the valid value.

Recommended Action No action is required.

Error Message

%UBR7200-6-REFLOCK: Cable clock locked to [chars] reference

Explanation The clock card has locked onto its clock source.

Recommended Action No action is required.

Error Message

%UBR7200-6-SRCMP: Cable Clock primary reference is midplane TDM clock

Explanation The clock card primary reference is from the midplane TDM clock.

Recommended Action No action is required.

UBR7200IPC Messages

Error Message

%UBR7200IPC-0-CLI_CONFIG: CMTS([dec]/[dec]/[dec]), schrp_cli_cmd failed in [chars]

Explanation Most likely a software 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

%UBR7200IPC-1-DISCOVER_ENET: Failed to init Ethernet device [dec]

Explanation The software could not initialize.

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

Error Message

%UBR7200IPC-1-DISCOVER_SAR: Failed to init SAR device [dec]

Explanation The software could not initialize.

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

Error Message

%UBR7200IPC-1-SNMP_GETINDEX_FAIL: Cannot get SNMP physical Index for [chars]

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

Error Message

%UBR7200IPC-1-UNKEVT: Subsystem unknown event:([dec]) in [chars], for interface [chars]

Explanation Subsystem received unknown event type.

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

Error Message

%UBR7200IPC-2-BADINTERFACE: Out of range Card interface, [dec] on slot [dec]

Explanation The software has specified an out-of-range card interface.

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

Error Message

%UBR7200IPC-2-BADRSRCNUM: Invalid resource number from PXF ([dec]). (PLEASE REPORT THIS!)

Explanation The PXF hardware diversion path specified a bad resource number.

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

Error Message

%UBR7200IPC-2-BADSL0T: Out of range card slot index[dec]

Explanation The software specified an out-of-range card slot index.

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

Error Message

%UBR7200IPC-2-BADSL0TSUBSL0T: 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 message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%UBR7200IPC-2-CARDRECUR: Recursive loop while getting the daughtercard info for card type [dec]

Explanation While getting the daughter card info for the chassismib, the platform snmp code goes into an infinite loop.

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

Error Message

%UBR7200IPC-2-CARDTYPEERROR: card in slot [[dec]/[dec]] is of incorrect type [hex]

Explanation The specified card is incompatible with the slot.

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

Error Message

%UBR7200IPC-2-CLI_UNSUPPORTED_CMD: cable modem cmd not supported on MC28U

Explanation Currently unsupported command.

Recommended Action No action is required.

Error Message

%UBR7200IPC-3-CLI_CMD: [dec]/[dec]: CLI cmd failed in function [chars]

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

Error Message

%UBR7200IPC-3-CLI_IPC_MALLOC: Memory allocation request failed in [chars]

Explanation Could not allocate memory for distributed CLI operation.

Recommended Action Enter the **show memory** command to analyze memory usage.

Error Message

%UBR7200IPC-3-DEACTIVATED: card in slot [[dec]/[dec]] disabled.

Explanation The card is being deactivated.

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

Error Message

%UBR7200IPC-3-INITFAIL: [chars] - initialization of interface failed

Explanation Unavailable.

Recommended Action Unavailable.

Error Message

%UBR7200IPC-3-IPCERR: IPC message error ([dec])

Explanation Error from IOS IPC layer on line card Port API 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%UBR7200IPC-3-IPCFAIL: [chars]: IPC command [chars] to interface failed in [chars]

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

Error Message

%UBR7200IPC-3-IPCOPENFAIL: slot [int]: could not open IPC port for port id [hex]

Explanation IPC port open to mcu card failed; indicates that the card is down or there is a transient 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%UBR7200IPC-3-LC_DEF OBJ: Default linecard object invoked for type ([dec])

Explanation The default card IPC API object was invoked since there was no registered handler for that 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%UBR7200IPC-3-LC_OBJERR: [chars]

Explanation A card IPC API object is not supported.

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

Error Message

%UBR7200IPC-3-NOACK: Access to [chars] temperature sensor failed

Explanation Accesses to chassis temperature sensor has failed.

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

Error Message

%UBR7200IPC-3-PLUGIN_UNKNOWN: Unknown card type [hex] in slot [dec]/[dec].

Explanation The card in the specified slot is not a known type.

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

Error Message

%UBR7200IPC-3-QUEUEFULL: Unable to enqueue since the queue is full

Explanation The system wants to enqueue a message, but is unsuccessful.

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

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

Error Message

%UBR7200IPC-3-UNEXP_INTR: Interrupt [chars] not expected, masking off

Explanation An interrupt of a certain type was signalled, but the interrupt handler for this type of interrupt is not yet installed.

Recommended Action This problem should be self-correcting but indicates either a hardware or a software defect. If it is a hardware defect, further problems are to be expected. If it is a software problem, certain types of error and alarm conditions may be left undetected. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%UBR7200IPC-4-MSGVERSION: Incompatible message version with slot [dec]

Explanation There is incompatibility between the message version being sent by the line card and the message version used by the RP/NPE. This type of incompatibility could happen if the RP/NPE and line card are using different IOS versions due to an RP/NPE oir event.

Recommended Action A microcode reload will solve the problem.

Error Message

%UBR7200IPC-4-PCIVALID: PCI activation failed, slot [dec], [hex]

Error Message

%UBR7200IPC-4-TEST: Test command no. [dec] executed by user

Explanation Unavailable.

Recommended Action Unavailable.

Error Message

%UBR7200IPC-6-CM_INCONSISTENCY: CM state inconsistency [enet](msgp [enet]), sid [dec] ([dec]), mac state [dec], hwidb [chars]

Explanation The line card and the route processor (RP) card have different CM states. This error might occur if IPC is lost during a switchover.

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

UBR900 Messages

Error Message

%UBR900-3-RESET_CONFIG_FILE_WATCHDOG_EXPIRED: Cable Interface Reset due to config file watchdog timer

Explanation Cable Interface Reset due to config file watchdog timer expiration

Error Message

%UBR900-3-RESET_DHCP_WATCHDOG_EXPIRED: Cable Interface Reset due to DHCP watchdog timer expiration

Explanation Cable Interface Reset due to dhcp watchdog timer expiration

Error Message

%UBR900-3-RESET_LOSS_OF_SYNC: T05.0 Loss of Sync. (Missed 5 in a row, after having SYNCd at one time)

Explanation Cable Interface Reset due to loss of sync

Error Message

%UBR900-3-RESET_PRIVACY_WATCHDOG_EXPIRED: Cable Interface Reset due to privacy watchdog timer

Explanation Cable Interface Reset due to privacy watchdog timer expiration

Error Message

%UBR900-3-RESET_T2_EXPIRED: R01.0 No Maintenance Broadcasts for Ranging opportunities received, T2 timeout

Error Message

%UBR900-3-RESET_T3_RETRIES_EXHAUSTED: R03.0 Ranging Request Retries exhausted

Explanation Cable Interface Reset due to t3 timeout

Error Message

%UBR900-3-RESET_T4_EXPIRED: R04.0 Received Response to Broadcast Maintenance Request, But no Unicast Maintenance opportunities received. T4 timeout.

Explanation Cable Interface Reset due to t4 timeout

Error Message

%UBR900-3-RESET_T6_RETRIES_EXHAUSTED: Cable Interface Reset due to t6 timeout

Explanation Cable Interface Reset due to t6 timeout

Error Message

%UBR900-3-T3_RETRIES_EXHAUSTED_II: R06.0 Started Unicast Maintenance Ranging no Response received. T3 time-out.

Explanation Cable Interface Reset due to t3 timeout

Error Message

%UBR900-3-T3_TIMEOUT_I: R02.0 No Ranging Response received, T3 timeout

Explanation t3 timeout

Error Message

%UBR900-3-T3_TIMEOUT_II: R05.0 Started Unicast Maintenance Ranging no Response received. T3 time-out.

Explanation Cable Interface Reset due to t3 timeout

Error Message

%UBR900-3-TOD_FAILED_TIMER_EXPIRED: TOD failed, but Cable Interface proceeding to operational state

Explanation TOD failed, but Cable Interface proceeding to operational state

Error Message

%UBR900-4-CORRUPT_SYSTEM_IMAGE: Modem System Image is corrupt. New image upgrade required

Explanation Modem System Image is corrupt. New image upgrade required

Error Message

%UBR900-4-CORRUPT_SYSTEM_IMAGE_UPGRADING: Modem System Image is corrupt. Image upgrade reinitiated.

Explanation Modem System Image is corrupt. Image upgrade reinitiated.

Error Message

%UBR900-4-DHCP_REQ_INFO_NOT_SUPPORTED: D03.0 Requested Info not supported

Explanation Requested info not supported

Error Message

%UBR900-4-DHCP_RSP_OUT_OF_SPEC: D03.1 DHCP response doesn't contain ALL the valid

fields as described in the RF spec Appendix C.1

Explanation response doesn't contain ALL the valid fields as described in the RF spec Appendix C.1

Error Message

%UBR900-4-FAILED_TO_ACQUIRE_FEC: T02.0 Failed to acquire FEC framing. Error stats? Retry %d's %d of bad frames

Explanation Failed to acquire FEC framing

Error Message

%UBR900-4-FAILED_TO_ACQUIRE_MAC_FRAMING: T03.0 Failed to acquire MAC framing. Error stats? Retry %d's %d of bad frames

Error Message

%UBR900-4-FAILED_TO_ACQUIRE_MPEG2: T2.1 Acquired FEC framing. Failed to acquire MPEG2 Sync. Retry %d's

Explanation Acquired FEC framing. Failed to acquire MPEG2 sync.

Error Message

%UBR900-4-FAILED_TO_ACQUIRE_SYNC: T01.0 Failed to acquire QAM/QPSK symbol timing. Error stats? Retry %d's

Explanation Failed to acquire QAM/QPSK symbol timing

Error Message

%UBR900-4-FAILED_TO_RECEIVE_SYNC: T04.0 Failed to Receive MAC SYNC frame within time-out period

Explanation Failed to Receive MAC SYNC frame within time-out period

Error Message

%UBR900-4-INVALID_TOD: D04.0 Time of Day, none set or invalid data

Explanation Time of Day, none set or invalid data

Error Message

%UBR900-4-INVALID_UCD: U02.0 UCD invalid or channel unusable

Explanation Invalid UCD or channel unusable

Error Message

%UBR900-4-MAP_ARRIVED_TOO_LATE: M01.0 A transmit opportunity was missed because

the MAP arrived too late

Explanation A transmit opportunity was missed because the MAP arrived too late

Error Message

%UBR900-4-NO_UCD_RCVD: U01.0 No UCD's received. Time-out

Explanation No UCD's Received. Time-out

Error Message

%UBR900-4-REINIT_MAC: R07.0 Unicast Ranging Received Abort Response. Reinitializing MAC.

Explanation Unicast Ranging Received Abort Response. Reinitializing MAC.

Error Message

%UBR900-4-TFTP_FAILED_2: D07.0 TFTP Request Failed, OUT OF ORDER packets

Explanation TFTP Request Failed, OUT OF ORDER packets

Error Message

%UBR900-4-TFTP_FAILED_3: D08.0 TFTP complete, but failed Message Integrity Check(MIC)

Explanation TFTP complete, but failed Message Integrity Check(MIC)

Error Message

%UBR900-4-TFTP_NO_RSP: D05.0 TFTP Request sent, No Response/No Server.

Explanation TFTP Request sent, No Response/No Server

Error Message

%UBR900-4-TFTP_RQ_FAILED_1: D06.0 TFTP Request Failed, configuration file NOT FOUND

Explanation TFTP Request Failed, configuration file NOT FOUND

Error Message

%UBR900-4-TOD_NO_RSP: D04.1 Time of Day request sent no Response received

Explanation Time of Day request sent no Response received

Error Message

%UBR900-4-TOD_RSP_INVALID: D04.2 Time of Day Response received but invalid

data/format

Explanation Time of Day Response received but invalid data/format

Error Message

%UBR900-4-UCC_REQ_INVALID: C01.0 UCC-REQ received with invalid or out of range US Channel ID.

Explanation UCC-REQ received with invalid or out of range US Channel ID

Error Message

%UBR900-4-UCD_INVALID_OR_OUT_OF_ORDER_CCC: U05.0 UCD received with invalid or out of order Configuration Change Count

Explanation UCD received with invalid or out of order Configuration Change Count

Error Message

%UBR900-4-UNBALE_TO_TX_UCC_RSP: C02.0 UCC-REQ received unable to send UCC-RSP, no TX opportunity.

Explanation UCC-REQ received unable to send UCC-RSP, no TX opportunity.

Error Message

%UBR900-4-US_CHANNEL_PARM_NOT_SET: U06.0 US Channel wide parameters not set before Burst Descriptors

Explanation US Channel wide parameters not set before Burst Descriptors

Error Message

%UBR900-4-VALID_UCD_AND_SYNC_NO_MAPS: U04.0 UCD and SYNC are valid, No MAPS for THIS channel

Explanation UCD and SYNC are valid, No MAPS for THIS channel

Error Message

%UBR900-4-VALID_UCD_NO_SYNC: U03.0 UCD valid, But no SYNC received. TIMED OUT.

Explanation UCD valid, But not SYNC received. TIMED OUT.

Error Message

%UBR900-6-IMAGE_UPGRADE_FAILED_IMAGE_CHECK: System Image Upgrade FAILED due to unrecognizable or corrupt image.

Explanation System Image Upgrade FAILED due to unrecognizable or corrupt image.

Error Message

%UBR900-6-IMAGE_UPGRADE_FAILED_TFTP: System Image Upgrade FAILED due to excessive TFTP failures.

Explanation System Image Upgrade FAILED due to excessive TFTP failures.

Error Message

%UBR900-6-IMAGE_UPGRADE_INITIATED: System Image Upgrade initiated

Explanation System Image Upgraded has been initiated.

Error Message

%UBR900-6-IMAGE_UPGRADE_INTERRUPTED: System Image Upgrade interrupted during transfer. Upgrade reinitiated

Explanation System Image Upgrade interrupted during transfer. Upgrade reinitiated

Error Message

%UBR900-6-IMAGE_UPGRADE_SUCCESSFUL: System Image Upgrade Complete.

Explanation System Image Upgrade Complete.

Error Message

%UBR900-6-IMAGE_UPSTREAM_POWER_HIGH: Upstream Power required at modem registration near maximum

Explanation Upstream Power required at modem registration near maximum

Error Message

%UBR900-6-NO_DHCP_OFFER: D01.0 Discover sent no offer received, No available DHCP Server

Explanation D01.0 Discover sent no offer received, No available DHCP Server

Error Message

%UBR900-6-NO_DHCP_RESPONSE: D02.0 Request sent, no Response

Explanation Request sent, no Response

Error Message

%UBR900-6-SYNC_LOST_AND_REACQUIRED: Downstream Sync lock lost, and reacquired before timeout expired

Explanation Downstream Sync lock lost, and reacquired before timeout expired

Error Message

%UBR900-6-UNDEFINED_HDR_RECEIVED: Mac Messages received with undefined header

Explanation Mac Messages received with undefined header

Error Message

%UBR900-7-RNG_REQ_TRANSMITTED: Periodic ranging request message transmitted.

Explanation Periodic ranging message transmitted

Error Message

%UBR900-7-RNG_RSP_MSG_RCVD: Periodic ranging response message received.

Explanation Periodic ranging response message received

UBRIFCON Messages

Error Message

%UBRIFCON-3-NOPROC: Unable to create the if-console background process

Explanation The system wants to create a background process to handle if-console data from the line cards, but is unsuccessful.

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

Error Message

%UBRIFCON-3-NOQUEUE: Unable to create the if-console background queue

Explanation The system wants to create a background process queue to handle if-console data from the line cards, but is unsuccessful.

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

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

UBRLCCOREDUMP Messages

The following are UBR Line Card Coredump subsystem messages.

Error Message

%UBRLCCOREDUMP-2-EOM: Cannot allocation memory for [chars]

Explanation The system cannot allocate memory for the coredump subsystem.

Recommended Action Add more memory.

Error Message

%UBRLCCOREDUMP-3-BADCLOSE: Can't close slave core socket for slot [dec]/[dec]

Explanation The system just finished dumping a core file from a line card. It tried to close this file on the remote system and failed.

Recommended Action Debug network connections and user privileges.

Error Message

%UBRLCCOREDUMP-3-BADOPEN: Can't open slave core socket for slot [dec]/[dec]

Explanation The system wants to dump a core file to a remote sytem, but it is unable to open the remote file.

Recommended Action Check to ensure the remote system is accessable and the protocol is set up correctly.

Error Message

%UBRLCCOREDUMP-3-BADSLOTNUMBER: Refusing dump because card slot number is out of bounds for card [dec]/[dec].

Explanation The NPE/PRE card has refused this dump because slot number is out of bounds.

Recommended Action Check IPC debug message for malformed packet.

Error Message

%UBRLCCOREDUMP-3-BADWRITE: Can't write [chars] to slave core socket for slot [dec]/[dec]

Explanation The system is trying to write a core dump file to a remote sytem. The file was opened, and an error occurred during a write to the file.

Recommended Action Check network and disk space available.

Error Message

%UBRLCCOREDUMP-3-ILLMSG: Coredump message received from slot [dec]/[dec] (not in dump state)

Explanation A core dump message from a line card that the should not be dumping core arrived at the PRE.

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

Error Message

%UBRLCCOREDUMP-3-ILLNVGEN: Illegal call to cr10k_rp_lc_cfg_coredump_nvgen

Explanation The NVGEN routine was called, but nvgen was not set.

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

Error Message

%UBRLCCOREDUMP-3-ILLTD: Testdump only valid on line cards (not allowed on PREs)

Explanation You cannot run a line card coredump test for an PRE.

Recommended Action Do not run this test.

Error Message

%UBRLCCOREDUMP-3-NOMSG: No message on queue

Explanation A core dump message from a line card that the should not be dumping core arrived at the PRE.

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

Error Message

%UBRLCCOREDUMP-3-NOPROC: Unable to create data handler process

Explanation The system wants to write a core dump file to a remote system but it is unable to start a process to dump the file.

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

Error Message

%UBRLCCOREDUMP-3-NOQUEUE: Cannot create queue to receive dump packets for slot [dec] / [dec]

Explanation The system is trying to write a core dump file to a remote sytem. It could not create a queue to hold dump data coming from the line cards.

Recommended Action Add memory.

Error Message

%UBRLCCOREDUMP-3-REFUSAL: Refusing [chars] dump for card [dec]/[dec].

Explanation The PRE/NPE card has refused this dump because CLI is not configured for it, or file access violation on the tftp server.

Recommended Action Check exception-slave CLI on NPE.

Error Message

%UBRLCCOREDUMP-3-TOOLONGFILENAME: Filename for coredump file is too long for slot [dec]/[dec]

Explanation Filename is too long for core dump file.

Recommended Action Reduce the length of coredump filename string via CLI.

Error Message

%UBRLCCOREDUMP-4-TIMEOUT: [chars] (major [dec], minor [dec])

Explanation The system is trying to write a core dump file, but the PRE timed out waiting for data from the line card.

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

Error Message

%UBRLCCOREDUMP-6-LERP: Cannot configure linecard exceptions for [chars] PRE

Explanation The exception line card commands can only be used to configure exceptions on a line card. PRE are not allowed.

Recommended Action Enter the **exception** command without line card to configure PRE core dumps.

Error Message

%UBRLCDUMP-3-CRASHINFO_DUMP: System Crashed, Trying to send Crashinfo first to remote server....

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

Error Message

%UBRLCDUMP-3-FAILEDMEMALLOC: Unable to allocate memory to read crashinfo from flash.

Explanation Failed to open the most recent crashinfo file in flash.

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

Error Message

%UBRLCDUMP-3-NOPROC: Unable to create core dump process.

Explanation Could not start the exception dump process.

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

Error Message

%UBRLCDUMP-3-OPENFLASHFILE: Unable to open flash crashinfo file on bootflash to READ: [chars]

Explanation Failed to open the most recent crashinfo file in flash.

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

Error Message

%UBRLCDUMP-3-READFLASHFILE: Unable to read flash crashinfo file.

Explanation Failed to read the most recent crashinfo file in flash.

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

Error Message

%UBRLCDUMP-3-SIZEFLASHFILE: Unable to get size of flash crashinfo file.

Explanation Failed to get size of the most recent crashinfo file in flash.

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

UBRLCIFCON Messages

The following are CLC IF console messages.

Error Message

%UBRLCIFCON-3-NOPROC: Unable to create if-console process.

Explanation Could not start the if-console process.

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

UBRSNMP Messages

Error Message

%UBRSNMP-0-SNMP_SET_IPC: Schooner SNMP SET([dec]/[dec]), [chars] failed

Explanation SNMP SET failed due to either IPC failure or line card SET failed.

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

UCODE Messages

Error Message

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

Explanation The microcode file has become corrupted. The checksum that was computed after reading the file from Flash memory does not match the checksum in the file. The file will not be downloaded, and the onboard ROM microcode will be used instead.

Recommended Action Reload the microcode. 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

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

Explanation A mismatch was detected during an attempt to load a microcode file into an interface processor. The hardware requires a different version from the one specified.

Recommended Action Use the required microcode version.

Error Message

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

Explanation The microcode file has become corrupted. The checksum computed after reading the file from Flash memory does not match the checksum in the file. The file will not be downloaded, and the onboard ROM microcode will be used instead.

Recommended Action Reload the microcode. 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

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

Explanation The IPC service used to download the microcode to the interface processors has failed to obtain a buffer. The interface processors will not load properly.

Recommended Action Reload the microcode. 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

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

Explanation The IPC service used to download microcode to the interface processors has failed to initialize. The interface processors will not load properly.

Recommended Action Reload the router to resolve the problem.

Error Message

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

Explanation The IPC service used to download microcode to certain interface processors has received an invalid message.

Recommended Action Ensure that the proper revisions of code are selected.

Error Message

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

Explanation The microcode file specified by the configuration is not suitable for downloading, or another error has occurred. The onboard ROM microcode will be loaded so the interface can remain operational.

Recommended Action Reload the microcode. 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

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

Explanation A buffer is required for decompression of the microcode before it is loaded into an interface processor. This buffer could not be allocated.

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

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

Explanation The file specified by the configuration was not found in Flash memory. The onboard ROM microcode will be loaded so that the interface can remain operational.

Recommended Action Enter the show flash command to determine if the file is located in Flash memory. If the file is located in Flash memory, attempt to reload the microcode. 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

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

Explanation An attempt to allocate memory failed while the microcode was being downloaded to the interface processor.

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

Error Message

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

Explanation Some interface processors cannot load the microcode from ROM. This condition is caused by an invalid configuration statement.

Recommended Action Remove the invalid configuration statement.

Error Message

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

Explanation The microcode file could not be read from Flash memory. The Flash memory might be locked by another process or otherwise unavailable.

Recommended Action Enter the show flash command to determine whether the Flash memory is in use and reenter the microcode reload command when the Flash memory is free. 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

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

Explanation The specified microcode source type is not supported on the given platform.

Recommended Action Ensure that the proper revisions of code are selected.

Error Message

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

Explanation The file is too large for the buffer. The onboard ROM microcode will be loaded.

Recommended Action If this message recurs after the onboard ROM microcode is loaded, contact your Cisco technical support representative for assistance.

Error Message

%UCODE-3-VERSIONCK: Inappropriate version [int].[int] for [chars]

Explanation An attempt was made to load an inappropriate version of microcode.

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

Error Message

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

Explanation The specified microcode file is for a different interface processor from the interface processor that is specified in the configuration. A configuration error has occurred. The onboard ROM microcode will be loaded.

Recommended Action Confirm the interface type, reenter the microcode configuration command, and reload the microcode.

Error Message

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

Explanation An FDDI interface processor has been found running microcode that does not support microcode CMT, which is required for all Cisco IOS software releases for Release 10.2 and later.

Recommended Action Upgrade the microcode on the interface processor.

UC_SAF Messages

Error Message

%UC_SAF-3-COMM_DECODE_ERR: [chars] while decoding [chars]

Explanation An error has occurred while trying to decode the SAF advertisement.

Recommended Action Turn on error debugs and re-publish the specified instance. Based on the information in the error logs, check and correct the configuration on the remote publisher

Error Message

%UC_SAF-3-COMM_ENCODE_ERR: [chars] while encoding element [chars]

Explanation An error has occurred while trying to encode the client supplied data.

Recommended Action Modify the element that failed to encode using client's configuration CLIs.

Error Message

%UC_SAF-3-COMM_FWDR_ERR: [chars] for operation [chars] on instance [[int].[int].[int].[int]] sub-service [[dec]] for client [[chars]] on channel [[dec]]

Explanation An error has occurred while trying to request an action from SAF Forwarder.

Recommended Action If the failure is due to lack of memory, then check the size of free memory to ensure that there is enough memory to run SAF service. If the error is due to mismatch between client and forwarder, then undo the current operation and retry. If the error is due to publish data is too large, then reduce the amount of data to be advertised and retry

Error Message

%UC_SAF-3-COMM_FWDR_REG_ERR: [chars] for operation [chars] for client [[chars]] on channel [[dec]]

Explanation An error has occurred while trying to request an action from SAF Forwarder

Recommended Action If the failure is due to lack of memory, then check the size of free memory to ensure there is enough memory to run SAF service. If the failure is due to invalid AS or vrouter name, check the values configured in the client with those of the Forwarder. If the error is due to mismatch between client and forwarder, then undo the current operation and retry.

Error Message

%UC_SAF-3-COMM_INT_ERR: Internal error occurred: [chars]

Explanation Unavailable

Recommended Action If the error is due to lack of memory check the size of free memory to ensure that there is enough to run SAF service

Error Message

%UC_SAF-3-COMM_NOTIFY_ERR: [chars] for operation [chars] on instance [[int].[int].[int].[int]] sub-service [[dec]] for client [[chars]] on channel [[dec]]

Explanation An error has occurred while acting upon a notification from SAF Forwarder.

Recommended Action If the failure is due to lack of memory, then check the size of free memory to ensure there is enough memory to run SAF service. If the error is due to invalid data received in the SAF advertisement, turn on error debugs and re-publish the service from the specified instance. Based on the information in the error debugs, check and correct the configuration on the remote publisher.

Error Message

%UC_SAF-3-COMM_OUTOFSYNC_ERR: [chars] error occurred with client [[chars]] on channel [[dec]]

Explanation The COMM process is out of sync with the client.

Recommended Action Disable or delete the channel and retry the operation. If that does not help, then shutdown and restart the client's SAF service.

Error Message

%UC_SAF-3-VSAF_CLIENT_COMM_QUEUE_ERROR: Unable to enqueue uc-comm event [chars] ([dec]) to process watched queue

Explanation An event to lower layer was dropped because it could not be added to the queue, most likely due to system's memory constraints. This may sometimes result in data and state inconsistencies across one or more modules or even nodes. Say in the case of publish the other nodes in the network who has subscribed to the service on this router may not get the latest advertised service data.

Recommended Action Check the size of free memory to ensure that there is enough memory. Manually execute publish command when the memory conditions on the router improves to ensure the latest profile is advertised to other subscribed nodes.

Error Message

%UC_SAF-3-VSAF_CLIENT_INSV_ERR: Could not bring voice saf client in service

Explanation Failed to instantiate client abstraction or, initialization or registration with other support modules has failed while the voice service saf command was executed.

Recommended Action Check the size of free memory to ensure that there is enough memory to run SAF service.

Error Message

%UC_SAF-3-VSAF_CLIENT_PROCESS_CONTROL_ERR: Client process event loop detected - [chars]

Explanation An invalid state or unexpected events was detected at the client manager process 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%UC_SAF-3-VSAF_CLIENT_SUBS_NOTIFICATION_ERROR: Error while adding or updating subscription notification from instance [dec]:[int].[int].[int].[int]

Explanation A subscription notification that was received from the specified instance could not be added in the database. This could be because none of the advertised patterns were found to be valid or trunk-route parameters were invalid or the SAF DN database was already full.

Recommended Action If the error is due to invalid advertisement, turn on error debugs and re-publish the specified instance. Based on the error logs check and correct the configuration on the remote publisher.

Error Message

%UC_SAF-3-VSAF_CLIENT_TASK_BAG_ERROR: Error while performing task bag [chars] corresponding to task event [dec] job.

Explanation A transient object that carries task parameters could not be instantiated or is corrupted. This may result in improper execution of the associated task which in turn can affect the ongoing operation.

Recommended Action Check the size of free memory to ensure that there is enough memory.

Error Message

%UC_SAF-3-VSAF_CLIENT_TASK_QUEUE_ERROR: Unable to enqueue task event [chars] ([dec]) to process watched queue

Explanation An internal event was dropped because it could not be added to the queue, most likely due to system's memory constraints. This may result in internal data structures to get into undeterministic state.

Recommended Action Check the size of free memory to ensure that there is enough memory.

Error Message

%UC_SAF-6-COMM_CHANNEL_UNREG: [chars] for client [[chars]] on channel [[dec]] could not be completed because channel was unregistered

Explanation The most likely reason could be that the forwarder sent registration notification message to UC SAF COMM process which causes the channel to be unregistered. Any messages from VSAF client in the interim for that channel will fail

Recommended Action Take the necessary steps to re-instate the vrouter configurations. Then enter shut command followed by no shut command on VSAF channel CLI.

Error Message

%UC_SAF-6-VSAF_CHANNEL_REGISTER: Client channel id [dec] is [chars]

Explanation This message indicates the configured Voice SAF operational state.

Recommended Action If the channel went down unintentionally it is probably due to misconfiguration resulting in error. Check if the configured channel arguments matches those under router eigrp command level. Enter shut and then no shut under the channel to reset the Voice SAF channel operations.

Error Message

%UC_SAF-6-VSAF_SERVICE_PUBLISH_INVALID_PROFILE: Attempted publish of service [chars] ([dec]) with tag [dec] failed due to invalid profile.

Explanation The user or system triggered service advertisement failed due to the detection of invalid or incomplete profile.

Recommended Action Check for the completeness of the service profile constructs. Check the status of the interfaces used under the trunk-route profile session parameters.

Error Message

%UC_SAF-6-VSAF_SERVICE_WITHDRAWN_INVALID_PROFILE: Service [chars] ([dec]) with inst-id has been withdrawn due to invalid profile [dec] detection.

Explanation The withdrawal of service was triggered due to change in state of the configured profile.

Recommended Action If the service was unintentionally withdrawn, it was probably due to certain critical parameters missing in the profile or if the state of the hardware used in the profile is down. For example, IP interface state used in the trunk-route is down. Verify and re-enter the publish command from the global configuration or privileged EXEC mode.

UDLD Messages

Error Message

%UDLD-3-UDLD_IDB_ERROR: UDLD error handling [chars] interface: [chars]

Explanation A software error has occurred in UDLD processing associated with the interface specified in the error message.

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

%UDLD-3-UDLD_INTERNAL_ERROR: UDLD internal error: [chars]

Explanation A software sanity check has failed in the course of UDLD processing.

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

%UDLD-3-UDLD_INTERNAL_IF_ERROR: UDLD internal error, interface [chars]: [chars]

Explanation A software sanity check has failed in the course of UDLD processing.

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

%UDLD-4-UDLD_ONEWAYPATH: UDLD detected one-way path on interface [chars] with port [chars], device [chars]

Explanation A one-way path was detected on the specified interface. This condition is most likely caused by either a failed interface hardware or a cable misconfiguration.

Recommended Action Investigate the causes of the problem by checking the interface hardware and cables. 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

%UDLD-4-UDLD_PORT_DISABLED: UDLD disabled interface [chars], [chars] detected

Explanation An interface was disabled because the UDLD protocol detected the cause specified in the error message on the interface specified in the error message. The cause is likely due to failed interface hardware or a cable misconfiguration.

Recommended Action Investigate the cause of this condition. 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

%UDLD-6-UDLD_PORT_RESET: UDLD reset interface [chars]

Explanation A port that had been disabled for UDLD has been reset.

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

%UDLD-SP-4-UDLD_PORT_DISABLED: UDLD disabled interface [chars], [chars] detected

Explanation An interface has been disabled because the UDLD detected the cause indicated on the interface. Cause is likely due to bad interface hardware or cable misconfiguration.

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

UDP Messages

Error Message

%UDP-7-GLEAN_DISABLED: ARP glean from UDP has been disabled.

Explanation The ARP glean from UDP has been disabled.

Recommended Action If you want ARP glean from UDP, do ip arp glean udp.

Error Message

%UDP-7-NO_OUTINTF: No output interface, for pkts received on %s, forwarding from %i to %i

Explanation Output interface is NULL while forwarding UDP packets

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

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

Error Message

```
%UFAST_MCAST_SW-3-PROC_START_ERROR: No process available for transmitting
UplinkFast packets.
```

Explanation A process could not be created for transmitting UplinkFast packets.

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

UFAST Messages

Error Message

```
%UFAST_MCAST_SW-4-MEM_NOT_AVAILABLE: No memory is available for transmitting
UplinkFast packets on
Vlan [dec].
```

Explanation Low memory is keeping the UplinkFast packets from being transmitted on the specified VLAN.

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

UG Messages

Error Message

```
%UG-6-MEMBERSHIP: [chars] | INTERFACE=[chars] | USERGROUP=[chars] | STATUS=[chars]
```

Explanation This messages indicates the establishment, change or termination of usergroup membership.

Recommended Action Informational message only. No action is required.

Error Message

%UIPEER--INVALID_DEBUG_MESSAGE: The peer process was unable to process an incoming message for 'debug all' from the shell-manager

Explanation When the '[no] debug all' command is issued, the shell-manager will broadcast a message to all of its peers notifying them of the request. If the message has been corrupted or somehow incorrectly created then the peer will be unable to determine the operation.

Recommended Action UNAVAILABLE

Error Message

%UIPEER--INVALID_EPOCH_MESSAGE: The peer process was unable to process an incoming epoch update message from the shell-manager

Explanation When the shell-manager detects that a new tdl epoch is available, it will broadcast a message to all of its peers notifying them of the change. If the message has been corrupted or somehow incorrectly created then the peer will be unable to determine the id of the new epoch and so will be unable to accept or reject it. In this case the peer will reject the proposed epoch.

Recommended Action UNAVAILABLE

Error Message

%UIPEER--INVALID_HOSTINFO_MESSAGE: ion such as the configured hostname changes, shell-manager will broadcast a message to all of its peers notifying them of the change. If the message has been corrupted or somehow incorrectly created then the peer will be unable to determine the operation.

Recommended Action UNAVAILABLE

Error Message

%UIPEER--NO_PEER: ion must both use the same or a compatible API version

Explanation A process was attempting to communicate with the shell-manager daemon via the integrated uiper component. However at the time the attempt was being made a peer instance could not be found.

Recommended Action UNAVAILABLE

UNICAST_FLOOD Messages

Error Message

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

Explanation A host is flapping between ports.

Recommended Action Check to see why the host is sending traffic to an unknown unicast destination.

Error Message

%UNICAST_FLOOD-4-FILTER_TABLE_FULL: The filter table is full

Explanation Too many floods to unknown destinations have been detected.

Recommended Action Check to see why the network has so many hosts that are sending traffic to unknown unicast destinations.

Error Message

%UNICAST_FLOOD-5-FILTER_INSTALLED: Filter for host [enet] has been installed. It will be removed in [dec] minute(s)

Explanation A host is flooding to an unknown destination. A filter has been installed as requested by the user.

Recommended Action Unavailable.

UNIX Messages

Error Message

%UNIX-1-SYSABORT: System aborted

Explanation The system has aborted.

- Record the output from the following commands, contact your Cisco technical support representative, and provide the representative with the gathered information. ;show proc mem (Enter this command twice.)
- show memory
- show buffers
- show version
- show running-config.

UNIXLC_SPA Messages

Error Message

%UNIXLC_SPA-3-C2W_MAIN_INIT_FAIL: Failed to initialize SPA main c2w bus for subslot [dec] (status = [dec])

Explanation The SPA driver is not able to initialize SPA main c2w. This indicates a hardware error.

Recommended Action No action is required.

Error Message

```
%UNIXLC_SPA-3-CMDNOINT: HWIDB Null for command [dec], port [hex]
```

Explanation The Route Processor passed down a port number that is unknown on the carrier card.

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

```
%UNIXLC_SPA-3-DEVICE_ERROR: subSlot [dec], spatype [hex]. Device error: [chars]
```

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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%UNIXLC_SPA-3-EFC_CHAN_ERR: EFC error - interface [chars], vc [dec], anyphy [dec],  
err_code [dec] : [chars]
```

Explanation Failed to configure efc channel/parameters.

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

Error Message

%UNIXLC_SPA-3-EFC_FC_MAP_FAIL: Failed to update EFC flow control identifier for interface [chars] (status = [dec])

Explanation The SPA driver is not able to update the datapath EFC flow control identifier for the interface specified in the message. This indicates a hardware error.

Recommended Action No action is required.

Error Message

%UNIXLC_SPA-3-EFC_PROV_FAIL: Failed to provision EFC for interface [chars] (status = [dec])

Explanation The SPA driver is not able to provision EFC for the interface specified in the message. This indicates a hardware error.

Recommended Action No action is required.

Error Message

%UNIXLC_SPA-3-EFC_UNPROV_FAIL: Failed to unprovision EFC for VC [chars] (status = [dec])

Explanation The SPA driver is not able to unprovision EFC for the interface specified in the message. This indicates a hardware error.

Recommended Action No action is required.

Error Message

%UNIXLC_SPA-3-FCI_NOT_SET: Bay [dec] - 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%UNIXLC_SPA-3-HWIDB_FAILURE: Creation: port [dec] vc [dec]

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/tac>. With some messages, these tools and utilities will supply clarifying

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

Error Message

%UNIXLC_SPA-3-INVALID_ANYPHY: Bay [dec] - Invalid anyphy number [int] for vc [dec]

Explanation Interface has invalid anyphy number

Recommended Action Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-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

%UNIXLC_SPA-3-INVALID_IF: Attempted to access HWIDB for port [int] on slot [dec] subSlot [dec]

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

Error Message

%UNIXLC_SPA-3-ISR_RC_ERROR: ISR return code out of range. rc=[dec]

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

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

Error Message

```
%UNIXLC_SPA-3-LINKREC_ERROR: Link record error - Bay [dec] vc [dec], error code [dec]
```

Explanation An error has been encountered while processing the link record structure.

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

Error Message

```
%UNIXLC_SPA-3-MESSAGE_ERROR: Bay [dec]: [chars]
```

Explanation An unexpected error has occurred.

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

Error Message

```
%UNIXLC_SPA-3-NETCLK_FAIL: Failed to [chars] SPA reference clock on [chars]
```

Explanation The SPA driver is not able to correctly configure the SPA reference clock on the specified interface. This indicates a hardware error.

Recommended Action No action is required.

Error Message

```
%UNIXLC_SPA-3-NULL_SPA_BAY:
```

Explanation Pointer to object for bay [dec] is NULL.

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

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

%UNIXLC_SPA-3-POWER: Bay [dec] 12V power is [chars]

Explanation This message indicates the SPA 12V power fault.

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

Error Message

%UNIXLC_SPA-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

%UNIXLC_SPA-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

%UNIXLC_SPA-3-SPA_CTRL_EFC_CONFIG_FAILURE: Subslot, spa controller EFC configuration failure, error [dec]

Explanation Failed to configure SPA controller EFC.

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

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

Error Message

%UNIXLC_SPA-3-SPA_CTRL_INIT_FAILURE: Subslot [dec], spa controller initialisation failure, error [dec]

Explanation Failed to initialize SPA controller.

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

Error Message

%UNIXLC_SPA-3-SPI4_CONFIG_FAILURE: Bay [dec], spi4 configuration failure, error [dec]

Explanation Failed to configure the SPI4 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%UNIXLC_SPA-3-SPI4_INIT_FAILURE: Bay [dec] initialization failure

Explanation Failed to create the SPI4 subblock.

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

Error Message

%UNIXLC_SPA-3-UNIXIPCALLOCFAIL: Failed to allocate Common IPC buffer [chars]

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

Recommended Action The following are the UNIXRP_SPA messages.

Error Message

%UNIXLC_SPA-4-MAX_BANDWIDTH: Total SPA bandwidth exceeds line card capacity of [int] Mbps

Explanation The total bandwidth of SPAs exceeds the rated capacity of this line card.

Recommended Action Refer to the line card guidelines for the maximum allowed aggregated SPA bandwidth for the line card.

Error Message

%UNIXLC_SPA-4-MAX_BANDWIDTH_NS: Total SPA bandwidth exceeds line card capacity, full utilization of installed SPA interfaces is not supported

Explanation The total bandwidth of SPAs exceeds the rated capacity of this line card.

Recommended Action Refer to the line card guidelines for the maximum allowed aggregated SPA bandwidth for the line card

Error Message

%UNIXLC_SPA-4-SPABUS: Subslot [dec], [chars] SPA BUS access failed. timeout=[int] err=[int] par=[int] err_c=[hex] addr=[hex] data =[hex]

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

Error Message

%UNIXLC_SPA-4-SPABUS2: Subslot [dec] SPA BUS access failed. No SPA present error

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

UNIXRP Messages

Error Message

%UNIXRP-3-CARDERR: %s

Explanation An IPC card has registered itself to the IPC master twice. The card malfunctioned and its IPC is not active.

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

Error Message

%UNIXRP-3-IPCERR: %s (%u)

Explanation IPC slot error

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

Error Message

%UNIXRP-3-SEATERR: %s %u (%s)

Explanation Failed to create IPC seat for line card

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

Error Message

%UNIXRP_SPA-3-CI_UPDATE_FAIL: Failed to update connection identifier for interface [chars]

Explanation The SPA driver is not able to update the datapath connection identifier for the interface specified in the message. This indicates a software error.

Recommended Action No action is required.

Error Message

%UNIXRP_SPA-3-DPIDX_LKUP_FAIL: Failed to retrieve datapath identifier for interface [chars]

Explanation The SPA driver is not able to retrieve the datapath identifier for the interface specified in the message. This indicates a software error.

Recommended Action No action is required.

Error Message

%UNIXRP_SPA-3-FLOWID_ALLOC_FAIL: Failed to allocate a flow control identifier for interface [chars]

Explanation The SPA driver is not able to allocate the datapath flow control identifier for the interface specified in the message. This indicates a software error.

Recommended Action No action is required.

Error Message

%UNIXRP_SPA-3-FLOWID_RELEASE_FAIL: Failed to release a flow control identifier for interface [chars] (status = [dec])

Explanation The SPA driver is not able to release the datapath flow control identifier for the interface specified in the message. This indicates a software error.

Recommended Action No action is required.

Error Message

```
%UNIXRP_SPA-3-HWIDB_FAILURE: Creation: slot [dec] subSlot [dec] port [dec] vc [dec]
```

Explanation Failed to create an interface 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%UNIXRP_SPA-3-HWIDB_INIT_FAIL: Failed to initialize data structure for SPA port [dec] / [dec] / [dec]
```

Explanation A SPA driver was not able to properly initialize a data structure mentioned in the message. This indicates a software error.

Recommended Action No action is required.

Error Message

```
%UNIXRP_SPA-3-INVALID_PORT_NUM: slot=[dec] port=[dec], hwidbType=[hex], max_port_num=[dec], LCtype=[hex]
```

Explanation The port number is out of range.

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

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

Explanation The RP failed to allocate a buffer for communication with a SPA

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

Error Message

%UNIXRP_SPA-3-MAX_SPA: Power to IPSEC-SPA-2G in [chars] is denied because it has exceeded the number allowed([dec])

Explanation The number of IPSEC-SPA-2G in a chassis is limited. This message is displayed when the number of IPSEC-SPA-2G in the chassis has exceeded this limit.

Recommended Action Use only the number of supported IPSEC-SPA-2G.

Error Message

%UNIXRP_SPA-3-NO_HOST_INFO: slot [dec] subSlot [dec], spaType [hex]

Explanation Failed to get information about the host linecard.

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

Error Message

%UNIXRP_SPA-3-NULL_DATA_STRUCTURE: NULL

Explanation A SPA driver is not able to retrieve the data structure mentioned in the message. This indicates a software error.

Recommended Action No action is required.

Error Message

```
%UNIXRP_SPA-3-NULL_HWIDB_SPA_BAY_PORT: HWIDB not found: slot [dec], bay [dec],  
port [dec]
```

Explanation A NULL HWIDB is encountered

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

```
%UNIXRP_SPA-3-NULL_SPA_BAY:
```

Explanation The pointer to object for slot [dec], bay [dec] is NULL.

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

```
%UNIXRP_SPA-3-SPA_NO_HOST_INFO: slot [dec] subSlot [dec], PID [chars]
```

Explanation Failed to get information about the host line card.

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

%UNIXRSP_SPA-3-VC_PROV_FAIL: Failed to provision interface [chars]

Explanation The SPA driver is not able to provision the interface specified in the message. Verify that the SPA hardware is not provisioned above the supported limit. Otherwise, this indicates a hardware error.

Recommended Action No action is required.

Error Message

%UNIXRSP_SPA-4-SPA_CMD_NO_RESP: [chars]: No response for interface configuration command [int]

Explanation A timeout has occurred while the RP was waiting for a response from line card. This may happen due to line card CPU being too busy to respond to the command.

Recommended Action No action is required.

Error Message

%UNIXRSP_SPA-4-SPA_RESP_CMD_MISMATCH: [chars]: Expecting response to interface configuration command [int] but received response to command [int].

Explanation An internal synchronization error has occurred while configuring the interface. The configuration may not have succeeded.

Recommended Action Check that the running configuration for the interface is correct. If this message occurred on the standby, try reloading the standby to ensure that its configuration is in sync. 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%UNIXRSP_SPA-6-CARDRELOAD: Module [int] reload due to SPA insert in [int]/[int].

Explanation The card is reset, when inserting a SPA on this carrier card.

Recommended Action No action is required.

UNIX_SPA Messages

The following are the UNIX_SPA messages.

Error Message

```
%UNIX_SPA-3-CREATION_FAILURE: slot=[dec] subslot=[dec], spa_type=[hex],
lc_type=[hex].
```

Explanation The system failed to create a SPA 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

```
%UNIX_SPA-3-DIAG_CONFIG: [chars] did not complete [dec]/[dec]
```

Explanation An error has occurred during the diagnostic test.

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

Error Message

```
%UNIX_SPA-3-INVALID_DATA_INSTANCE: interface type [chars], slot [dec] port [dec]
vc [dec] : [chars]
```

Explanation Data required to support the interface is not available.

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

```
%UNIX_SPA-3-INVALID_IF_INDEX: index= [dec], spaType=[hex], slot [dec] subSlot [dec] slotunit [dec] vc [dec]
```

Explanation Index for the interface is not valid.

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

```
%UNIX_SPA-3-INVALID_INDX_RANGE: index1= [dec], index2= [dec], maxIndex= [dec]
```

Explanation An invalid index range has been specified.

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

```
%UNIX_SPA-3-INVALID_SLOTUNIT_NUM: cardwide-port = [dec], max cardwide-port = [dec]
```

Explanation An invalid cardwide-port number has been specified.

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

```
%UNIX_SPA-3-INVALID_SLOT_NUM: slot= [dec], max slot = [dec]
```

Explanation An invalid slot number has been specified.

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

```
%UNIX_SPA-3-IPC_FAILURE: IPC failure while [chars]
```

Explanation An error has occurred while preparing or sending an IPC message.

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

```
%UNIX_SPA-3-MEM_ALLOC_ERROR: [chars]
```

Explanation Memory allocation error.

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

Error Message

%UNIX_SPA-3-NULL_HWIDB: [chars] called with NULL hwidb

Explanation A NULL HWIDB has been encountered.

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

%UNIX_SPA-3-NULL_SPA_PTR:

Explanation A pointer to a SPA object is NULL.

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

%UNIX_SPA-3-NULL_VFT: [chars] virtual function table is not initialized.
spaType=[hex]

Explanation A required function table is not initialized.

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

%UNIX_SPA-3-NULL_VFUNC: [chars] vector is not initialized. spaType=[hex]

Explanation A required function vector is not initialized.

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

%UNIX_SPA-3-POWER_CYCLE: [chars] occurred on Shared Port Adapter [int]/[int]

Explanation An error has occurred which will cause the Shared Port Adapter to be power cycled.

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

Error Message

%UNIX_SPA-3-SENDCFGFAIL: Failed to send configuration for [chars] to carrier-card for subslot=[dec]/[dec]

Explanation Sending configuration has failed.

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

```
%UNIX_SPA-3-SPA_CREATION_FAILURE: slot=[dec] subslot=[dec], PID=[chars]
lc_type=[hex] .
```

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

```
%UNIX_SPA-3-SPA_SB_CREATION_FAILURE: Failed to create SPA SB
```

Explanation Failed to create a SPA subblock.

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

Error Message

```
%UNIX_SPA-3-UNSUPPORTED_DATA: Data conversion error ([chars], [hex])
```

Explanation An internal software error has occurred when converting the data specified in the message from one representation to another. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

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.

UPCONV Messages

The following are CMTS Upconverter error and log messages.

Error Message

```
%UPCONV-3-ALARM: interface [chars] upconverter alarm [chars]
```

Explanation An alarm is reported by the upconverter.

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

Error Message

```
%UPCONV-3-BAD: interface [chars] Cannot initialize upconverter
```

Explanation Could not initialize the upconverter.

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

Error Message

```
%UPCONV-3-I2CERROR: Upconverter I2C error. Reg [hex], [chars]
```

Explanation An Error has occurred while communicating with the upconverter.

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

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

Error Message

%UPCONV-5-DSFREQ: interface [chars] Downstream frequency set to [dec].[dec] Mhz

Explanation Upconverter RF output frequency has changed.

Recommended Action No action is required.

Error Message

%UPCONV-5-DSPOWER: interface [chars] Downstream RF power set to [dec].[dec] dBmV

Explanation Upconverter RF output power has changed.

Recommended Action No action is required.

Error Message

%UPCONV-5-DSPOWER_RANGE: Warning: Unsupported upconverter output power on interface [chars]. Supported range is between 50 and 61dBmV.

Explanation Upstream RF output power outside acceptable level.

Recommended Action No action is required. USBFLASH Messages

Recommended Action The following are USB flash device messages.

Error Message

%UPCONV-5-NOUPCONV: interface [chars] does not have integrated upconverter

Explanation Interface does not have an upconverter.

Recommended Action No action is required.

Error Message

%UPCONV-5-UPDOWN: interface [chars] upconverter output changed to [chars]

Explanation Upconverter output status has changed.

Recommended Action No action is required.

UPGRADE Messages

Error Message

%UPGRADE-3-ROMMON_UPD_FAIL: ROM monitor upgrade in ROM [dec] failed.

Explanation Currently running ROM monitor from ROM 0 due to a failure or user termination that has occurred in the previous attempt to boot up from a first-time image in the writable ROM. This automatically sets ROM monitor image in ROM 0 as the default.

Recommended Action After downloading a new ROM monitor image to the upgradeable ROM, you must reload IOS for the new ROM monitor image to take effect. The first time a new ROM monitor image is loaded, you must allow the system to boot up IOS before doing any resets or power cycling. If the ROM monitor loading process is interrupted, the system interprets this as a boot up failure of the new ROM monitor image and reverts the ROM monitor back to the golden ROMmon image in ROM 0. Re-download the ROM monitor image to the upgradeable ROM and start the ROM monitor upgrade process again. If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%UPGRADE-4-ROMMON_UPD_TERMINATE: ROM monitor upgrade in ROM [dec] terminated.

Explanation ROM monitor upgrade process was terminated by the user. The user had terminated the IOS boot up process from a first-time image in the upgradeable ROM. This causes the verification process of this new ROM monitor to fail. This automatically sets the ROM monitor image to be INVALID.

Recommended Action After downloading a new ROM monitor image to the upgradeable ROM, you must reload IOS for the new ROM monitor image to take effect. The first time a new ROM monitor image is loaded, you must allow the system to boot up IOS before doing any resets or power cycling. If the ROM monitor loading process is interrupted, the system interprets this as a boot up failure of the new ROM monitor image. Re-download the ROM monitor image to the upgradeable ROM and start the ROM monitor upgrade process again. If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%UPGRADE-6-ROMMON_UPD_DONE: ROM monitor upgrade in ROM [dec] successful.

Explanation ROM monitor upgrade has been successfully performed.

Recommended Action No action is required.

UPS Messages

The following are the uninterruptible power supply messages.

Error Message

%UPS-3-AC_FAIL: System detected Uninterrupted Power Supply AC power failure.

Explanation An AC power failure has occurred in the UPS. The battery is active.

Recommended Action Check the AC plug.

Error Message

%UPS-3-AC_OK: AC power to the Uninterrupted Power Supply is back to normal.

Explanation The UPS is now back to using AC power.

Recommended Action No action is required.

Error Message

%UPS-3-AUX_LOW: System detected Uninterrupted Power Supply warning: auxiliary battery power is low.

Explanation The auxiliary battery power in the UPS is low.

Recommended Action Recharge the battery.

Error Message

%UPS-3-AUX_MISSING: System detected Uninterrupted Power Supply failure: auxiliary battery is missing.

Explanation The auxiliary battery is missing.

Recommended Action Insert an auxiliary battery into the UPS.

Error Message

%UPS-3-AUX_OK: Auxiliary battery OK.

Explanation The error condition for the auxiliary battery has been fixed.

Recommended Action No action is required.

Error Message

%UPS-3-AUX_REPL: System detected Uninterrupted Power Supply failure: auxiliary battery is defective and needs to be replaced.

Explanation The auxiliary battery has to be replaced.

Recommended Action Replace the auxiliary battery.

Error Message

%UPS-3-BATTERY_LOW: System detected Uninterrupted Power Supply warning: battery power is low.

Explanation The battery power in the UPS is low.

Recommended Action Recharge the battery.

Error Message

%UPS-3-BATTERY_MISSING: System detected Uninterrupted Power Supply failure: battery is missing.

Explanation The battery in the UPS is missing.

Recommended Action Install the battery.

Error Message

%UPS-3-BATTERY_OK: Battery OK.

Explanation The error condition for the battery has been fixed.

Recommended Action No action is required.

Error Message

%UPS-3-BATTERY_REPL: System detected Uninterrupted Power Supply's failure: battery needs to be replaced.

Explanation The battery is defective and has to be replaced.

Recommended Action Replace the main battery.

URLF Messages

The following are URL filtering subsystem messages.

Error Message

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

Explanation Connections to all the URL filter servers are down. If allow mode is set to '"on,"' the router will pass all the HTTP traffic; otherwise it will drop the HTTP traffic and close the TCP connection.

Recommended Action The network administrator can possibly check whether the URL filter server (such as those available from WebSense or N2H2) is down and restart it, if required. If the filter server still does not work, the administrator may have to install a URL filter server on another system and configure the same URL filter server on the router.

Error Message

%URLF-3-ENTER_ALLOW_MODE: [chars], the router is entering allow mode.

Explanation This messages indicates that connection to all the URL filter servers are down, or subscription for URLF service is expired, or URLF server is having service failure. If allow mode is 'on' the router will pass all the http traffic, otherwise it will drop the http traffic and close the TCP connection.

Recommended Action The network administrator can possibly check whether the URL filter server (WebSense/N2H2/trend) is down, or whether the URLF subscription is expired.

Error Message

%URLF-3-MAX_REQ: The number of pending request exceeds the maximum limit [dec]

Explanation The number of requests pending in the router for URL authentication from the URL filter server has exceeded the maximum limit. The HTTP request will be dropped.

Recommended Action No action is required.

Error Message

%URLF-3-RESOURCE_ALLOC_FAILED: The resource allocation failed for URL filter subsystem

Explanation The URLF feature is not able to allocate memory for various data structures.

Recommended Action Reduce other system activity, such as disabling unused features, to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

Error Message

%URLF-3-SERVER_DOWN: Connection to the URL filter server [IP_address] is down

Explanation A connection between the router and a URL filter server is down. If more than one servers are configured, the router will make use of other servers for URL authentication, otherwise it will check whether the allow mode is set to "on" or "off". If allow mode is set to "on", the router will pass all the packets; otherwise it will drop all the packets and close the TCP connection.

Recommended Action The network administrator can possibly check whether the URL filter server (WebSense/N2H2) is down and restart it, if required. If the filter server still does not work, the administrator may have to install a URL filter server on another system and configure the same URL filter server on the router.

Error Message

%URLF-3-URL_TOO_LONG: URL sent from [IP_address] is too long (more than [dec] bytes), possibly a fake packet?

Explanation The URL parsed from the HTTP GET request is too long. This packet could be a fake packet, so the packet will be dropped.

Recommended Action Make a note of the IP address of the sender of the packet; this packet could be a fake sent by attackers. UTIL Messages

Recommended Action The following are utility messages.

Error Message

%URLF-4-SITE_BLOCKED: Access denied for the site '[chars]', client [IP_address]:[dec] server [IP_address]:[dec]

Explanation All underlying URLs of the specified domain are blocked. A user has made an attempt to browse a forbidden site.

Recommended Action No action is required.

Error Message

%URLF-4-URL_BLOCKED: Access denied URL '[chars]', client [IP_address]:[dec] server [IP_address]:[dec]

Explanation Access to the requested URL has been denied and the corresponding TCP connection is closed. A user has made an attempt to browse a forbidden site.

Recommended Action No action is required.

Error Message

%URLF-5-LEAVE_ALLOW_MODE: Connection to an URL filter server is made, or subscription for URLF service is renewed. The router is returning from ALLOW MODE

Explanation This message indicates that connection between router and a URL filter server is up, or subscription for URLF service is renewed. System is leaving allow mode.

Recommended Action Informational message only.

Error Message

%URLF-5-SERVER_UP: Connection to an URL filter server([IP_address]) is made, the router is returning from ALLOW MODE

Explanation At least one connection is up between the router and a URL filter server. The system is exiting "allow" mode.

Recommended Action No action is required.

Error Message

%URLF-6-SITE_ALLOWED: Client [IP_address]:[dec] accessed server [IP_address]:[dec]

Explanation All URLs belonging to the server are allowed to be passed without URL filter server authentication.

Recommended Action No action is required. This is an informational message that can be used to keep track of the number of GET request that are sent from the client to the server.

Error Message

%URLF-6-URL_ALLOWED: Access allowed for URL '[chars]', client [IP_address]:[dec] server [IP_address]:[dec]

Explanation The HTTP GET request sent from the client is allowed to be transmitted to the HTTP server.

Recommended Action No action is required. This is an informational message only.

USBFLASH Messages

Error Message

%USBFLASH-3-DEVOPEN: [chars] [chars]

Explanation An application handle for the usb flash could not be retrieved.

Recommended Action Search Bug Toolkit on the Cisco web site for bugs related to your version of software. If you do not find an existing bug, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided

at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. Also provide the output of the **show version** and **show running** commands.

Error Message

%USBFLASH-3-DEVSTARTSTOP: [chars] [chars]

Explanation The usb flash device could not be stopped and restarted.

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

Error Message

%USBFLASH-3-IFSCREATE: [chars] [chars]

Explanation The usb flash device could not be registered with the internal file system.

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

Error Message

%USBFLASH-4-FORMAT: [chars] [chars]

Explanation The USB flash device does not have a recognizable format. There are unexpected values in the partition table or boot sector. This device needs formatting in the router before use.

Recommended Action Follow any instructions provided in the error message before storing any file to this USB flash device.

Error Message

%USBFLASH-5-CHANGE: [chars] [chars]

Explanation A USB device has been inserted or removed.

Recommended Action No action is required.

Error Message

%USBFLASH-5-DIBERR: USB Flash device [chars] [chars]

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

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

USB Console Messages

Error Message

%USB_CONSOLE-3-APP_I2C_READ: Application read error

Explanation The I2C read has failed.

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

Error Message

%USB_CONSOLE-3-APP_I2C_WRITE: Application write error

Explanation The I2C write has failed.

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

Error Message

%USB_CONSOLE-3-BOOTLOADER_KEY: Bootloader communication key error.

Explanation The record transferred over I2C did not contain the required prefix string key. The USB Console will not be functional without a successful download.

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

Error Message

%USB_CONSOLE-3-COMM_CHECKSUM: Communication checksum error.

Explanation The record transferred over I2C has failed the integrity check. USB Console will not be functional without a successful download.

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

Error Message

%USB_CONSOLE-3-CREATE_DNLD: Unable to create process to download

Explanation The download is handled by a background process, which could not be started.

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

Error Message

%USB_CONSOLE-3-FIRMWARE_I2C_READ: Download read error.

Explanation The I2C read of the record acknowledgement failed. The USB Console will not be functional without successful download.

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

Error Message

%USB_CONSOLE-3-FIRMWARE_I2C_WRITE: Download write error.

Explanation The I2C write of the record has failed. The USB Console will not be functional without successful download.

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

Error Message

%USB_CONSOLE-3-FIRMWARE_RECORD_MAX: Download record limit exceeded.

Explanation The firmware image contains an unexpectedly large number of records. The USB console will not be functional without successful download.

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

Error Message

%USB_CONSOLE-3-FLASH_CHECKSUM: Firmware checksum error.

Explanation The image saved to flash has failed the checksum test. The USB console will not be functional without successful download.

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

Error Message

%USB_CONSOLE-3-FLASH_PROTECTION: Firmware protection error.

Explanation Writing the record to the flash has failed. The USB console will not be functional without successful download.

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

Error Message

%USB_CONSOLE-3-IMAGE_VERIFY: Unsuccessful in verifying the console firmware image.

Explanation The downloaded firmware has failed integrity checks. The USB console will not be functional without successful download.

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

Error Message

%USB_CONSOLE-3-INVALID_CMD: Communication command error.

Explanation The record sent over I2C did not contain a valid command code. The USB console will not be functional without a successful download.

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

Error Message

%USB_CONSOLE-3-NO_DNLD: Firmware download failed

Explanation The USB console firmware download has failed. There will be no USB console connectivity.

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

Error Message

%USB_CONSOLE-5-RUNNING_DNLD: Firmware download already in progress

Explanation Only one download may be running at a time.

Recommended Action Wait for the original download to complete and print a status message.
USBFLASH Messages

Recommended Action The following are USB Flash device messages.

Error Message

%USB_CONSOLE-6-CHANGE_TYPE: Console media-type RJ45 is in effect

Explanation The console media-type is in effect.

Recommended Action No action is required.

Error Message

%USB_CONSOLE-6-OK_DNLD: Firmware download successful

Explanation The download is successful.

Recommended Action No action is required.

USB_HOST_STACK Messages

Error Message

%USB_HOST_STACK-2-USB_NO_MEMORY: Memory allocation failure: [chars].

Explanation Unable to allocate memory for USB stack structures.

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

Error Message

%USB_HOST_STACK-3-USB_FLASH_READY_TEST_FAILED: USB flash failed to pass 'Ready' test.

Explanation The USB Flash memory failed diagnostic testing. The Flash memory could not enter the Ready state and was not registered in the file system.

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

Error Message

%USB_HOST_STACK-5-USB_ENUM_FAIL_ADDRFULL: Failed to enumerate a USB device as the address pool is full.

Explanation The USB address pool is full.

Recommended Action The number of inserted devices might have exceeded the platform limit. Remove the other devices that are not in use. Then remove and insert this device again.

Error Message

%USB_HOST_STACK-5-USB_ENUM_FAIL_GETDESCR: Failed to enumerate a USB device as not able to read the device's description.

Explanation Unable to read Device descriptor information from the device.

Recommended Action The device may be faulty.

Error Message

%USB_HOST_STACK-5-USB_ENUM_FAIL_NOPOWER: Failed to enumerate a USB device as the device's power requirement([dec] mA) is more than the available port power([dec] mA)

Explanation The device's power requirement exceeds the available port power.

Recommended Action Refer to platform specific documents on the maximum power provided on USB ports.

Error Message

%USB_HOST_STACK-5-USB_ENUM_FAIL_SETADDR: Failed to enumerate a USB device as not able to do set device's address.

Explanation The setting of USB address to the device failed.

Recommended Action The device may be faulty.

Error Message

%USB_HOST_STACK-5-USB_ENUM_UNSUPPORTED_DEVICE: Unsupported device inserted. Host id [dec], Device Addr [dec].

Explanation The device is not supported on the platform or image.

Recommended Action This device is not supported. Enter the **show usb device** command to view the device information. Check the image to determine if the image supports the device.

Error Message

%USB_HOST_STACK-5-USB_HCDRES: [chars].

Explanation All the error for HCD resources like semaphore, queue can be used.

Recommended Action No action is required.

Error Message

%USB_HOST_STACK-5-USB_NO_HUB_SUPPORT: USB Hub is not supported.

Explanation USB Hub is not supported on the platform.

Recommended Action Do not use USB Hub since it is not a supported device.

Error Message

%USB_HOST_STACK-5-USB_UNSUPPORTED_TRANSFER: HCD does not support [chars].

Explanation All HCD does not support all transfer so this error message can be used for unsupported transfers.

Recommended Action No action is required.

Error Message

%USB_HOST_STACK-6-USB_DEVICE_CONNECTED: A [chars] USB device has been inserted in port [dec].

Explanation This is an informational message sent when an interrupt is generated to the USB controller upon device insertion.

Recommended Action No action is required.

Error Message

%USB_HOST_STACK-6-USB_DEVICE_DISCONNECTED: A USB device has been removed from port [dec].

Explanation This is an informational message sent when an interrupt is generated to the USB controller upon device removal.

Recommended Action No action is required.

Error Message

%USB_HOST_STACK-6-USB_FLASH_READY_TEST_TIME: USB flash 'Ready' test time over [dec] seconds.

Explanation The USB flash memory has taken a time equal to or more than 75% of the maximum time allotted for it to pass the diagnostic testing and enter the Ready state.

Recommended Action No action is required.

USB Printer Messages

Error Message

%USB_PRINTER-3-FAIL_TO_CREATE_SCHEDULER: Could not create a job scheduler for [chars].

Explanation USB Printer could not create a scheduler process. This condition indicates that memory resources are being exhausted.

Recommended Action Check memory usage and report it to TAC.

Error Message

%USB_PRINTER-3-FAIL_TO_CREATE_WATCHED_BOOLEAN: Could not create a watched boolean for [chars].

Explanation USB Printer could not create a watched boolean. This condition indicates that memory resources are being exhausted.

Recommended Action Check memory usage and report it to TAC.

Error Message

%USB_PRINTER-3-FAIL_TO_GET_APP_HANDLE: Could not get application handle for printer [chars].

Explanation Could not get application handle from the USB stack.

Recommended Action Remove this printer and insert it again.

Error Message

%USB_PRINTER-3-NO_PAPER: Could not create job since there is no paper in printer [chars].

Explanation Could not create job because of lack of paper.

Recommended Action Put paper in the tray and re-submit job.

Error Message

%USB_PRINTER-3-PRINTER_IN_ERROR: Could not create job since printer [chars] is in error.

Explanation Could not create job because port status command returned error.

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

Error Message

%USB_PRINTER-3-USB_PRINTER_OBJECT_FAIL: Could not create printer object for [chars].

Explanation Could not create the printer object.

Recommended Action Remove this printer and insert it again.

Error Message

```
%USB_PRINTER-6-USB_PRINTER_INSERTED: USB Printer inserted: [chars].
```

Explanation A USB Printer has been detected.

Recommended Action Informational message only. No action is required.

Error Message

```
%USB_PRINTER-6-USB_PRINTER_REMOVED: USB Printer removed: [chars].
```

Explanation A USB Printer has been removed.

Recommended Action Informational message only. No action is required.

USB_TOKEN Messages

The following are USB Security Token messages.

Error Message

```
%USB_TOKEN-3-USB_TOKEN_MAX_TOKENS_INSERTED: Unavailable USB Security Token slot
```

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

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

Error Message

```
%USB_TOKEN-3-USB_TOKEN_MSG_FAILURE: Failure in handling USB Security Token  
insertion/removal event
```

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

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

Error Message

%USB_TOKEN-3-USB_TOKEN_NOMEM: No available memory for [chars]

Explanation Memory allocation failure.

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

Error Message

%USB_TOKEN-3-USB_TOKEN_SEMCREATE_FAILURE: Failure in creating USB Security Token semaphore

Explanation Watched semaphore creation 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information, along with the output of the **show usb device** and **show usb controller** commands.

USB_TOKEN_FILESYS Messages

The following are USB Token file system messages.

Error Message

%USB_TOKEN_FILESYS-3-ASYNC_IO_ERROR_CREATING_DIRECTORY: Error creating directory: dir [chars], ret code [hex], [chars].

Explanation Token Asynchronous I/O process failed to create a directory in USB token 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information, along with the output of the **show usb**, **show usb controller** and **show file system** commands.

Error Message

%USB_TOKEN_FILESYS-3-ASYNC_IO_ERROR_CREATING_FILE: Error creating file: file [chars], ret code [hex], [chars].

Explanation Token Asynchronous I/O process failed to create a file in USB token 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information, along with the output of the **show usb**, **show usb controller** and **show file system** commands.

Error Message

%USB_TOKEN_FILESYS-3-ASYNC_IO_ERROR_DECODE_OP_CODE: Unrecognized I/O Op-code: [dec].

Explanation Token Asynchronous I/O process could not decode the Op-code in an I/O request.

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

Error Message

%USB_TOKEN_FILESYS-3-ASYNC_IO_ERROR_WRITING_FILE: Error writing file: file [chars], ret code [hex], [chars].

Explanation Token Asynchronous I/O process encountered I/O write failure.

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

Error Message

%USB_TOKEN_FILESYS-3-ASYNC_IO_FAIL_TO_GET_ARGUMENT: Token Asynchronous I/O: Could not get argument.

Explanation Token Asynchronous I/O process failed to retrieve argument.

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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information, along with the output of the **show usb**, **show usb controller** and **show file system** commands.

Error Message

%USB_TOKEN_FILESYS-3-ASYNC_IO_FAIL_TO_REQUEUE_REQUEST: Token Asynchronous I/O: failing to requeue an I/O request.

Explanation Token Asynchronous I/O process failed to requeue an I/O request.

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

Error Message

%USB_TOKEN_FILESYS-3-ASYNC_IO_UNEXPECTED_EVENT: Token Asynchronous I/O: Unexpected Event [dec].

Explanation Token Asynchronous I/O process received an unexpected 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information, along with the output of the **show usb**, **show usb controller** and **show file system** commands.

Error Message

%USB_TOKEN_FILESYS-3-FAIL_TO_BUILD_MFD: USB Token File System failed to build MFD...

Explanation USB Token File System failed to build the Master File Directory (MFD) database.

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

Error Message

%USB_TOKEN_FILESYS-3-FAIL_TO_CREATE_TALKER: Token File System callback: failed to create token talker, token name [chars], status [dec].

Explanation USB Token File System failed to establish connection with USB Token Device Driver.

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

Error Message

%USB_TOKEN_FILESYS-3-FAIL_TO_CREATE_WATCHED_BOOLEAN: Could not create a watched boolean!

Explanation USB Token File System could not create a watched boolean. This condition indicates that memory resources are being exhausted.

Recommended Action Reduce other system activities to ease memory demands or remove any token device that is not in use to free up some memory.

Error Message

%USB_TOKEN_FILESYS-3-FAIL_TO_DESTROY_TALKER: Token File System callback: failed to destroy token talker, token name [chars], status [dec].

Explanation USB Token File System failed to destroy the connection with USB Token Device Driver.

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

Error Message

%USB_TOKEN_FILESYS-3-FAIL_TO_REGISTER_WITH_IFS: Failed to register USB Token File System with IFS.

Explanation The process of registering USB Token File System with IOS File System (IFS) did not succeed. IFS provides a common user interface to all users of file system functionality regardless of the differences among file systems.

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

Error Message

%USB_TOKEN_FILESYS-3-MAX_TOKENS_INSERTED: The number of tokens exceeded the maximum that can be supported by USB Token File System.

Explanation Maximum number of tokens that can be supported by USB Token File System are already inserted.

Recommended Action Remove the other tokens that are not in use. Then remove and insert this token again. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information, along with the output of the **show usb**, **show usb controller** and **show file system** commands.

Error Message

%USB_TOKEN_FILESYS-3-MFD_FORWARD_INCOMPATIBLE: Unable to understand MFD database of version [dec].[dec].

Explanation The version of the Master File Directory (MFD) database stored in token device is higher than what the running USB Token File System can support or understand.

Recommended Action Upgrade the USB Token File System by reloading the router with a higher version of IOS software.

Error Message

%USB_TOKEN_FILESYS-3-UNKNOWN_TOKEN_EVENT: Token File System callback: unknown event [dec].

Explanation USB Token File System callback function received an unknown event from USB Token Device Driver.

Recommended Action Check USB ports to see if the token device is inserted or removed correctly. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information, along with the output of the **show usb**, **show usb controller** and **show file system** commands.

Error Message

%USB_TOKEN_FILESYS-6-REGISTERED_WITH_IFS: USB Token File System [chars] is registered...

Explanation USB Token File System registered successfully.

Recommended Action Informational message only. No action is required.

Error Message

%USB_TOKEN_FILESYS-6-REGISTERING_WITH_IFS: Registering USB Token File System [chars]: might take a while...

Explanation Registering USB Token File System is being registered.

Recommended Action Informational message only. No action is required.

Error Message

%USB_TOKEN_FILESYS-6-USB_TOKEN_INSERTED: USB Token device inserted: [chars].

Explanation A USB Token device has been detected.

Recommended Action Informational message only. No action is required.

Error Message

%USB_TOKEN_FILESYS-6-USB_TOKEN_REMOVED: USB Token device removed: [chars].

Explanation A USB Token device has been removed.

Recommended Action Informational message only. No action is required.

UTIL Messages

Error Message

%UTIL-0-ITEMLIST_RESIZE: An attempt was made to resize an itemlist but not enough memory is available

Explanation An attempt was made to resize itemlist memory to be larger than the memory available. Itemlists are often used when showing interface statistics. This event is unexpected and may be an indication of memory corruption.

Recommended Action Note any recent commands that may have triggered 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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

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

Explanation A software error occurred, resulting in data structure inconsistency.

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

Error Message

%UTIL-3-IDTREE_NOTRACE: [chars]

Explanation A software error has occurred, resulting in a data structure inconsistency.

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

Error Message

%UTIL-3-IDTREE_TRACE: [chars]

Explanation A software error has occurred, resulting in a data structure inconsistency.

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

Recommended Action The following are the UNIXLC_SPA messages.

Error Message

%UTIL-3-LINKLIST: [chars] ([hex])

Explanation An internal software error has occurred.

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

Error Message

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

Explanation A fatal software error has occurred.

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

Error Message

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

Explanation An attempt was made to access a range function with a null pointer. The range list creation has failed.

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

Error Message

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

Explanation A software error has occurred, resulting in a data structure inconsistency.

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. Ask the representative for assistance in obtaining a version of code that has the error fixed.

Error Message

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

Explanation A pseudorandom number generator has produced the same number twice in succession.

Recommended Action Under normal circumstances, a pseudorandom number generator will occasionally produce the same number twice in succession, and this is not a problem. If this message occurs frequently, reload the system. If this message recurs, copy the error message exactly as it appears, contact your Cisco technical support representative, and provide the representative with the gathered information.

V6FIB Messages

Error Message

%V6FIB-3-NDATA: NULL data encountered in [chars]

Explanation Getting NULL while accessing internal data structure for V6FIB forwarding.

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

Error Message

%V6FIB-3-RDATA: Shadow data access error in [chars]

Explanation Error occurred in the specified function while accessing internal data structure.

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

Error Message

%V6FIB-3-SHINIT: There is a problem initializing v6fib due to [chars]

Explanation Failure to init v6fib shadow code due to specified reason.

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

Error Message

%V6FIB-3-SHMEM: memory allocation failure: [chars]

Explanation Failure to allocate shadow memory.

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

Error Message

%V6FIB-3-TTMMEM: memory allocation failure: [chars]

Explanation Failure to allocate toaster column memory.

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

Error Message

%V6FIB-4-BADADDR: PXF adress out of range: [chars]: (t [dec]) (r [dec]) (addr [hex])

Explanation An unexpected PXF address value has been encountered.

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

Error Message

%V6FIB-4-BADIDX: index out of range: [chars]: (t [dec]) (idx [dec])

Explanation An unexpected index value has been encountered.

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

Error Message

%V6FIB-4-DELETE: fib delete error: [chars]

Explanation Unexpected events while deleting HW FIB.

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

Error Message

%V6FIB-4-HASH: hash data error: [chars] ridx:[dec] ll_idx:[dec]

Explanation Inconsistent data in hash structures.

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

Error Message

%V6FIB-4-MEMCFG: Chunk adjustment failure: [chars]

Explanation Unable to set proper parameters for a allocated.

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

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

Error Message

%V6FIB-4-NDATAW: NULL data encountered in [chars], proceed.

Explanation Getting NULL while accessing internal data instructure for V6FIB forwarding.

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

Error Message

%V6FIB-4-PREFIX_PUNTED: Traffic to prefix [IP_address] punted.

Explanation Traffic to this particular prefix has to be punted.

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

VACL Messages

Error Message

%VACL-4-VLANACCESSMAP_ACTION_CHANGED: No redirect interfaces, map - sequence [dec] action set to DROP

Explanation One or more redirect interfaces were removed leaving the redirect interface list empty. Because of this the action of the sequence is changed to DROP.

Recommended Action Update the sequence adding back one or more valid redirect interfaces to the affected VLAN Access-maps.

Error Message

%VACL-4-VLANACCESSMAP_RDT_DELETE: [chars] [chars] is removed from redirect list of map: [chars] - sequence [dec]

Explanation One of the redirect interfaces in a VLAN Access-map needed to be removed from a redirect sequence. This can happen if the interface was deleted or became an active member of an Ethernet-channel which is not supported.

Recommended Action Revert the state of the interface and add again this redirect interface to the redirect sequence for the affected VLAN Access-maps.

VALENCIA Messages

The following are messages for Valencia ASIC used on Services SPA carrier card.

Error Message

%VALENCIA-3-GIO: Bay [dec]: [chars].

Explanation A data corruption due to a parity error has been detected on the GIO bus.

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

%VALENCIA-3-NP: Bay [dec], [chars][dec]: [chars].

Explanation A data corruption has been detected in one of the Network Processors.

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

%VALENCIA-3-PL3: Bay [dec]: [chars].

Explanation A data corruption due to a parity error has been detected on the PL3 interface.

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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via 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

%VALENCIA-3-PLL_LOCK: Bay [dec]: [chars] PLL Lock Failure

Explanation The specified PLL failed to lock.

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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via 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

%VALENCIA-3-PPE: Bay [dec], [chars]: [chars].

Explanation A data corruption has been detected in the VLAN RAM.

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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via 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

%VALENCIA-3-SPI_FIFO: Bay [dec], [chars]: [chars] [chars].

Explanation A data corruption has been detected in one of the SPI FIFOs.

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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via 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

%VALENCIA-3-SPI_SNK: Bay [dec]: [chars].

Explanation An error occurred while receiving data from the SPA, possibly due to data corruption.

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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via 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

%VALENCIA-3-SPI_SNK_CHAN: Bay [dec]: [chars] error on channel [dec].

Explanation An error receiving data from the SPA.

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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via 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

```
%VALENCIA-3-SPI_SRC: Bay [dec]: [chars].
```

Explanation There was an error sending data to the SPA. 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.

VC_DMA Messages

Error Message

```
%VC_DMA-3-BAD_CHNL_NO: DMA driver is attempting to install handler for channel [dec]
```

Explanation The DMA channel index requested for mapping is not covered in the switch. This is caused by a software error where software is attempting to set a virtual channel that is not defined. Because DMA is integral to the proper operation of the router, some functions may not work properly, so action must be taken.

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

Error Message

```
%VC_DMA-3-BAD_VECTOR: DMA controller interrupted with unhandled vector [dec]
```

Explanation The DMA handler is being called for a non-DMA event. This could be due to installing the handler for the wrong vector or a corrupted vector table. In any case, this is caused by a software error. Because DMA is integral to the proper operation of the router, some functions may not work properly, so action must be taken.

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

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

Error Message

%VC_DMA-3-BDQ_TOO BIG: Requested DMA entry ring is too large: [dec] ([dec] max)

Explanation The DMA processing software has encountered an internal error. This is caused by a software error. The software has requested an entry index that exceeds the size of the internally defined queue. Because DMA is integral to the proper operation of the router, some functions may 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. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%VC_DMA-3-DMA_ALLOC: Failed to allocate DMA transfer request entry [dec]

Explanation The DMA failed to allocate all required packet memory pools. The router will not properly function after this error and must be reloaded.

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

Error Message

%VC_DMA-3-NULL_FRAG: Failed to dequeue packet; expected [dec] more fragments

Explanation A DMA packet that is internally fragmented does not match the number of fragments reported by the internal structure. This will result in incomplete or partial packet transactions between interfaces. Data loss may occur.

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

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

Error Message

%VC_DMA-3-POOL_NOMEM: DMA Failed to create cached packet pool [dec]

Explanation The DMA failed to allocate all the required packet memory pools. The router will not properly function after this error and must be reloaded.

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

Error Message

%VC_DMA-3-SR_ERROR: DMA channel[[dec]] status register reports an error [hex]

Explanation The internal DMA is reporting an error. Typically, this is due to a software problem, although in rare cases this could be due to a hardware failure. The router will not properly function after this error and must be reloaded.

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

Error Message

%VC_DMA-3-VC_BADHNDL: Requesting tranfer on invalid handle [dec]

Explanation The DMA user attempts to allocate entries using a handle before it is allocated or after it has been freed.

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

Error Message

%VC_DMA-3-VC_BADREF: DMA Virtual Channel [dec] handle reference count is invalid

Explanation The software could not find the virtual channel handle for the DMA controllers. This is caused by a software error. Because DMA is integral to the proper operation of the router, some functions may 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. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%VC_DMA-3-VC_BADREQ: Request to VC DMA API can not be met: [chars] asked for [chars] channel [dec]

Explanation The software ran out of internal virtual handles for DMA controllers. This is caused by a software error. Because the DMA is integral to the proper operation of the router, some functions may 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. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%VC_DMA-3-VC_NOHNDL: VC DMA API ran out of VC DMA handles [dec]

Explanation The software ran out of internal virtual handles for DMA controllers. This is caused by a software error. Because DMA is integral to the proper operation of the router, some functions may 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. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%VC_DMA-4-NO_SUPPORT: DMA unsupported function called

Explanation The DMA function has called an unsupported function. This is an internal software message. This does not result in a major loss of existing function, although new advanced functions may not be available.

Recommended Action No action is required if the functions are operating properly. An upgrade to the latest version of Cisco IOS software may allow new functions to be enabled. If you desire further 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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

VDD Messages

Error Message

%VDD-3-NULL_CB: Supplied [chars] control block is NULL. [chars]

Explanation An NULL control block was passed internally in the software as part of an operation to read or write to the required register or memory address. As a consequence the operation could not be processed and the address contents is now out of sync with what it should be if the operation was a write or an incorrect value returned if the operation was a read.

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

Error Message

%VDD-3-NULL_SPACE_CB: Supplied [chars] space control block is NULL. [chars]

Explanation An NULL space control block was passed internally in the software as part of an operation to read or write to the required address. As a consequence the operation could not be processed and the address contents is now out of sync with what it should be if the operation was a write or an incorrect value returned if the operation was a read.

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

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

Error Message

%VDD-3-SIZE_TOO_LARGE: An attempt was made to create a [chars] of size [dec] bits. '[chars]'. The maximum size supported is [dec] bits. Operation aborted.

Explanation The virtual device driver architecture only supports a maximum as indicated by the message. A request to create an entry greater in size than the limit has been made which is not possible to process. The consequence is that the entry will not be created leading to loss of data the entry was supposed to maintain.

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

VDSL_DAEMON Messages

Error Message

%VDSL_DAEMON-3-APIFAIL: Interface [chars], Vinax API function call failed.

Explanation A malfunction of the chipset has occurred.

Recommended Action This is an internal error. No action is required.

Error Message

%VDSL_DAEMON-3-ERR_FW_DNLD: Error Type = [dec], Invalid Msg ID = [dec]

Explanation A firmware download error callback event 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 gathered information.

Error Message

%VDSL_DAEMON-3-FPGA_FAIL: VDSL FPGA Download failed.

Explanation The VDSL FPGA download failed, most likely because of a hardware problem.

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

Error Message

%VDSL_DAEMON-3-INITFAIL: VDSL Daemon init failed. [chars]

Explanation A failure occurred during initialization, most likely because of a hardware problem.

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

Error Message

%VDSL_DAEMON-3-INVALID_DS: invalid vdsl instance.

Explanation The system has encountered an invalid instance of a daemon configuration database.

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

Error Message

%VDSL_DAEMON-3-MALLOCFAIL: There is not enough main memory for the new VDSL firmware images on flash

Explanation The router failed to allocate a buffer for the firmware images on the flash. The feature requires more DRAM that allows specific VDSL firmware images on the flash to replace the VDSL firmware images embedded in 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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%VDSL_DAEMON-3-MODEMFAIL: VDSL Modem failed. [chars]

Explanation The VDSL modem failed.

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

Error Message

%VDSL_DAEMON-3-MODEMRESET: VDSL Modem reset. [chars]

Explanation The VDSL module is under reset.

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

Error Message

%VDSL_DAEMON-4-MODE_SWITCH: Please save the configuration and reload the Router due to the ATM-PTM mode change on vdsl 0 controller

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

Error Message

%VDSL_DAEMON-3-NOFILE: File [chars] operation failed.

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

Error Message

%VDSL_DAEMON-3-NOMEM: VDSL Daemon malloc failed : out of memory

Explanation The router does not have enough memory installed to run this VDSL/ADSL 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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%VDSL_DAEMON-3-NOPROC: VDSL Daemon SM create event process failed

Explanation The router does not have enough memory installed to run this VDSL/ADSL 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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%VDSL_DAEMON-3-RESETFAIL: Interface [chars], restart failed.

Explanation The restart failed, most likely because of a DSL hardware problem.

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

Error Message

%VDSL_DAEMON-3-VDSL_CMD_ADD_FAIL: VDSL [chars] add failed.

Explanation An attempt was made to add a command that exceeds the maximum number of commands allowed.

Recommended Action Expand the size of the commands allocation or delete unused commands.
VDSL_IPC Messages

Recommended Action The following are the VDSL interprocessor communication messages.

Error Message

%VDSL_DAEMON-4-ERR_DSL_SHUTDOWN: VDSL shutdown error

Explanation An error was encountered during shutdown.

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

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

Error Message

%VDSL_DAEMON-4-INVALID_CDB: invalid daemon controller [chars].

Explanation The system has encountered an invalid instance of a daemon configuration database.

Recommended Action No action is required.

Error Message

%VDSL_DAEMON-4-QUEUE_EMPTY: daemon empty process message [chars].

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

Recommended Action This is an internal error. No action is required.

Error Message

%VDSL_DAEMON-4-TRAINMODE_NOT_SUPPORTED: This VDSL2 card does not support this training mode : [chars].

Explanation This VDSL2 card does not support this training mode. It supports only Packet Transport Mode (PTM).

Recommended Action Change the DSLAM profile to select the correct mode for the customer premises equipment.

VDSL_IPC Messages

Error Message

%VDSL_IPC-5-LINK_RATE_CHANGE: VDSL 0 bandwidth is changed.

Explanation The VDSL link has changed its rate of operation because of seamless rate adaptation.

Recommended Action No action is required.

Error Message

%VDSL_IPC-7-EVPOSTERR: [dec]: VDSL 0, EV([dec]) failed - [chars]

Explanation The firmware interprocess communication failed to post an event for the VDSL interface.

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

Error Message

%VDSL_IPC-7-IPCMSGFAILED: [dec]: VDSL 0, type([dec]) opcode([dec]) failed - [hex]

Explanation A firmware interprocess communication message was returned as failure for the VDSL.

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

Error Message

%VDSL_IPC-7-IPCNObUFF: [dec]: VDSL 0, type([dec]) opcode([dec]) failed - [chars]

Explanation The firmware interprocess communication failed to allocate the buffer.

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

Error Message

%VDSL_IPC-7-IPCQUEUE: [dec]: VDSL 0, type([dec]) opcode([dec]) failed - [chars]

Explanation There is an error in the firmware interprocess communication queue operation.

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

Error Message

%VDSL_IPC-7-IPCRCVERR: [dec]: VDSL 0, type([dec]) UNKNOWN opcode([dec]) received.

Explanation The firmware interprocess communication message returned an unknown operation code for the VDSL.

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

Error Message

%VDSL_IPC-7-IPCSENDERR: [dec]: VDSL 0, type([dec]) opcode([dec]) failed - [chars]

Explanation A firmware interprocess communication message could not be sent for the VDSL.

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

Error Message

%VDWL-3-LOOP_BACK_DETECTED: Loop-back detected on %s.

Explanation Loop-back may be caused by accidentally plugging a balun cable into the port or there may be a misconfiguration in the network.

Recommended Action Correct the problem causing the loopback condition. Then bring the port up by entering the shutdown, then no shutdown interface configuration commands.

Error Message

%VELA-4-ERR_INTRPT: Interrupt [chars] occurring in Vela ASIC.

Explanation An error interrupt is occurring for the Vela ASIC.

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

VENOM Messages

Error Message

%VENOM-1-CARD_NOT_SUPPORTED: EVM-HD in slot [dec]: the system does not support EVM-HD in this slot.

Explanation The EVM-HD is not supported in this slot on this system.

Recommended Action Check the part number on the NM card and the user manual to see if this module is supported in this slot of this system.

Error Message

%VENOM-1-FIRMWARE_DOWNLOAD_FAILURE: EVM-HD in slot [dec]: FPGA download failed.

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

Error Message

```
%VENOM-1-INITFAIL: EVM-HD in slot [dec]: Failed to initialize
```

Explanation The Cisco IOS software failed to bring up the EVM-HD Port Module.

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

VFC Messages

The following are the VFC messages.

Error Message

```
%VFC-1-ERROR_INTR: [chars] , Error interrupt occurred type = [hex].
```

Explanation The DMA engine cannot get to the PCI bus to read the descriptors.

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

```
%VFC-1-INCORRECT_DSP_ID: VFC in slot [dec]: Incorrect [dec] DSP-ID passed by SPI.
```

Explanation The DSP ID provided by the SPI for download is not valid.

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

```
%VFC-1-INVALID_CONFIGURATION: vfc([dec]), vfc cards has an invalid configuration.
```

Explanation The Cisco IOS software recognized more DSP interface ports than can be supported on the card; therefore, the VFC has an invalid configuration.

Recommended Action Check the part number on the VFC to see if it is supported by the version of Cisco IOS software that is operational on the router or contact your Cisco technical support representative.

Error Message

%VFC-1-NODPMEMORY: VFC ([dec]/[dec]), vfc dual-ported memory unavailable.

Explanation The router or access server could not allocate dual-ported memory for the descriptors.

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

%VFC-1-NO_DSPM: vfc([dec]), No dsp module has been found.

Explanation The Cisco IOS software did not detect any DSP modules plugged into the voice card.

Recommended Action Check the part number on the DSPM card to see if it is supported in the version of Cisco IOS software that is operational on the router or contact your Cisco technical support representative.

Error Message

%VFC-1-NO_RING_DESCRIPTOR: No more ring descriptors available on [dec] slot.

Explanation The VFC driver cannot queue messages onto the DMA engine for transmit.

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

Error Message

%VFC-1-TOOBIG: [hex] packet(size [dec]) too big.

Explanation A packet greater than 256 bytes has been received on this interface.

Recommended Action The system should recover. No action is required. If the problem recurs, it indicates an error that might be related to data traffic patterns. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%VFC-1-UNKNOWN_DSPM: vfc([dec]), vfc dspm daughter card has an unknown id of [hex]

Explanation The software did not recognize the type of DSP module that is plugged into the voice card.

Recommended Action Check the part number on the DSPM card to see if it is supported in the version of Cisco IOS software that is operational on the router or contact your Cisco technical support representative. VINES Messages

Recommended Action The following are Banyan VINES messages.

Error Message

%VFC-3-ERROR_ANALYZE: [chars], Error analyzing the device in slot [dec].

Explanation The feature card in the specified slot could not be recognized.

Recommended Action Power down, reinsert the voice feature card, and reboot. If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%VFC-3-ERROR_INIT_BLDR: [chars] Unable to download the Boot loader firmware, ret = [hex]

Explanation An error involving the initialization of the DSP with the bootloader firmware has occurred.

Recommended Action Power down, reinsert the port module, and reboot. If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%VFC-3-ERROR_INIT_OVERLAY: [chars] Unable to download the Application overlay firmware. Status returned [hex]

Explanation An error involving the initialization of the DSP with the application or overlay firmware has occurred.

Recommended Action Power down, reinsert the port module, and reboot. If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%VFC-3-INCORRECT_ID: VFC in slot [dec]: PCI device not supported.

Explanation An interface controller device did not report a correct device ID.

Recommended Action Power down, reinsert the port module, and reboot. If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

VFI Messages

Error Message

%VFI-3-ILLEGAL: [chars]

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

Recommended Action No action is required.

Error Message

%VFI-4-CONFIG: [chars]

Explanation The specified configuration data for a virtual forwarding instance (VFI) is invalid.

Recommended Action No action is required.

Error Message

%VIDEOBRIDGE_LICENSING-1-EULA_NOT_ACCEPTED: UC video License is not yet activated. Please configure and activate video profile, and accept the EULA to activate the license.

Explanation The End User License Agreement (EULA) has not yet been accepted to activate the license.

Recommended Action Configure and activate the video profile, and accept the EULA.

Error Message

%VIDEOBRIDGE_LICENSING-1-LICENSE_NOT_ACTIVATED: UC video license is not activated.

Explanation The Cisco Unified Communications (UC) video license is not yet activated.

Recommended Action Configure and activate the video profile to activate the license.

Error Message

%VIDEOBRIDGE_LICENSING-1-LICENSE_REQUEST_FAILED: UC video License request failed. Please make sure UC video license is installed.

Explanation The Cisco Unified Communications (UC) video request has failed.

Recommended Action Make sure that the UC video license is installed.

Error Message

%VOICE_PS-6-PS_NO_SPACE: No space left on device

Explanation There is not enough memory to write a file in the persistent storage device configured.

Recommended Action Check the system memory for other memory allocation errors, and contact technical support for problem resolution. Upgrading the memory in the network device might be required.

Error Message

%VOICE_PS-6-PS_NULL_DIRPATH: Persistent storage directory path is not configured

Explanation The persistent storage feature was not enabled.

Recommended Action Configure the **voice persistence-storage** command.

VINES Messages

Error Message

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

Explanation One of the Banyan VINES lookup functions was requested with an illegal argument.

Recommended Action Copy the message exactly as it appears, run a memory dump up to 128 bytes, and confirm the location specified in the error message. Contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%VINES-2-BADTIMER: RTP timer for [chars] was found disabled, and was reset

Explanation An internal interface timer is not running. This condition usually occurs after an interface has been reset.

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

Error Message

%VINES-2-CACHEFAILED: Cannot build cache entry ([dec] bytes) for [v-name] on [chars]

Explanation Banyan VINES fast switching has detected that the packet destined to a given address did not have proper encapsulation information or its encapsulation size was too large to fit into the cache.

Recommended Action Ensure that the VINES encapsulation and interface-specific mappings for the specified interface are configured correctly. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

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

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

Recommended Action If other encapsulation types are available on the interface, try using them. If this problem is not limited to one or two destinations (but rather occurs with all traffic using the interface), disable VINES fast switching for the interface until you have identified the real cause of the problem. If you need assistance, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%VINES-2-CONSISTENCY: Error [chars]

Explanation An error involving the Banyan VINES code has occurred. This error message will provide additional information to identify one of two possible causes: An IPC port number needs to be allocated, but all 65,535 port numbers are currently in use. VINES has attempted to add a cache entry, but no path is associated with the destination address. This problem may cause temporary slow performance to the stations that have experienced this inconsistency until complete cache entries are added. However, connectivity should not be lost, because all data traffic can still be routed via process-level switching.

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. If the warning message is about IPC port number depletion, use the show vines ipc command to check how many IPC ports are currently in use by which services and determine whether the IPC connections are all legitimate. To release IPC ports, issue the clear vines ipc command. If the warning message is about VINES cache entries, provide the contents of the VINES route cache, neighbor, and route tables immediately after the messages appeared. If the problem persists, issue the clear vines cache command, and monitor the router if the situation improves.

Error Message

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

Explanation The Banyan VINES code has detected a corrupted internal table entry.

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. If possible, clear the VINES routing table or neighbor table in which the corrupted entry was observed. Clearing the routing or neighbor table will result in a temporary loss of connectivity until the table is rebuilt.

Error Message

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

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

Recommended Action To identify the other router that is using this address, manually inspect each the configuration of each router. When you have identified the router with the duplicate address, issue the vines routing command on both routers or issue the enable vines routing command, specifying specify a unique address. If one of the routers does not support the recompute keyword, disable VINES on that router, issue the write terminal command to save the configuration to memory, reboot the router, and then enter the vines routing command with a unique VINES address on the affected routers until each router has a unique address.

Error Message

%VINES-2-ENCAPFAILED: Encapsulation failed for [v-name] via [v-name] on [chars]

Explanation Banyan VINES fast switching has encountered an encapsulation failure when building a cache entry for a neighbor.

Recommended Action Examine your configuration for causes of the encapsulation failure. Look for missing map statements, interfaces that have gone down, and so on. If this error results in lost connectivity, disable VINES fast switching by issuing the no vines route-cache command. Because disabling fast switching will slow network perform, you should issue the vines route-cache command to reenable fast switching as soon as you have identified the cause of the problem. If you cannot identify the cause, contact your Cisco technical support representative. Provide the output of the show vines cache, show vines neighbor, and show vines route commands for the destination address and neighboring routers you are using. Also provide the output of the show interface and show vines interface commands for the incoming and outgoing interfaces.

Error Message

%VINES-2-INVALIDPATH: Bad [chars] in path for neighbor entry [v-name]

Explanation While searching the neighbor table, the code determined that a pointer that should point to a Banyan VINES path structure actually points to some other structure.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. If possible, clear the VINES neighbor table. Clearing the VINES table will result in a temporary loss of connectivity until all neighbors and routes are relearned.

Error Message

%VINES-2-INVALIDROUTE: Bad [chars] in route for server entry [v-name]

Explanation While searching the routing table, the code determined that a pointer that should point to a Banyan VINES route structure actually points to some other structure.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. If possible, clear the VINES routing table. Clearing the VINES table will result in a temporary loss of connectivity until all routes are relearned.

Error Message

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

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

Recommended Action Examine the system memory and buffer capacity and compare it with current usage. If you notice a substantial discrepancy, monitor your system for possible memory leaks or buffer drainage and report the problem to your Cisco technical support representative. Provide the representative with the output gathered from the following commands: show memory

Recommended Action show memory processor

Recommended Action show buffers

Recommended Action show buffers assigned

Recommended Action show buffers old

Error Message

%VINES-2-NOENCAP: Encapsulation failed on [chars] for address [v-name]

Explanation The Banyan VINES code tried to send a packet on an interface that does not have a new encapsulation routine for outbound packets.

Recommended Action Toggle the interface by issuing the interface shut and no shut commands, and then issue the no vines metric and vines metric commands. If the problem persists, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. If possible, turn on and provide interface-specific debug traces, particularly for VINES activities.

Error Message

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

Explanation There is an inconsistency in the static Banyan VINES data structures for handling application-layer packets.

Recommended Action Turn on VINES service level debugging for the service reported in the error message, and copy the debug traces and the error message exactly as they appear in the system log. Contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

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

Explanation There is an inconsistency in the active Banyan VINES data structure for handling IPC data messages. A message was received for a port that should have a listener, but the listener routine cannot be found.

Recommended Action Examine the IPC ports currently supported on the router by issuing the show vines ipc command, and see whether the reported IPC port is indeed not active. Copy the error message exactly as 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 output of the debug vines ipc command.

Error Message

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

Explanation There is an inconsistency in the active Banyan VINES data structure for handling Net RPC messages. A message was received for a port that should have a service description, but that service description cannot be found.

Recommended Action Enter the show vines ipc command and see whether the reported IPC port has a registered service. Copy the error message exactly as 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 possible, provide the output of the debug vines netrpc command.

Error Message

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

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

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. In addition, provide the output of the show vines service and debug vines service traces commands for the service reported in the error message.

VIP Messages

The following are Versatile Interface Processor messages.

Error Message

%VIP-1-ERROR: NULL

Explanation The rsp received a message from the card in the specified slot. More details about the specific condition can be found in the error message.

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

Error Message

%VIP-2-NOICBS: No MEMD icbs left for PA [dec] Interface [dec]

Explanation No SP interrupt control block structure was associated with the port adapter or the 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

%VIP-3-AFOVERFLOW: VIP address filter table full

Explanation The VIP Ethernet interface uses an internal MAC address table to filter incoming packets. When the table is full, additional address entries are rejected. The MAC address table is consumed by entries for various protocols, such as PIM or HSRP. An incoming packet had a destination address different from the MAC addresses that were included in a full table. Therefore, the packet will be ignored.

Recommended Action Distribute some of those HSRP entries to another Ethernet interface.

Error Message

%VIP-3-BADMALUCMD: Unsupported MALU command [dec], arg=[hex], pascb=[hex]

Explanation The RP or the RSP has forwarded an unsupported command that the Cisco IOS software does not recognize.

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

%VIP-3-CMDNOPASCB: PASCB Null for command [dec], arg=[hex]

Explanation The RP or the RSP has forwarded an unsupported command that the Cisco IOS software does not recognize.

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

%VIP-3-DRAM_RENOWRITE_BUSERR: DRAM Reno ASIC write bus error:Error address = [hex], [chars].

Explanation A Reno data-transfer-specific ASIC write bus error has occurred.

Recommended Action If the error message recurs, enter the show controllers vip slot# **tech-support** and the show controllers vip slot# **logging** commands to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error text or from the 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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%VIP-3-INVALID_BUS_NO: Invalid Bus Number [dec] in MVIP Mask Setting

Explanation An invalid bus number was entered in the MVIP mask setting function. The bus number should be 1 or 2 because the MVIP has only two PCI buses.

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

Error Message

```
%VIP-3-INVALID_QUEUE_SIZE: Invalid queue size: value = [int]
```

Explanation An invalid queue size has been found.

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

Error Message

```
%VIP-3-IO_PARITY_NOT_IMPLEMENTED: IO Memory Parity Error Test not implemented
```

Explanation A function to check memory parity errors was called, but the I/O memory parity error Test has not been implemented

Recommended Action Refer to related support documents or contact your Cisco technical support representative for more information about parity error tests.

Error Message

```
%VIP-3-IO_RENO_BUSERR: IO Reno ASIC bus error:Error address = [hex], [chars].
```

Explanation An I/O Reno data-transfer-specific ASIC bus error has occurred.

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

Error Message

```
%VIP-3-IPC_PORTOPEN_FAIL: Failed to open port while connecting to process
statistics: error code = [chars]
```

Explanation An error occurred during an attempt to open a port for an IPC message.

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

Error Message

```
%VIP-3-IPC_TRANSMIT_FAIL: Failed to send process statistics update : error code =
[chars]
```

Explanation An error occurred during an attempt to send an IPC message.

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

Error Message

```
%VIP-3-LOVELETTER_STAT_SEND_ERROR: [chars] : Loveletter Stats Send Failed
```

Explanation An attempt to send a statistics "love letter" (operating status or configuration message) from the VIP has failed.

Recommended Action Enter the **show controllers vip slot tech-support** command, with slot being the slot number where the error occurred, to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error text or from the **show controllers vip slot tech-support** 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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the

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

Error Message

```
%VIP-3-LOVENOTE_ERR: Lovenote for [chars] not delivered to RSP
```

Explanation An attempt to send a statistics "love letter" (operating status or configuration message) for this interface could not be sent to the RSP because buffer headers were temporarily unavailable.

Recommended Action If the interface has not initialized after rebooting, enter the **shutdown** and **no shutdown** commands to shut down and restart the interface.

Error Message

```
%VIP-3-LOVENOTE_SEND_ERROR: Love Note for [chars] - sending failed.
```

Explanation An attempt to send a "love note" (operating status or configuration message) from the VIP has failed.

Recommended Action Enter the show controllers vip slot tech-support command, with slot being the slot number where the error occurred, to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error text or from the show controllers vip slot tech-support 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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and show controllers vip slot tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%VIP-3-LQR_IPC_FAIL: [chars]
```

Explanation The IPC port through which RSP sends LQRs to the VIP has failed to initialize. The PPP link might go down because of this error.

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

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

Error Message

%VIP-3-MALLOC_FAILURE_IPC: Failed to allocate IPC message to contact process

Explanation A memory allocation failure has occurred during the processing of an IPC message.

Recommended Action Enter the show controllers vip slot tech-support command, with slot being the slot number where the error occurred, to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error text or from the show controllers vip slot tech-support 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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and show controllers vip slot tech-support commands and your pertinent troubleshooting logs.

Error Message

%VIP-3-MALLOC_FAILURE_IPFAST_ENCAP: IPFAST_ENCAP:malloc failed to allocate.

Explanation A memory allocation failure has occurred in the IPFAST_ENCAP module.

Recommended Action Enter the show controllers vip slot tech-support command, with slot being the slot number where the error occurred, to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error text or from the show controllers vip slot tech-support 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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and show controllers vip slot tech-support commands and your pertinent troubleshooting logs.

Error Message

%VIP-3-MVIP_CYBUSERROR_INTERRUPT: A Cybus Error occurred.

Explanation The MVIP error interrupt handler has been called because of a CyBus error.

Recommended Action If the error message recurs, enter the show controllers vip slot# **tech-support** and the show controllers vip slot# **logging** commands to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error text or from the 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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show controllers vip slot# **logging** and show controllers vip slot# **tech-support** commands and your pertinent troubleshooting logs.

Error Message

%VIP-3-NODISPATCH: Dispatch vector Null, cmd=[dec], dintf=[dec]

Explanation No command dispatch vector was found for the specified interface.

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

Error Message

%VIP-3-PAKMEM_ECC_SINGLEBIT_ERROR: Packet memory ECC single-bit exception addr = [hex] data = [hex]

Explanation A packet memory ECC single-bit error has been detected.

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

Error Message

%VIP-3-PAKMEM_ECC_SINGLEBIT_ERROR_MAX: Packet memory single-bit errors exceed maximum limit of [dec]

Explanation The number of packet memory ECC single-bit errors has exceeded the maximum allowed.

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

Error Message

%VIP-3-PA_NOT_SUPPORTED: [chars] PA in bay [dec] not supported on [chars]

Explanation The specified port adapter is not supported on the specified platform.

Recommended Action Refer to the appropriate support documents for more details about the platforms that are supported.

Error Message

%VIP-3-PA_NOT_SUPPORTED_WARN: Unsupported port adapter in bay [dec] will cause performance degradation in VIP

Explanation The port adapter in the specified bay is not supported on this platform. This situation may cause a performance degradation in the VIP.

Recommended Action Refer to the appropriate support documents for more details about the platforms that are supported.

Error Message

%VIP-3-PCI_BUS0_PARITYERROR: PCI bus 0 parity error.

Explanation A PCI bus 0 parity error has been encountered.

Recommended Action If the error message recurs, enter the **show controllers vip slot# tech-support** and the **show controllers vip slot# logging** commands to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error text or from the 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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show controllers vip slot# **tech-support** and show controllers vip slot# **logging** commands and your pertinent troubleshooting logs.

Error Message

```
%VIP-3-PCI_BUS0_SYSError: PCI bus 0 system error.
```

Explanation A PCI bus 0 system error has been encountered.

Recommended Action If the error message recurs, enter the show controllers vip slot# **tech-support** and the show controllers vip slot# **logging** commands to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error text or from the 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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show controllers vip slot# **logging** and show controllers vip slot# **tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%VIP-3-PCI_BUS1_PARITYERROR: A PCI bus 1 parity error. .
```

Explanation A PCI bus 1 parity error has been encountered.

Recommended Action If the error message recurs, enter the show controllers vip slot# **tech-support** and the show controllers vip slot# **logging** commands to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error text or from the 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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show controllers vip slot# **logging** and show controllers vip slot# **tech-support** commands and your pertinent troubleshooting logs.

Error Message

%VIP-3-PCI_BUS1_SYSERROR: PCI bus 1 system error.

Explanation A PCI bus 1 system error has been encountered.

Recommended Action If the error message recurs, enter the show controllers vip slot# **tech-support** and the show controllers vip slot# **logging** commands to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error text or from the 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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show controllers vip slot# **logging** and show controllers vip slot# **tech-support** commands and your pertinent troubleshooting logs.

Error Message

%VIP-3-PCI_BUS2_PARITYERROR: PCI bus 2 parity error.

Explanation A PCI bus 2 parity error has been encountered.

Recommended Action If the error message recurs, enter the show controllers vip slot# **tech-support** and the show controllers vip slot# **logging** commands to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error text or from the 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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show controllers vip slot# **logging** and show controllers vip slot# **tech-support** commands and your pertinent troubleshooting logs.

Error Message

%VIP-3-PCI_BUS2_SYSERROR: PCI bus 2 system error.

Explanation A PCI bus 2 system error has been encountered.

Recommended Action If the error message recurs, enter the show controllers vip slot# **tech-support** and the show controllers vip slot# **logging** commands to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error text or from the 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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show controllers vip slot# logging** and **show controllers vip slot# tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%VIP-3-PROC MEM_ECC_SINGLEBIT_ERROR: Processor memory ECC single-bit exception
addr = [hex] data = [hex]
```

Explanation A processor memory ECC single-bit error has been detected.

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

Error Message

```
%VIP-3-PROC MEM_ECC_SINGLEBIT_ERROR_MAX: Processor memory single-bit errors exceed
the maximum limit of [dec]
```

Explanation The number of processor memory ECC single-bit errors has exceeded the maximum allowed.

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

Error Message

%VIP-3-READ01_PARITYERROR: Reno ASIC read parity error - bytes 0 & 1.

Explanation A Reno data-transfer-specific ASIC write parity error has been encountered for bytes 0 and 1.

Recommended Action If the error message recurs, enter the show controllers vip slot# **tech-support** and the show controllers vip slot# **logging** commands to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error text or from the 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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show controllers vip slot# **logging** and show controllers vip slot# **tech-support** commands and your pertinent troubleshooting logs.

Error Message

%VIP-3-READ23_PARITYERROR: Reno ASIC read parity error - bytes 2 & 3.

Explanation A Reno data-transfer-specific ASIC write parity error has been encountered for bytes 2 and 3.

Recommended Action If the error message recurs, enter the show controllers vip slot# **tech-support** and the show controllers vip slot# **logging** commands to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error text or from the 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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show controllers vip slot# **logging** and show controllers vip slot# **tech-support** commands and your pertinent troubleshooting logs.

Error Message

%VIP-3-SVIP_CRASHINFO_ERROR: Crashinfo initiation failed on the VIP.

Explanation The crash information (crashinfo) file for the VIP could not be collected because the process to collect the crashinfo file could not be properly initiated.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the **show controllers vip slot# tech-support** and **show controllers vip slot# logging** 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%VIP-3-SVIP_CYBUSERROR_INTERRUPT: A Cybus Error occurred.

Explanation The SVIP error interrupt handler has been called due to a Cybus error.

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

Error Message

%VIP-3-SVIP_PMAERROR_INTERRUPT: A PMA Error occurred.

Explanation The SVIP error interrupt handler has been called because of a PMA error.

Recommended Action If the error message recurs, enter the **show controllers vip slot# tech-support** and the **show controllers vip slot# logging** commands to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error text or from the 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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show controllers vip slot# logging** and **show controllers vip slot# tech-support** commands and your pertinent troubleshooting logs.

Error Message

%VIP-3-SVIP_RELOAD: SVIP Reload is called.

Explanation An SVIP reload was initiated because of a VIP failure.

Recommended Action If the error message recurs, enter the show controllers vip slot# **tech-support** and the show controllers vip slot# **logging** commands to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error text or from the 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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show controllers vip slot# **logging** and show controllers vip slot# **tech-support** commands and your pertinent troubleshooting logs.

Error Message

%VIP-3-SYSTEM_EXCEPTION: VIP System Exception occurred sig=[dec], code=[hex], context=[hex]

Explanation A system exception error has occurred in the VIP. See the VIP console for more information and for the context dump.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Enter the show controllers vip slot tech-support command, with slot being the slot number where the error occurred, to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error text or from the show controllers vip slot tech-support command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%VIP-3-UNDEFIDBTYPE: Undefined idb type [dec]

Explanation The Versatile Interface Processor (VIP) kernel has identified a media type other than Ethernet, Token Ring, or serial. These are the media types supported by Cisco IOS Release 11.2 on the VIP. This error might be caused by having an older version of the software running on a device with a new VIP port adapter.

Recommended Action Check whether your version of Cisco IOS software supports the VIP port adapter. If an old software version does not appear to be the problem, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%VIP-3-UNKNOWN_MESSAGE_IPAST_DS: An unknown IPC message type [hex]

Explanation An unidentified IPC message in the VIP IPFAST_DS module has been received.

Recommended Action Enter the show controllers vip slot# **tech-support** and the show controllers vip slot# **logging** commands to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error text or from the show controllers vip slot# **tech-support** 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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show controllers vip slot# **logging** and show controllers vip slot# **tech-support** commands and your pertinent troubleshooting logs.

Error Message

%VIP-3-UNKNOWN_MESSAGE_IPAST_ENCAP: Received unknown IPC message type [hex]

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

Error Message

%VIP-3-WRITE01_PARITYERROR: Reno ASIC write parity error - bytes 0 & 1.

Explanation A Reno ASIC write parity error has been encountered for bytes 0 and 1.

Recommended Action If the error message recurs, enter the show controllers vip slot# **tech-support** and the show controllers vip slot# **logging** commands to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error text or from the show controllers vip slot# **tech-support** 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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

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

Error Message

%VIP-3-WRITE23_PARITYERROR: Reno ASIC write parity error - bytes 2 & 3.

Explanation A Reno ASIC write parity error has been encountered for bytes 2 and 3.

Recommended Action If the error message recurs, issue the show controllers vip slot# **tech-support** and the show controllers vip slot# **logging** commands to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error text or from the show controllers vip slot# **tech-support** 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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show controllers vip slot# **logging** and show controllers vip slot# **tech-support** commands and your pertinent troubleshooting logs.

Error Message

%VIP-3-WRONGSIZE_IPFAST_DS: IPFAST_DS : Bad message of size=[dec] received

Explanation An IPC message with an invalid buffer size has been received. The parameters that were specified on the request are inconsistent. A buffer for the IPC message had been requested, but the specified buffer size is invalid or missing. The size of the requested buffer must be specified within the request. This error is due to an internal code problem with the system.

Recommended Action Enter the show controllers vip slot# **tech-support** and show controllers vip slot# **logging** commands to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error text or from the show controllers vip slot# **tech-support** 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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%VIP-3-WRONGSIZE_IPFAST_ENCAP: IPFAST_ENCAP : Bad IPC message of size=[dec]
received
```

Explanation An IPC message with an invalid buffer size has been received. The parameters that were specified on the request are inconsistent. A buffer for the IPC message had been requested, but the specified buffer size is invalid or missing. The size of the requested buffer must be specified within the request. This error is due to an internal code problem with the system.

Recommended Action Enter the show controllers vip slot# **tech-support** and show controllers vip slot# **logging** commands to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error text or from the show controllers vip slot# **tech-support** 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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%VIP-4-PA_NOT_SUPPORTED_WARN: Unsupported port adapter in bay [dec] will cause
performance
degradation in VIP
```

Explanation The port adapter in the specified bay is not supported on this platform. This situation may cause a performance degradation in the VIP.

Recommended Action Refer to the appropriate support documents for more details about the platforms that are supported.

Error Message

```
%VIPMLP-2-NOINTERLEAVE: [chars] Interleave not configured due to Insufficient
memory
```

Explanation Interleave not configured due to insufficient memory.

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

%VIPMLP-2-NOVC: [chars]: packet received for non-existent VC [dec]

Explanation Virtual channel encapsulation is corrupted.

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

VIP_MDR Messages

The following are VIP MDR messages.

Error Message

%VIP_MDR-3-ERROR: [chars]

Explanation This is a message to indicate that the VIP MDR feature has encountered an error condition.

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

Error Message

%VIP_MDR-3-IMG_DNLD_ERR: [chars]

Explanation This is a message to indicate that the VIP MDR Image download feature has encountered a problem with receiving or uncompressing of the Image.

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

Error Message

%VIP_MDR-3-IMG_SANITY_ERR: [chars] Calculated value is [hex] . Expected value is [hex] .

Explanation This is a message to indicate that the VIP MDR Image download feature has encountered a problem with receiving, uncompressing, checksum calculation or magic header check of the Image.

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

Error Message

%VIP_MDR-6-RESTARTED: VIP has completed minimal disruptive restart.

Explanation This is an informative message to indicate that the VIP has completed a minimal disruptive upgrade successfully.

Recommended Action The system is behaving normally. No action is required.

VLAN Messages

The following are the VLAN messages.

Error Message

%VLAN-3-XDRLEN: Invalid XDR length. Type [dec] ([chars]). XDR/buffer len [dec]/[dec]

Explanation An internal software error has occurred.

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

VLAN_MAPPING_ISSU Messages

The following are the VLAN mapping in-service software upgrade (ISSU) messages.

Error Message

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

Explanation The interface configured as primary is not a member link in the port channel.

Recommended Action Verify the configuration.

Error Message

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

Explanation The interface configured as secondary is not a memberlink in the port channel.

Recommended Action Verify the configuration.

Error Message

%VLAN_MAPPING_ISSU-3-BUFFER: vlan_mapping VLAN Mapping ISSU client failed to get buffer for message, error [dec]

Explanation The VLAN Mapping ISSU client failed to get buffer for building a negotiation message. Hence, it can send the negotiation message to the standby unit. When there is a problem in the negotiaiton the standby unit can not be brought up.

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

Error Message

%VLAN_MAPPING_ISSU-3-CAPABILITY: vlan_mapping VLAN Mapping ISSU client [chars]

Explanation The VLAN Mapping ISSU client observed an error during capability negotiaiton. When this error happens there is a mismatch between the client capability between the active and standby unit.

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

Error Message

%VLAN_MAPPING_ISSU-3-INIT: vlan_mapping VLAN Mapping ISSU client initialization failed at [chars], error [chars]

Explanation The VLAN Mapping ISSU client could not be initialized, 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. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via 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

%VLAN_MAPPING_ISSU-3-MSG_NOT_OK: vlan_mapping VLAN Mapping ISSU client message [dec] is not compatible

Explanation The VLAN Mapping ISSU client received an incompatible message from the peer unit. Since the message is not compatible it can be processed by this unit

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

Error Message

%VLAN_MAPPING_ISSU-3-MSG_SIZE: vlan_mapping VLAN Mapping ISSU client failed to get the message size for message [dec]

Explanation The VLAN Mapping ISSU client failed to calculate message size for the message specified. The OIR ISSU client will not be able to send message to the standby unit.

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

Error Message

%VLAN_MAPPING_ISSU-3-POLICY: vlan_mapping VLAN Mapping ISSU client message type [dec] is [chars]

Explanation The VLAN Mapping ISSU client received an message type which it does not support. The policy is applied to make the session compatible.

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

Error Message

%VLAN_MAPPING_ISSU-3-SEND_FAILED: vlan_mapping VLAN Mapping ISSU client failed to send a negotiation message, error [dec]

Explanation The VLAN Mapping ISSU client could not send a session negotiation message to the peer. When there is a problem in the negotiation the standby unit can not 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. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%VLAN_MAPPING_ISSU-3-SESSION: vlan_mapping VLAN Mapping ISSU client [chars]

Explanation The VLAN mapping ISSU client detected an error during a session negotiation with the peer unit. As a result, 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. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%VLAN_MAPPING_ISSU-3-TRANSFORM: vlan_mapping VLAN Mapping ISSU client [chars]
transform failed, error [chars]
```

Explanation The VLAN mapping ISSU client could not transform the message. If the transmit transformation failed, the checkpoint message cannot be sent to the standby unit. If the receive transformation failed, the checkpoint message cannot be applied on the standby unit. In either case, the vlan_mapping VLAN Mapping state will not be identical with the active unit.

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

VOA Messages

The following are Hamptons VOA sub-cards messages.

Error Message

```
%VOA-3-HIGH_ALM_THR: High Alarm Threshold for optical power on port [chars]
[chars]
```

Explanation The high alarm threshold for the optical power level has been exceeded.

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

Error Message

```
%VOA-3-HIGH_WARN_THR: High Warning Threshold for optical power on port [chars]
[chars]
```

Explanation The high warning threshold for the optical power level has been exceeded.

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

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

Error Message

%VOA-3-LOW_ALM_THR: Low Alarm Threshold for optical power on port [chars] [chars]

Explanation The low alarm threshold for the optical power level has been exceeded.

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

Error Message

%VOA-3-LOW_WARN_THR: Low Warning Threshold for optical power on port [chars]
[chars]

Explanation The low warning threshold for the optical power level has been exceeded.

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

VOICE_CODEC Messages

Error Message

%VOICE_CODEC-6-FALLBACK: ephone [dec]: Configured code is not supported by phone/phone load, configuration retained, the voice codec fallback to [chars]

Explanation An IP phone has registered and the voice codec has been checked but is either unchanged or set to default.

Recommended Action No action is required.

VOICE_ELOG Messages

Error Message

%VOICE_ELOG-3-DUMPFAIL: Could not dump to remote file - [chars] [chars].
Error=[dec] ([chars])

Explanation Fail to dump event log to the remote file.

Recommended Action Check network connectivity, setup and configuration of the protocol.

Error Message

%VOICE_ELOG-3-INIT_FAIL: Initialization fails - [chars].

Explanation Fail to initialize event logger system.

Recommended Action Check availability of router resource such as memory.

Error Message

%VOICE_ELOG-3-MSGDROPPED: [dec] messages failed to be written in event log (client id:[chars], dump url:[chars]).

Explanation Failed to save event message to the log.

Recommended Action Check availability of system memory and error for dumping event log if configured.

Error Message

%VOICE_ELOG-4-MEM_USAGE_HI_WATERMARK: System memory on high usage ([dec]/100). Stopping processing new event log for now.

Explanation System is low on memory so throttle control is applied on event logger system and it will turn on again when remaining memory is above high water mark

Recommended Action Ensure that the gateway has the recommended amount of memory for this IOS feature set and version or scale down usage such as disabling FTP dump or enabling event log only for the specific application.

Error Message

%VOICE_ELOG-5-MEM_USAGE_LO_WATERMARK: System memory usage ([dec]/100) is below low watermark now. Resume processing new event log

Explanation System memory is back high so throttle control is removed.

Recommended Action No action is required.

VOICE_FILE_ACCT Messages

Error Message

%VOICE_FILE_ACCT-1-ALLMODE_FAIL: All modes of file accounting have failed - [chars].

Explanation All modes of file accounting failed, need to fixed right away, in order to not to lose accounting information.

Recommended Action Fix the link issues any for ftp link/flash issues, then reset file accounting using file-acct reset.

Error Message

%VOICE_FILE_ACCT-3-DUMPFAIL: Could not dump to remote file - [chars] [chars]. Error=[dec] ([chars])

Explanation Fail to dump event log to the remote file.

Recommended Action Check network connectivity, setup and configuration of the protocol.

Error Message

%VOICE_FILE_ACCT-3-INIT_FAIL: Initialization fails - [chars].

Explanation Failed to initialize event logger system

Recommended Action Check availability of router resources such as memory.

Error Message

%VOICE_FILE_ACCT-3-MSGDROPPED: [dec] messages failed to be written in event log (client id:[chars], dump url:[chars]).

Explanation Failed to save event message to the log.

Recommended Action Check availability of system memory and error for dumping event log if configured.

Error Message

%VOICE_FILE_ACCT-4-MEM_USAGE_HI_WATERMARK: System memory on high usage ([dec]/100). Stopping processing new event log for now.

Explanation System is low on memory so throttle control is applied on event logger system and it will turn on again when remaining memory is above high water mark

Recommended Action Ensure that the gateway has the recommended amount of memory for this IOS feature set and version or scale down usage such as disabling FTP dump, enable event log only for specific application, etc.

Error Message

%VOICE_FILE_ACCT-5-MEM_USAGE_LO_WATERMARK: System memory usage ([dec]/100) is below low watermark now. Resume processing new event log

Explanation System memory is back high so throttle control is removed.

Recommended Action Informational message only. No action is required.

VOICE_FSM Messages

Error Message

%VOICE_FSM-3-ERROR: [chars]

Explanation This message can take many forms. It provides information about a software error.

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

Error Message

%VOICE_FSM-5-MC3810_NOTICE: [chars]

Explanation This is an informational message only.

Recommended Action No action is required.

VOICE_IEC Messages

Error Message

%VOICE_IEC-3-EXT: Externally-generated Internal Error Code received:
[dec].[dec].[dec].[dec].[dec].[dec]

Explanation Some external entity has initiated the termination of a voice call. It has signalled its Internal Error Code to this gateway, to be reported in the accounting record for this call. In addition, it is being reported through syslog because of the voice iec syslog configuration.

Error Message

%VOICE_IEC-3-GK: [chars]: Internal Error ([chars]):
IEC=[dec].[dec].[dec].[dec].[dec].[dec] on GUID [chars] confid [chars]

Explanation An internally-detected error has caused a voice call to be released or terminated. An Internal Error Code (IEC) has been generated to report the error. This IEC will be logged in the accounting record for this call. In addition it is being reported through syslog because of the voice iec syslog configuration.

Error Message

%VOICE_IEC-3-GW: [chars]: Internal Error ([chars]):
IEC=[dec].[dec].[dec].[dec].[dec].[dec] on callID [dec] [chars]

Explanation An internally-detected error has caused a voice call to be released or terminated. An Internal Error Code (IEC) has been generated to report the error. This IEC will be logged in the accounting record for this call. In addition it is being reported through syslog because of the voice iec syslog configuration.

VOICE_RC Messages

Error Message

%VOICE_RC-3-ERROR: NULL

Explanation This message provides information about a software error.

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

Error Message

%VOICE_RC-5-DSP_REMOVED: DSP ID:[dec] removed from service after [dec] reset within [dec] minutes

Explanation Notification message.

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

Error Message

%VOICE_RC-5-DSP_RESET: DSP ID:[dec] reset

Explanation Notification message.

Recommended Action IOS reset DSP due to possible DSP error .

Error Message

%VOICE_RC-5-MC3810_NOTICE: NULL

Explanation Notification message.

Recommended Action No action is required.

Error Message

%VOICE_UTIL-3-NORAWMSG: no free raw msg structure available from [chars] for signaling message

Explanation There were no raw message structures remaining in the system pools to alert the router of a voice or signaling event.

Recommended Action Check that the voice port for which the event was reported is still operational. If not, clear the voice port.

VOIPAAA Messages

The following are messages for Voice over IP (VoIP) authentication, authorization, and accounting (AAA).

Error Message

%VOIPAAA-3-LOW_CPU_RESOURCE: VOIPAAA: System running on high cpu usage. Accounting for (callID=[dec]) is rejected.

Explanation The system does not have sufficient CPU resources to accept a new call. Any further VoIP AAA requests will be rejected.

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

Error Message

%VOIPAAA-5-VOIP_CALL_HISTORY: CallLegType [dec], ConnectionId [hex][hex][hex][hex], SetupTime [chars], PeerAddress [chars], PeerSubAddress [chars], DisconnectCause [chars], DisconnectText [chars], ConnectTime [chars], DisconnectTime [chars], CallOrigin [dec], ChargedUnits [int], InfoType [dec], TransmitPackets [int], TransmitBytes [int], ReceivePackets [int], ReceiveBytes [int]

Explanation Call history detail output is used in simple accounting. The ASCII comma delimited output can be stored using syslogd and passed on to other billing and/or processing software on a server.

Recommended Action No action is required.

Error Message

%VOIPAAA-5-VOIP_FEAT_HISTORY: [chars]

Explanation Call feature detail output is used in feature accounting. This captures multiple feature invocations on a given leg and can be used for accounting.

Recommended Action Informational message only. No action is required.

VOIPFIB Messages

The following are VoIP FIB subsystem messages.

Error Message

%VOIPFIB-3-BADIDB: Invalid IDB: Slot [dec], Channel [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

%VOIPFIB-3-INVALIDSESSION: Invalid VoIP Session

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

%VOIPFIB-3-NODSPINFO: Failed to get DSP info

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

%VOIPFIB-3-NOMEM: [chars] ([dec] [dec])

Explanation An internal software error has occurred.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. 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

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

Explanation Initialization of the specified subblock data structure has failed.

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

VOIP_RTP Messages

The following are the VOIP_RTP messages.

Error Message

%VOIP_RTP-3-DSCPVIOLATION: [chars]

Explanation The incoming RTP packet received with wrong DSCP value;CUBE detected DSCP policy violation.

Recommended Action Please check your configuration.

Error Message

%VOIP_RTP-6-MEDIA_LOOP: The packet is seen traversing the system multiple times

Explanation The packet is seen traversing the system multiple times. The voice gateway has detected a media loop in the call route.

Recommended Action Check if there is any misconfiguration that results in the pointing of IP-to-IP gateways and SWMTP to each other as the next hop in the call.

Error Message

%VOIP_RTP-6-MEDIA_LOOP: The packet is seen traversing the system multiple times

Explanation The packet is seen traversing the system multiple times. The voice gateway has detected a media loop in the call route.

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

Error Message

%VOIP_RTP-3-MEDIABWVIOLATION: [chars]

Explanation Excess bandwidth usage for the incoming RTP stream;CUBE detected Media violation.

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

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

Error Message

%VOIP_RTP-4-VQM_HALT_ALL: System one-minute CPU has reached [int]% - Video quality monitoring is halted for all calls.

Explanation The CPU usage per minute has reached a high percentage causing the disabling of the digital signal processor (DSP) Farm video quality monitoring service for all calls, which includes on going calls that were being monitored, and the new calls that are configured to be monitored.

Recommended Action Investigate the cause of the high CPU usage. The video quality monitoring service should not have a significant impact on the CPU usage.

Error Message

%VOIP_RTP-4-VQM_HALT_NEW: System one-minute CPU has reached [int]% - Video quality monitoring is not enabled for new calls.

Explanation The CPU usage per minute has reached a high percentage causing the disabling of the digital signal processor (DSP) Farm video quality monitoring service for the new calls that are configured to be monitored. Existing calls that are already monitored are not impacted.

Recommended Action Investigate the cause of the high CPU usage. The video quality monitoring service should not have a significant impact on the CPU usage. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/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

%VOIP_RTP-5-VQM_RESUME: System one-minute CPU is lowered to [int]% - Resuming video quality monitoring for all calls.

Explanation The CPU usage per minute has decreased from a high percentage. The digital signal processor (DSP) Farm video quality monitoring service is reenabled for all calls, which includes the ongoing calls whose monitoring has halted, and the new calls that are configured to be monitored.

Recommended Action No action is required.

VOLANT Messages

The following are Content Engine NM messages.

Error Message

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

Explanation The initialization of the content engine network module has failed.

Recommended Action Power down the system, reseal the interface card, and reboot. If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

VPA Messages

The following are voice port adapter messages.

Error Message

```
%VPA-1-RPTFAIL: [chars] failed to send report [dec] at [chars] - line [dec]
```

Explanation The voice port adapter has failed to send a report from the VIP.

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

```
%VPA-3-BADVC: [chars] [dec]/[dec] got bad VC packet  
[hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex]
```

Explanation An interface has received a packet with a bad VC encapsulation. This condition indicates either 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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%VPA-3-CMDFAIL: [chars] Command Failed at [chars] - line [dec], arg [dec]
```

Explanation The voice port adapter has failed to process a command.

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

%VPA-3-FWCRASH: Firmware for VPA in bay [dec] crashed with exception [hex]

Explanation The port adapter firmware has crashed.

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

Error Message

%VPA-3-INITFAIL: VPA (bay [dec]), Init Failed at [chars] - line [dec] arg [hex]

Explanation The voice port adapter has failed to complete its hardware initialization.

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

Error Message

%VPA-3-NULLSB: [chars] : Subblock Pointer is NULL

Explanation The subblock pointer is NULL and cannot access the structure.

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

Error Message

%VPA-3-TDMFAIL: VPA-TDM, access failed at [chars] - line [dec],
arg1=[hex], arg2=[hex]

Explanation The voice port adapter has failed to access the TDM switch.

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

%VPA-3-TSBSY: VPA (bay [dec]), TDM timeslot is busy: ST=[dec]/TS=[dec]

Explanation The voice port adapter has failed to grant a cross-connect setup request.

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

Error Message

%VPA-3-TSNONBUSY: VPA (bay [dec]), TDM timeslot is non busy: ST=[dec]/TS=[dec]

Explanation The voice port adapter has failed to grand a cross-connect teardown request.

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

Error Message

%VPA-3-UNEXPEVENT: VPA (bay [dec]), received an unexpected event=[hex]

Explanation The voice port adapter has received an unexpected event from the firmware.

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

%VPA-5-TXVFULL: VPA (bay [dec]), Voice tx ring is full: dma_done=[dec],
last_dma_done=[dec]

Explanation The voice Tx ring of the voice port adapter is full.

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

%VPA-6-NODATA: Data call is not supported on [chars].

Explanation Data calls are not supported in this version of Cisco IOS software.

Recommended Action Remove the data call configuration and setup.

Error Message

%VPA-6-NOTDMBP: No TDM backplane is supported on slot [dec].

Explanation The DS0 interslot cannot be cross-connected without the TDM backplane.

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

%VPA-6-NOTSUPPORT: Voice PA is not supported in this platform.

Explanation The voice port adapter is not supported in this platform.

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

%VPA-6-RXDFILLFAIL: VPA (bay [dec]), Data rx ring refill failed:
rx_d_fill_fail=[dec]

Explanation The voice port adapter has failed to refill the data Rx ring.

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

%VPA-6-RXVFILLFAIL: VPA (bay [dec]), Voice rx ring refill failed:
rxv_fill_fail=[dec]

Explanation The voice port adapter has failed to refill the voice Rx ring.

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.

VPD Messages

The following are ATM CES (Voice Processor Deck) driver messages.

Error Message

%VPD-1-UNKNOWN_VIC: VPD in slot [dec]: VIC daughter card has an unknown id of [hex]

Explanation The software did not recognize the type of VIC plugged in to the voice processor deck.

Recommended Action Check the part number on the VIC card to see if it is supported in the version of Cisco IOS software that is operational on the router, or contact your Cisco technical support representative.

Error Message

%VPD-1-UNSUPPORTED_VIC: VPD in slot [dec]: VIC daughter card ([chars]/[hex]) is unsupported

Explanation The VIC card that is plugged in to the VPD is not a type that is supported by this version of Cisco IOS software.

Recommended Action Replace this VIC with a type that is supported by this version of Cisco IOS software, or change the version of Cisco IOS software to support this VIC type.

Error Message

%VPD-1-VPD_INIT_DSP_FAILURE: An error was encountered during DSP initialization of ATM CES (Voice Processor Deck) port adapter at addr [hex].

Explanation The port adapter did not successfully initialize. This failure occurred during the DSP initialization of the port adapter.

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

Error Message

%VPD-1-VPD_INIT_FAILURE: An error was encountered during initialization of ATM CES (Voice Processor Deck) port adapter in slot [dec].

Explanation The port adapter did not successfully initialize. This failure occurred during the ATM CES voice processor deck initialization of the port adapter.

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

<http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%VPD-4-CESCLK_CHANGE: ATM CES (Voice Processor Deck) clock [dec]/0 transitioned from Priority [dec] [chars] [chars] to Priority [dec] [chars] [chars]

Explanation The clock source has changed.

Recommended Action No action is required.

Error Message

%VPD-4-CESCLK_INIT: ATM CES (Voice Processor Deck) clock source initialized to local oscillator.

Explanation The ATM CES (voice processor deck) will use the internal clock.

Recommended Action No action is required.

Error Message

%VPD-4-CESCLK_PLL_LOST_LOCK: ATM CES (Voice Processor Deck) clock [dec]/0 Tx PLL lost lock! Priority [dec] [chars] [chars] - Tx PLL failed.

Explanation The clock source has failed.

Recommended Action An alternate clock source will be used if one is available.

VPDN Messages

The following are Virtual Private Dialup Networking messages.

Error Message

%VPDN-3-DROP_ADDR_MISMATCH: [chars]

Explanation The remote server changed its address.

Recommended Action Change the initiate-to configuration at the LAC to point to the exact IP address that LNS will use.

Error Message

%VPDN-3-IP_SWITCH_ERR: 12x ip switching vector not installed

Explanation Platform dependent 12x ip cef switching module is missing.

Recommended Action Unavailable.

Error Message

%VPDN-3-NORESOURCE: [chars] [chars] [chars] no resources for user
[chars] [chars] [chars]

Explanation The platform (for example, the Cisco NAS/LAC or the HGW/LNS) has exhausted its resources for forwarding a VPDN user.

Recommended Action Check the available memory of the platform.

Error Message

%VPDN-4-MIDERROR: [chars] [chars] [chars] unable to terminate user
[chars] [chars] [chars]

Explanation The HGW/LNS was unable to complete the forwarding of the VPDN user because of an internal error. This condition may be resource-related or configuration-related. A reason string may be present in the message text to indicate the point of failure.

Recommended Action Check the configuration of the HGW/LNS.

Error Message

%VPDN-4-REFUSED: Session for [chars] Refused status = [hex]

Explanation The remote server has refused this session.

Recommended Action Check the configuration on the HGW/LNS.

Error Message

%VPDN-4-SESSIONERROR: [chars] [chars] [chars] unable to terminate user
[chars] [chars] [chars]

Explanation The HGW/LNS was unable to complete the forwarding of the VPDN user due to an internal error. This error may be resource related or configuration related. A reason string may be present to indicate the point of failure.

Recommended Action Check the configuration on the HGW/LNS.

Error Message

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

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

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

Error Message

%VPDN-5-NOIDB: [chars] [chars] [chars] unable to terminate user [chars]

Explanation The HGW/LNS has exhausted its resources for creating sessions for VPDN forwarded users. It has reached the maximum number of interfaces allowed on the router.

Recommended Action Limit the number of interfaces to the maximum allowable interfaces.

Error Message

%VPDN-5-UNREACH: [chars] [chars] [chars] is unreachable

Explanation The platform (for example, the Cisco NAS/LAC or the HGW/LNS) has timed out while it was attempting to establish a tunnel connection to a HGW/LNS or NAS/LAC. The timeout may be due to network, authentication, or authorization issues.

Recommended Action Check the configuration on the platform and check the network connectivity between the NAS/LAC and HGW/LNS. Check to see if the tunnel setup requires a different source IP address from that of the NAS/LAC.

Error Message

%VPDN-6-AUTHENERR: [chars] [chars] [chars] cannot locate a AAA server for [chars] [chars] [chars] [chars]

Explanation Either the NAS/LAC or the HGW/LNS is unable to locate an AAA server for the purposes of authenticating the user or tunnel. This condition indicates that the router was unable to establish a network connection with the designated or configured server. A reason string may be present in the message text to provide further information.

Recommended Action Check the AAA configuration on the platform (for example, the Cisco NAS/LAC or the HGW/LNS) and check the network connectivity to the AAA servers.

Error Message

```
%VPDN-6-AUTHENFAIL: [chars] [chars] [chars], [atalk_address]uthentication failure
[chars]for [chars] [chars] [chars][chars][chars]
```

Explanation The platform (for example, the Cisco®NAS/LAC or the HGW/LNS) has failed to authenticate a user or a tunnel, or the HGW/LNS has failed authentication with the client that initiated the session. For authentication failures of the user or tunnel, a reason string should be present in the message text to indicate the point of failure. When a client fails to authenticate the HGW, a reason string may be present, depending upon the point of failure.

Recommended Action Check the username configuration on the platform and, possibly, the client. If the HGW/LNS is failing authentication, removing the negotiation of outbound authentication (that is, authenticating the user only in the inbound direction) is one possible solution. If AAA is applicable to the condition, check the AAA configuration on the NAS/LAC or HGW/LNS and check the network connectivity to the AAA servers.

Error Message

```
%VPDN-6-AUTHENFAIL : [chars] [chars] [chars], [atalk_address]uthentication
failure [chars]for [chars] [chars] [chars][chars][chars]
```

Explanation The NAS/LAC or HGW/LNS has failed to authenticate a user or a tunnel, or the HGW/LNS has failed authentication with the client that initiated the session. For errors that involve user or tunnel authentication failures, this error message will contain a reason string that identifies the point of failure.

Recommended Action If the HGW/LNS is failing authentication check the username configuration on the NAS/LAC or HGW/LNS and possibly even on the client. Removing the negotiation of outbound authentication (for example, by authenticating the user only in the inbound direction) is one possible solution. If AAA is applicable, check the AAA configuration on the NAS/LAC or HGW/LNS and network connectivity to the AAA server.

Error Message

```
%VPDN-6-AUTHORERR: [chars] [chars] [chars] cannot locate a AAA server for [chars]
[chars] [chars][chars][chars]
```

Explanation The platform (for example, the Cisco®NAS/LAC or the HGW/LNS) is unable to locate a AAA server for the purposes of authorizing the user or tunnel. The router was unable to establish a network connection with the designated or configured server. A reason string may be present in the message text to provide further information.

Recommended Action Check the AAA configuration on the platform and check the network connectivity to the AAA servers.

Error Message

```
%VPDN-6-AUTHORERR : [chars] [chars] [chars] cannot authorize for [chars] [chars]
[chars] [chars] [chars]
```

Explanation The NAS/LAC or HGW/LNS is unable to locate a AAA server for the purposes of authorizing the user or tunnel. The router was unable to establish a network connection with the designated (configured) server. This error message may contain a reason string that identifies the point of failure.

Recommended Action Check the AAA configuration on the NAS/LAC or HGW/LNS and the network connectivity to the AAA server.

Error Message

```
%VPDN-6-AUTHORFAIL: [chars] [chars] [chars], [atalk_address]authorization failure
for [chars] [chars] [chars] [chars] [chars]
```

Explanation The platform (for example, the Cisco NAS/LAC or the HGW/LNS) has failed to authorize a user or a tunnel. A reason string may be present in the message text to indicate the point of failure.

Recommended Action Check the authorization configuration on the platform. If AAA is applicable to the condition, check the network connectivity to the AAA servers.

Error Message

```
%VPDN-6-CLOSED: [chars] [chars] [chars] closed [chars] [chars]
[chars] [chars] [chars]
```

Explanation The remote server, typically the HGW/LNS, closed this session. The reason for the closing is encoded in a hexadecimal format and corresponds to the particular protocol descriptions. For L2F protocol, the values are documented in section 4.4.5 of the Internet Draft. A description string may also be present that describes the reason for the closing.

Recommended Action Check the configuration on the platform (for example, the configuration of the Cisco NAS/LAC or the HGW/LNS).

Error Message

```
%VPDN-6-CLOSED : [chars] [chars] [chars] closed [chars] [chars]
[chars] [chars] [chars]
```

Explanation The remote server, typically the HGW/LNS, has closed this session. The reason for the closure is encoded in a hexadecimal format and corresponds to the particular protocol descriptions; for example, for L2F the values are documented in section 4.4.5 of the Internet Draft. A description string that describes the closure reason might also be present.

Recommended Action Check configuration on the NAS/LAC or HGW/LNS.

Error Message

%VPDN-6-DOWN: [chars] [chars][chars] changed state to down [chars] [chars]
[chars] [chars] [chars]

Explanation The remote server, typically the HGW/LNS closed this tunnel. The reason for the closure is encoded in a decimal format, which corresponds to the particular protocol descriptions. For L2F, the values are documented in section 4.4.5 of the Internet Draft. A description string may also be present which describes the closure reason.

Recommended Action Check configuration on the NAS/LAC or HGW/LNS.

Error Message

%VPDN-6-MAX_SESS_EXCD: [chars] [chars] [chars] has exceeded configured local session-limit and rejected [chars] [chars] [chars][chars][chars]

Explanation The NAS/LAC or HGW/LNS has refused this session because the configured maximum VPDN session limit has been reached.

Recommended Action Check the configuration on the HG or LNS.

Error Message

%VPDN-6-RESIZE: Updated [chars] session table size to [int]

Explanation The platform (for example, the Cisco NAS/LAC or the HGW/LNS) has altered the size of the session table via CLI.

Recommended Action No action is required.

Error Message

%VPDN-6-SOFTSHUT: [chars] [chars] [chars] has turned on softshut and rejected [chars] [chars] [chars][chars][chars]

Explanation The NAS/LAC or HGW/LNS can no longer accept new connections when the vpdn softshut command has been entered. This feature prevents new sessions from being established on a VPN tunnel. The existing session will continue until termination.

Recommended Action To disable the VPDN feature and return the VPN tunnel to active service, enter the no vpdn softshut command.

Error Message

%VPDN-6-TIMEOUT: [chars] [chars] [chars] disconnected [chars] [chars]
[chars] [chars] [chars]

Explanation The platform (for example, the Cisco NAS/LAC or the HGW/LNS) has disconnected the user because of the expiration of a timer. This condition may be PPP negotiation-related or might be an absolute timeout for the session.

Recommended Action If the session has timed out automatically, no action is required.

Error Message

%VPDN-6-TUNNEL_IN_RESYNC: [chars] [chars] [chars] tunnel is in HA resync, reject [chars] [chars] [chars]

Explanation The tunnel towards the peer is still in High Availability (HA) resync, hence it cannot bring up any new sessions until the resync is complete.

Recommended Action It is normal for this to occur during tunnel High Availability (HA) resync phase. New sessions cannot be brought up on a tunnel that is in HA resync. Once the resync is complete, new sessions can be brought up on this tunnel.

Error Message

%VPDN-6-VPDN_DEADCACHE_EVENT: LSG dead cache entry [IP_address] [chars]

Explanation A dead cache entry status is changed in the VPDN Load Sharing Group (LSG) table. The event could be added, where a LSG entry goes down; deleted where an entry moves out of the down status, or cleared, where an entry is cleared by a user.

Recommended Action Unavailable.

VPLS_NP_CLIENT Messages

The following are VPLS NP client messages.

Error Message

%VPLS_NP_CLIENT-3-INFO: [chars]

Explanation VPLS NP Client failed to initialize properly which will result in improper operation of Any Transport Over MPLS feature.

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

Error Message

%VPLS_NP_CLIENT-3-NOMEM: [chars]

Explanation VPLS NP Client failed to initialize properly, which will result in improper operation of the Any Transport Over MPLS feature.

Recommended Action This error may indicate that more memory must be installed on the affected card or platform to service all the features and related entities enabled via the configuration. Try to reload the IOS image on the affected card or platform. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

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

Explanation Entry could not be added because the entry passed is invalid.

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

VPNMAP Messages

Error Message

%VPNMAP-2-REALLOC_ERROR: Exceeded number of resources to support hardware switching of VRF [chars]. Please unconfigure some of the existing VRFs as some entries will be software switched in the next reload.

Explanation Exceeded number of hw resources to support hardware switching of the existing VRFs. Please unconfigure 'mls ipv6 vrf' command or some of the existing features that uses those resources. Examples: VRF, EoMPLS, MDT,...

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

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

Error Message

%VPNMAP-2-SPACE_EXCEEDED: Exceeded number of resources to support hardware switching of VRFs. Please unconfigure some of the existing VRFs as some entries will be software switched.

Explanation Exceeded number of hw resources to support hardware switching of the existing VRFs. Unconfigure 'mls ipv6 vrf' command or some of the existing features that uses those resources. Examples: VRF, EoMPLS, MDT.

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

VPNSM Messages

Error Message

%VPNSM--FIPS582XNOTIFY: Fips582x POST : %s (%d)

Explanation An error was reported by the firmware.

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

Error Message

%VPNSM-0-ACELOGTEST7: Log test: SEV_EMERG

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-1-ACELOGTEST6: Log test: SEV_ALERT

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-2-ACEIKEACRT: CRT computation on RSA Private Key [dec] failed

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-2-ACEIKEADRVPKRM: Decode of RSA Private Key [dec] failed

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-2-ACEIKEANVRWRT: RSA Private Key [dec] NOT written to NVRAM

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-2-ACEIKEANVWRT: RSA Private Key [dec] NOT zeroized in NVRAM

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-2-ACEIKEANVWRT2: RSA Private Key [dec] NOT written to NVRAM

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-2-ACEIKEAPRVCREDRV: Driver refused RSA Private Key

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-2-ACEIKEAPRVCRESES: Driver refused RSA Private Key [dec]

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-2-ACEIKEAPRVDRV: Driver refused RSA Private Key

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-2-ACEIKEAPRVNVRD: RSA Private Key [dec] NOT read from NVRAM

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-2-ACEIKEAPRVREJ: RSA Private Key [dec] NOT written to NVRAM

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-2-ACEIKEAPRVRMDRV: Decode of RSA Private Key [dec] failed

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-2-ACEIKEAPRVRMSESDRV: Decode of RSA Private Key [dec] failed

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-2-ACELOGTEST5: Log test: SEV_CRIT

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-2-ACENVRAMCSUM: NVRAM Checksum failed

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-2-ACENVRAMWR: Write to nvram failed

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-2-ACESCPERROR: Null MAC address pointer in SCP module

Explanation An error was reported by the firmware.

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

Error Message

```
%VPNSM-2-ACE_PKA_KAT_FAILURE: PKA : Known Answer Test failure: %s
```

Explanation An error was reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEIOBADPARAM: PcpManCreateSa: cannot set SPI for flow with id=[dec], max is [dec]
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEIOTCAMFAILED: SpdSpInstall: cannot install Sp [dec]: TmInsertSp failed
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEI10OUTOFCME: PcpManCreateAcl: cannot allocate new Acl for aclId=[int]
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEI11NESTOVERFLOW: SpdSaAddTmInsCb: cannot have more than [dec] pending nested callbacks from TcamMan
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEI11OUTOFSEL: PcpAclGetSpSelSet: cannot clone SelSet for ACL [dec]
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEI12IDNOTINUSE: PcpManRemoveAcl: cannot remove non-existing access list [int]
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEI12OUTOFSAPAR: SpdSaSetKeys: cannot allocate new SaPar for Sa [dec]
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEI13IDINUSE: PcpManRemoveAcl: cannot remove access list [int] while in use
```

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI14BADCMED: PcpSpdCreateCme: cannot create Cme with ID=[dec]: too large

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI14NOLOGA: SpdSaInitSpi: cannot allocate SPI with TcamMan for Sa [dec]

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI15IDNOTINUSE: PcpManRemoveCme: cannot remove non-existing Cme [int]

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI16BADPARAM: PcpManActivateFlow: cannot activate flow [dec]: Sa is in the wrong state

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI16TCAMFAILED: SpdSaTmInstallIn: cannot install inbound Sa [dec] with TcamMan

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI17BADPARAM: PcpManActivateFlow: cannot activate non-existing flow [dec]

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI17TCAMFAILED: SpdSaTmInstallOut: cannot install outbound Sa [dec] with TcamMan

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI18BADPARAM: PcpManCreatesMap: cannot create outbound SPD Map [int] with ingress access list [int]

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI19BADCMEID: PcpManActivateFlow: cannot activate flow [dec] with non-existing Cme [dec]

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEI1BADPARAM: SpdSaSetParams: got invalid SPI [int] for Sa [dec],
expected [int]
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEI1OUTOFSA: PcpManCreateSa: cannot create new Sa using SpdMan
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEI20OUTOFSEL: PcpUtilSelSetFromPar: cannot allocate new selector set
```

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI21BADPARAM: PcpAclAppend: got too many denys for aclId=[dec], max is [dec]

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI22BADPARAM: PcpAclAppend: got out-of-sequence line number [dec] for aclId=[dec]

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI23IDINUSE: PcpSpdCreateCme: cannot create Cme with ID=[int]: already used

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEI24BADPARAM: PcpAclAppend: got invalid ranges for selector set at
lineNo=[dec], aclId=[dec]
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEI25IDINUSE: PcpAclAppend: got duplicate line number [dec] for
aclId=[dec]
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEI26OUTOFSP: PcpCmeInstall: cannot create a new Sp
```

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI27BADPARAM: PcpManSetFlowKeys: cannot set keys for flow [dec]: SA is in the wrong state

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI28IDINUSE: PcpManCreateSa: cannot create second Sa for flow [dec]: conditions for transport adj. are not met

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI29SPDFAILED: PcpCmeInstallNext: cannot install Sp [dec] with SpdMan

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI2BADPARAM: PcpManUpdateFlow: cannot update flow %ld with invalid ID

Explanation An error was reported by the firmware.

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

Error Message

%VPNSM-3-ACEI2NESTOVERFLOW: SpdSaInitTmSaOut: outer outbound Sa [dec] of Sa [dec] is above nesting limit of [dec]

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI2SPIALLOCATED: PcpManCreateSa: cannot allocate second SPI for flow [dec]: conditions for transport adj. are not met

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI30BADPARAM: PcpManCreateFlow: cannot create inbound Flow [dec]: SA does not exist

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI31BADAENUM: PcpQOpActSaBegin: cannot find access list entry number [dec] for cmeId=[dec]

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI32BADPARAM: PcpManCreateFlow: cannot create SA for Flow [dec]: got isOuter==0

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEI33BADPARAM: PcpCmeActivateSa: got invalid lifetime values
softSecs=[int], hardSecs=[int]
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEI34BADPARAM: PcpCmeActivateSa: got invalid lifetime values
softKBytes=[int], hardKBytes=[int]
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEI35BADPARAM: PcpCmeIntersectSaWithSp: cannot activate flow [dec] with
selector ranges not intersecting parent Sp
```

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI36BADSELADDR: PcpQOpActSaBegin: cannot activate per-host flow [dec] with addresses [dec].[dec].[dec].[dec] and [dec].[dec].[dec].[dec] not included in Sp [dec] selector sets

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI37OUTOFSEL: PcpQOpActSaBegin: cannot clone selector set to activate per-host flow [dec]

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI38BADSELADDR: PcpQOpActSaBegin: cannot activate transport mode flow [dec] with addresses [dec].[dec].[dec].[dec] and [dec].[dec].[dec].[dec] not included in Sp's selector sets

Explanation An error has been reported by the firmware.

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

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

Error Message

```
%VPNSM-3-ACEI39BADPARAM: PcpTrInProcess: got invalid opcode [dec]
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEI3BADPARAM: PcpManCreateFlow: cannot create Flow id=[dec]: SA [dec] is in the wrong state
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEI3NESTOVERFLOW: SpdSaGetXformSeq: outer inbound Sa [dec] of Sa [dec] is above nesting limit of [dec]
```

Explanation An error has been reported by the firmware.

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

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

Error Message

```
%VPNSM-3-ACEI3OUTOFSEL: PcpQOpActSaBegin: cannot allocate selector set for outer
Sa in flowId %ld
```

Explanation An error was reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEI40BADACLID: PcpManCreateCme: cannot create Cme with non-existing
access list [int]
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEI41SPDFFAILED: PcpQOpActSaDone: cannot finish activating Sa [dec]
```

Explanation An error has been reported by the firmware.

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

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

Error Message

```
%VPNSM-3-ACEI42QUEUEFULL: PcpCmeActivateSa: cannot activate Sa [dec]: queue is full
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEI43BADPARAM: PcpAclAppend: got invalid line number [dec] for ACL [dec]
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEI44QUEUEFULL: PcpSpdCreateCme: cannot create Cme [int] (aclId=[int]): queue is full
```

Explanation An error has been reported by the firmware.

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

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

Error Message

```
%VPNSM-3-ACEI45IDNOTINUSE: PcpManDestroyFlow: cannot delete already deleted flow [dec]
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEI46BADPARAM: PcpQOpActSaBegin: cannot activate non-fully-specified Sa for Cme [dec] without Acl
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEI47BADPARAM: PcpQOpActSaBegin: cannot activate Sa for manual Sp (cmeId=[dec],entry=[dec]), Sa already exists
```

Explanation An error has been reported by the firmware.

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

<http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%VPNSM-3-ACEI48CMEINUSE: PcpManSetInitMode: cannot set fast init-mode in TcamMan:
[dec] pending Ops, [dec] Flows and [int] Cmes already exist or TcamMan is busy
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEI49BADPARAM: PcpManCreateFlow: cannot setup Flow [dec] in trans.adj.
using tunnel mode
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEI4BADPARAM: PcpManCreateFlow: got invalid addresses
[int].[int].[int].[int] and [int].[int].[int].[int] for outer Sa of flow [dec]:
expected [int].[int].[int].[int] and [int].[int].[int].[int]
```

Explanation An error has been reported by the firmware.

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

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

Error Message

```
%VPNSM-3-ACEI50CMEINUSE: PcpQOpRemCmeBegin: cannot remove Cme [dec]: TcamMan is in Init mode
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEI51BADPARAM: PcpSpdCreateCme: got invalid flags
(manual,dynamic,discover,drop,clear) = ([dec],[dec],[dec],[dec],[dec]),
cmeId=[dec]
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEI52IDINUSE: PcpManCreateAcl: cannot process opcode [int] for Acl [int]
in state [int]
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEI53BADPARAM: PcpManCreateAcl: cannot create Acl with id [int] out of
range [0,[int]]
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEI54CMENOTREADY: PcpSpdCreateCme: cannot create Cme [int] with Acl
[int] when Acl state is [int]
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEI55SPDFAILED: PcpQOpActSaBegin: cannot begin activating Sa [dec]
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEI56BADPARAM: PcpManDestroyFlow: cannot delete flow [dec] while waiting for SA activation
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEI56IDNOTINUSE: PcpManDestroyFlowAsync: cannot delete flow %ld already being deleted
```

Explanation An error was reported by the firmware.

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

Error Message

%VPNSM-3-ACEI57CMEINUSE: PcpManSetInitMode: cannot set normal init-mode in TcamMan: there are pending Flows or Cmes

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI58IDNOTINUSE: PcpManDestroyFlowAsync: flow %ld already queued for deletion

Explanation An error was reported by the firmware.

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

Error Message

%VPNSM-3-ACEI58SPDFAILED: PcpManCreateFlow: cannot set SA parameters for Flow [dec]

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI59BADPARAM: PcpCmeActivateSa: cannot activate flow [dec] as per-host with subset of Sp as a selector set

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI5BADPARAM: SpdSaActivate: cannot activate Sa %ld, old Sa %ld already has successor Sa %ld

Explanation An error was reported by the firmware.

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

Error Message

%VPNSM-3-ACEI5OUTOFSA: PcpManCreateSa: cannot create new Sa for flow [dec]

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI60SPDFAILED: PcpManSaUpdateError: cannot update Flow [dec]

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI61BADPARAM: PcpManCreateFlow: cannot setup inner SA in trans.adj. before outer SA for Flow [dec]

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI62BADPARAM: PcpManCreateFlow: cannot setup Flow [dec] in trans.adj. with outer SA in tunnel mode

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI62IDINUSE: PcpQOpCreSaBegin: cannot setup Flow %ld in trans.adj. with outer SA in tunnel mode

Explanation An error was reported by the firmware.

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

Error Message

%VPNSM-3-ACEI63CMEINUSE: PcpManActivateFlow: cannot activate flow [dec] while using fast policy mode

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI64BADPARAM: PcpQOpActSaBegin: got invalid ranges for selector set of fully-specified flow [dec]

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEI65BADPARAM: PcpManSetInitMode: got invalid flags [hex] for setting fast policy mode
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEI66IDINUSE: PcpManCreateFlow: cannot create new outer SA for Flow [dec]: outer SA already exists
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEI66NOTREADY: PcpManUpdateFlow: cannot update flow %ld when SA is not active
```

Explanation An error was reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEI67BADPARAM: PcpSpdCreateSMap: cannot create SMap [int] with Acl [int]
when Acl state is [int]
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEI68BADPARAM: PcpAclAppend: got invalid flags [hex] at lineNo=[dec],
aclId=[dec]
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEI69BADPARAM: PcpManCreateCme: cannot create Cme [int] with spdId [int]
out of range [0,[int]]
```

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI6BADPARAM: PcpTrInProcess: got invalid size %d for opcode %d

Explanation An error was reported by the firmware.

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

Error Message

%VPNSM-3-ACEI6IDINUSE: PcpManCreateSa: cannot set SPI of SA for flow [dec]

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI6OUTOFSEL: SpdSpInstall: cannot compute SP's permit-SelSets from mixed SelSet list

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEI70IDNOTINUSE: PcpManUpdateCme: cannot update non-existing Cme [int]
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEI71QUEUEFULL: PcpSpdUpdateCme: cannot update Cme [int]: queue is full
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEI72QUEUEFULL: PcpSpdCreateSMap: cannot create SPD map with mapId [int]: queue is full
```

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI73BADPARAM: PcpSpdCreateSMap: cannot create SPD map with mapId [int] out of range [0,[int]]

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI74IDINUSE: PcpSpdCreateSMap: cannot create SPD map with mapId [int] already in use

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI75TMFAILED: PcpSMapInstall: cannot insert SMap [int] with TcamMan

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI76BADPARAM: PcpSpdCreateSMap: cannot create SPD map [int] with invalid flags [hex]

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI77BADPARAM: PcpManCreateSMap: cannot create SPD Map [int] using non-existent access list [int]

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI78OUTOFSMAP: PcpSpdCreateSMap: cannot create SPD map [int]: out of memory

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI79BADPARAM: PcpQOpActSaBegin: cannot activate Sa for cmeId=[dec], entry=[dec] when Cme is not ready

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI7BADPARAM: PcpManSetFlowKeys: cannot set keys for flow [dec]: invalid ID

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI7OUTOFSEL: SpdSaTmInstallOut: cannot compute outbound SA's permit-SelSets from mixed SelSet list

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI80QUEUEFULL: PcpManDestroyFlow: cannot delete flowId [dec]: operation queue is full

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI81IDNOTINUSE: PcpQOpDelSaBegin: cannot delete already deleted flow [dec]

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI82QUEUEFULL: PcpManRemoveCme: cannot remove Cme with cmeId [int]: queue is full

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI83TMFAILED: PcpSpdInitialize: cannot insert SPD [int] with TcamMan

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI84BADPARAM: PcpManCreatesMap: cannot create SPD map [int] with spdId [int] out of range [0,[int]]

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI85OUTOFSMAP: PcpManCreateSpd: cannot create SPD [int]: out of memory

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI86IDINUSE: PcpManActivateFlow: cannot activate already active flow [dec]

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI87BADPARAM: PcpManCreateFlow: cannot create Flow with id=[dec], max is [dec]

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI88IDNOTINUSE: PcpManRemoveSMap: cannot remove non-existing SMap [int]

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI89OUTOFCME: PcpSpdCreateCme: cannot allocate new Cme for aclId=[int]

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI8SPDFAILED: PcpManSetFlowKeys: cannot set keys for flow [dec] using SpdMan

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEI90CMEINUSE: PcpQOpRemCmeBegin: cannot remove Cme [dec] while in state [dec]

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEI91OUTOFSEL: PcpAclGetSpSelSet: cannot clone deny-SelSets for ACL [dec]
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEI92QUEUEFULL: PcpManCreateFlow: cannot create flowId %ld: operation queue is full
```

Explanation An error was reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEI9BADPARAM: PcpManQueryFlow: cannot query flow [dec]: invalid ID
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEI9OUTOFSEL: SpdSaActivateOuterSa: cannot create selector set
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEIKEADELCB: [chars]:[dec]: unexpected ([dec]) error on delete callback
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ACELOGTEST4: Log test: SEV_ERR
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEPKARSAPRVXCR: PKA: PkaRsaPrivXcrypt() invalid input buffer length
[dec]
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEPKARSAPUBXCRBUFLN: PKA: PkaRsaPubXcrypt() invalid input buffer
length [dec]
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ACEPKASK0LENCROP2: PKA: 0 length crypto operation
```

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEPKASK0LENCRYOP3: PKA: 0 length crypto operation

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEPKASK0LENOP: PKA: 0 length crypto operation

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEPKASK1STFRAGSHRT: PKA: 1st frag too short for crypto operation

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEPKASKDESNOTMUL82: PKA: DES/3DES data length not multiple of 8

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEPKASKDESNOTMULT8: PKA: DES/3DES data length not multiple of 8

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-3-ACEPKASKNOCRNOAUTH: PKA: Can't have PKA_CRYPTONE and PKA_HMAC_NONE

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-3-ICPUBADGRESA: Invalid GRE SA - can't find match. saptr:0x%x
```

Explanation An error was reported by the firmware.

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

Error Message

```
%VPNSM-3-SPI_NOT_AVAIL: SPI 0x%x is not available
```

Explanation An error was reported by the firmware.

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

Error Message

```
%VPNSM-4-ACEIPCOMPINGPRE: IPC ping ([chars]): premature ping...awaiting response to previous ping
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-4-ACEIPCOMPINGSEQ: IPC ping ([char]CPU): seq.# does not match: Expected [dec], got [dec]
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-4-ACEIPCOMPINGSKIP: IPC ping ([char]CPU): Skipped [dec] times before receiving reply
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-4-ACEIPCXNOBUF2: ICPU unable to allocate msg buf for Ping Reply: [dec]
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-4-ACEIPCXNOBUF3: OCPU unable to allocate msg buf for Ping Reply: [dec]
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-4-ACEIPCXPINGNOBUF: [dec] srcCPU unable to allocate msg buf for Ping Reply in CB: [dec]
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-4-ACELOGTEST3: Log test: SEV_WARN
```

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-4-ACEPCECLNSELS: PCE: SP Insertion: Can not clone selector sets

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-4-ACEPCECLNSELS2: PCE: SP Insertion: Can not clone selector sets

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-4-ACEPCEDELSPFAIL: PCE: Deleting SP Failed

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-4-ACEPCEMAXDENY: PCE: Reached maximum number of incomplete search entries

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-4-ACEPCEMAXINCPL: PCE: Reached maximum number of incomplete search entries

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-4-ACEPCESPTOOCPLX2: PCE: SP Entry to complex to be inserted

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-4-ACEPCETOOCPXL: PCE: Entry too complex to fit into TCAM

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-4-ACEPKADHGRPNTALC: PkaDhRemoveKeyGroup(): DH group ID [dec] not allocated

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-4-ACEPKADHRMKGIDBUSY: PkaDhRemoveKeyGroup(): DH group ID [dec] is busy

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-4-ACETCAMFULLINSMANSP: Full SA insertion for a manual SP.

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-4-ACETCAMPKTNOSA: Packet event for a non-existing SA.

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-4-ACETCAMPKTNOSP: Packet event for a non-existing SP.

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-4-ACEXCPUALLOC: IPC: Unable to allocate and send STATFLUSH.

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-4-ACEXCPUALLOC2: IPC: Unable to allocate IPC to set debug flag.

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-4-ACEXCPUALLOC3: IPC: Unable to allocate IPC to start 5840 test.

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-4-ACEXCPUCMMTU2: CFGMON: Failed to set MTU. Invalid data [dec].

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-4-ACEXCPUCMRESP: XcpuCfgMonReqCallback:Can't respond to host.

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-4-ACEXCPUCMRESP3: XcpuCfgMonReqCallback:Global stats...Can't respond to host.

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-4-ACEXCUCMRESP4: XcpuCfgMonReqCallback: PerFlow Stats....Can't respond to host.

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-4-ACEXCUCMRESP5: XcpuCfgMonReqCallback: PerFlow Stats....Can't respond to host.

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-4-DUMPMEM: 0x%08x: 0x%08x 0x%08x 0x%08x 0x%08x

Explanation An error was reported by the firmware.

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

Error Message

```
%VPNSM-4-EDSDEBUG: SingleBufErr:([hex])
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-4-FIPSCHECK2: FIPS RCVD Multi-buffer Packet.
```

Explanation An error was reported by the firmware.

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

Error Message

```
%VPNSM-4-FIPSCHECK3: FIPS Failed Packet Comparison.
```

Explanation An error was reported by the firmware.

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

Error Message

%VPNSM-4-FIPSCHECK4: FIPS Test Completed Successfully.

Explanation An error was reported by the firmware.

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

Error Message

%VPNSM-4-ICPUFRAG1: PktReasmSetAction failed.

Explanation An error was reported by the firmware.

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

Error Message

%VPNSM-4-ICPUPP10: Packet src:%d.%d.%d.%d dst:%d.%d.%d.%d proto ESP, but not SA proto!

Explanation An error was reported by the firmware.

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

Error Message

%VPNSM-4-ICPUPP11: Packet src:%d.%d.%d.%d dst:%d.%d.%d.%d proto AH, but not SA proto!

Explanation An error was reported by the firmware.

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

Error Message

%VPNSM-4-ICPUPP12: IPPE says IPSec, not pkt src:%d.%d.%d.%d dst:%d.%d.%d.%d proto:%d!

Explanation An error was reported by the firmware.

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

Error Message

%VPNSM-4-ICPUPP13: Policy check failed for pkt src:%d.%d.%d.%d dst:%d.%d.%d.%d proto:%d SA index:0x%x

Explanation An error was reported by the firmware.

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

Error Message

```
%VPNSM-4-ICPUPP14: Pkt src:%d.%d.%d.%d dst:%d.%d.%d.%d proto:%d match deny; SA
index 0x%x
```

Explanation An error was reported by the firmware.

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

Error Message

```
%VPNSM-4-ICPUPP15: SecInfo 0x%x doesn't match with SA 0x%x SA index:0x%x
```

Explanation An error was reported by the firmware.

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

Error Message

```
%VPNSM-4-ICPUPP16: Inner proto %d must be IPSec but is not
```

Explanation An error was reported by the firmware.

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

Error Message

%VPNSM-4-ICPUPP2: SaCheckSelectors: Illegal pkt, no valid SA

Explanation An error was reported by the firmware.

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

Error Message

%VPNSM-4-ICPUPP3: Illegal pkt dst:%d.%d.%d.%d proto:%d spi:0x%x, no match on SA SPI 0x%x.

Explanation An error was reported by the firmware.

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

Error Message

%VPNSM-4-ICPUPP4: Illegal pkt dst:%d.%d.%d.%d proto:%d spi:0x%x, no match on SA dst%d.%d.%d.%d

Explanation An error was reported by the firmware.

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

Error Message

```
%VPNSM-4-ICPUPP8: Illegal clear pkt src:%d.%d.%d.%d dst:%d.%d.%d.%d proto:%d.
```

Explanation An error was reported by the firmware.

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

Error Message

```
%VPNSM-4-ICPUPP9: Packet src:%d.%d.%d.%d dst:%d.%d.%d.%d seq num:0x%x failed  
replay check last seq num:0x%x for SA :0x%x.
```

Explanation An error was reported by the firmware.

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

Error Message

```
%VPNSM-4-ICPUSYSIPADDRADD: PktProcAddSysIpAddr: Unable to add local IP Addr [hex]
```

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-4-ICPUSYSIPADDRDEL: PktProcAddSysIpAddr: Unable to delete local IP Addr [hex]

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-4-ISAUNCA7: PktProcAtnModSas: Mismatch valid flag unca:invalid index:0x%x

Explanation An error was reported by the firmware.

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

Error Message

%VPNSM-4-RECOVERYDONE: CP Lockup Recovery - Done

Explanation An error was reported by the firmware.

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

Error Message

%VPNSM-4-RECOVERYFRAG: Ipfrag: Unable to transmit. CP Lockup Occured.

Explanation An error was reported by the firmware.

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

Error Message

%VPNSM-4-RECOVERYSTART: CP Lockup Recovery - Start(OCPU)

Explanation An error was reported by the firmware.

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

Error Message

%VPNSM-4-XCPURECOVERY: Error Disabling Wmac Rx link

Explanation An error has been reported by the firmware.

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

Recommended Action The following are dynamic VLAN VQP client messages.

Error Message

%VPNSM-5-ACELOGTEST2: Log test: SEV_NOTICE

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-5-ACEPKADHGSRBADID: PkaDhGenerateSession(): DH group ID [dec] not defined

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-5-ACEPKADHGSHIDNOALL: PkaDhGenerateShared:DH session ID [dec] not allocated

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-5-ACEPKADHGSIDINUSE: PKA: PkaDhGenerateSession: DH session id [dec]
already in use
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-5-ACEPKADHGSINVID: PKA: PkaDhGenerateSession: invalid DH session id [dec]
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-5-ACEPKAINITCMPL: BCM5820: Initialization complete
```

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-5-ACEPKANOBDESC: PKA: no data buffer descriptors available

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-5-ACEPKANOMOREDHGRPS: PKA: no more DH groups available

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-5-ACEPKAPOSTRSTDELAY: PKA: BCM5820 post reset delay

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-5-ACEPKARESUB: BCM5820: Resubmitting crypto request

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-5-ACEPKARESUBPK: BCM5820: Resubmitting PK request [hex]

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-5-ACEPKARSACKBITSNMULT: PKA: RSA key create request of [dec] bits not a multiple of 64

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-5-ACEPKARSACKMAXBITS: PKA: RSA key create request of [dec] bits exceeds max of [dec] bits

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-5-ACEPKARSACKTOOMANY: PKA: Too many RSA key create requests

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-5-ACEPKARSARMPSBUSYID: PKA: can't remove busy RSA private session [dec]

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-5-ACEPKARST: PKA: BCM5820 in reset
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-5-ACEPKARSTCOMPL: BCM5820: Reset complete
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-6-ACEIPSENDMSGLOCAL: [chars] send msg buf (local)
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-6-ACEIPCSENDMSGTOOBIG: [chars] unable to send msg buf (msg too big)
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-6-ACEIPCSENDMSGTOOMANYCLIENTS: [chars] unable to send msg buf (client id too big)
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-6-ACELOGTEST1: Log test: SEV_INFO
```

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-6-ACEPKAHWCRNGT: PKA : HW RNG has duplicate data, discarding

Explanation An error was reported by the firmware.

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

Error Message

%VPNSM-6-ACEPKAPKNOMCR2: PKA: no Public Key MCRs available

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-6-ACEPKARNGDUP: PKA : A pseudo-random number was generated twice in succession. 0x%.8lx%.8lx; 0x%p 0x%p idx:0x%x

Explanation An error was reported by the firmware.

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

Error Message

%VPNSM-6-ACEPKARNGKAT: PKA : RNG failed KAT

Explanation An error was reported by the firmware.

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

Error Message

%VPNSM-6-ACEPKASKNOCRYCTXT: PKA: no Crypto CTXs available

Explanation An error has been reported by the firmware.

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

Error Message

%VPNSM-6-ACEPKASKNOMCRS: PKA: no Crypto MCRs available

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-7-ACELOGTEST0: Log test: SEV_DEBUG
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-7-ACELOGTESTA: Log test: SEV_DEBUG A
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-7-ACELOGTESTB: Log test: SEV_DEBUG B [dec] [chars]
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-7-ACESHI: git along [dec] [chars]
```

Explanation An error has been reported by the firmware.

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

Error Message

```
%VPNSM-7-ACESLO: nuf said
```

Explanation An error has been reported by the firmware.

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

VPNSMIOS Messages

Error Message

```
%VPNSMIOS-3-ILLEGALINTERFACE: Traffic matching crypto maps on %s will go through unencrypted. Please reconfigure crypto maps as required by VPN service module.
```

Explanation An attempt was made to apply an encryption (crypto) map set to an interface that is not a VLAN interface. When this IPSec VPN accelerator is being used, crypto map sets can only be applied to a VLAN interface that has a proper encryption (crypto) connection to a physical port. The interface has been disabled. For more information on crypto guidelines, consult the system configuration manuals.

Recommended Action Remove the crypto map set from the virtual interface. For more details, please consult the configuration guidelines.

Error Message

```
%VPNSMIOS-3-MACEDONCTVLTIMERON: Control vlan timer is on on stby
```

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

Error Message

```
%VPNSMIOS-3-MACEDONTUNNELADDCBERR: %s: tunnel addcb failed: reason[%s] tvlan[%d] slot[%d]
```

Explanation An error response was received when attempting to seize the tunnel.

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

Error Message

```
%VPNSMIOS-3-MACEDONTUNNELADDERR: %s: tunnel add failed: reason[%s] ifvlan[%d] tvlan[%d] slot[%d] src[%i] dst[%i]
```

Explanation An attempt to seize the tunnel failed.

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

Error Message

%VPNSMIOS-3-MACEDONTUNNELCREATEPOLOQERR: Failed to create PoloReplicateCfg Q

Explanation Internal Error.

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

Error Message

%VPNSMIOS-3-MACEDONTUNNELCREATEPROCERR: Failed to create Ace Tunnel Task

Explanation Internal Error.

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

Error Message

%VPNSMIOS-3-MACEDONTUNNELCREATEQERR: Failed to create watched Q

Explanation Internal Error.

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

Error Message

%VPNSMIOs-3-MACEDONTUNNELDELETEIFVLANNOTFOUNDERR: %s: no tm found while attempting to delete from ifvlan[%d]

Explanation Internal Error.

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

Error Message

%VPNSMIOs-3-MACEDONTUNNELDELETETMNOTFOUNDERR: %s: no tm found while attempting to delete

Explanation An internal error has occurred.

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

Error Message

%VPNSMIOs-3-MACEDONTUNNELNOEVENTMSGHANDLERERR: msgtype[%s]: No event msg handler found.

Explanation Internal Error.

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

Error Message

%VPNSMIOS-3-MACEDONTUNNELNOIDBERR: No tunnel idb

Explanation Internal Error.

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

Error Message

%VPNSMIOS-3-MACEDONTUNNELNOTMSGHANDLERERR: msgtype[%s]: No tm msg handler found.

Explanation An inter

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

Error Message

%VPNSMIOS-3-MACEDONTUNNELREMOVECBERR: %s: tunnel removecb failed: reason[%s]
tvlan[%d] slot[%d]

Explanation An error response was received when attempting to release the tunnel.

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

Error Message

```
%VPNSMIOS-3-MACEDONTUNNELREMOVEERR: %s: tunnel remove failed: reason[%s]
ifvlan[%d] tvlan[%d] slot[%d] src[%i] dst[%i] id[%d]
```

Explanation An attempt to release the tunnel has failed. In a virtual switch system (VSS), slot [[chars]] indicates switch/slot/subslot; otherwise it indicates slot/subslot.

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

Error Message

```
%VPNSMIOS-3-MACEDONTUNNELVACLERR: vlan[%d]: failed to set vACL: action[%d]
reason[%d]
```

Explanation An internal error has occurred.

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

Error Message

```
%VPNSMIOS-3-MACEDONTUNNELVLANERR: %s: allocated idb has invalid vlan id
```

Explanation An internal error has occurred.

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

Error Message

%VPNSMIOS-3-MACEDONTUNNELVLANIDBERR: [chars]: unable to allocate idb

Explanation An internal error has occurred.

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

Error Message

%VPNSMIOS-3-SLOTMISMATCH: [chars] has mismatch crypto engine binding. Egress interface is binded to crypto engine [int]/[int] but tunnel protection is binded to [int]/[int]. This tunnel is now shutdown.

Explanation To use VPN-SM for tunnel protection, the user must enter the crypto engine slot slot command on both the egress interface VLAN and the tunnel interface. The slot on both interfaces must match. When this requirement is not met, this message is displayed. The tunnel is now shut down.

Recommended Action Modify either one or both crypto engine slot values so that they match.

Error Message

%VPNSMIOS-4-LIMITFVRF: System has reached the limit of supported front-door VRF. ([dec])

Explanation The number of fvrf's supported by VPNSM has reached its limit.

Recommended Action Unconfigure the VRF's that are not being used.

Error Message

%VPNSMIOS-4-PROMISCOUSMODE: Outside port failed to be in [chars] mode

Explanation This message is relevant only if outside port is an FEPA port.

Recommended Action Reconfigure the crypto connect command. VRFS Messages

Recommended Action The following are the VRFS messages.

Error Message

%VPNSMIOS-4-VPNSMILLEGALQOS0: VPNSM Slot: %d can only support %d cos maps in high priority queue, CoS configuration ignored, reset cos map by issuing no priority queue cos-map 1 command

Explanation Illegal Configuration.

Recommended Action Reset cos map by issuing no priority-queue cos-map 1 command and Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

%VPNSMIOSSP-6-MACEDONPOWEROFF: Non crypto image detected, disallowing power to VPN-SM module in slot [chars].

Explanation The chassis was booted up with an image that does not have the necessary crypto subsystems for the VPN-SM to run correctly. In a virtual switch system (VSS), slot [[chars]] indicates switch/slot/subslot; otherwise it indicates slot/subslot.

Recommended Action Contact your TAC representative to obtain the correct image. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.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.

VPN_HW Messages

Error Message

%VPN_HW-0-SELF_TEST_FAILURE: Hardware Crypto self-test failed ([chars])

Explanation One of the hardware crypto self-tests has failed. The crypto engine is not operable in this state.

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

%VPN_HW-1-ALIGN: Slot: [dec] - Alignment failure on packet buffer: [hex]

Explanation A software error occurred. The VPN hardware accelerator driver has detected that the buffer is not aligned correctly.

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

Error Message

%VPN_HW-1-ERROR: slot: [dec] - [chars]

Explanation An error occurred in the application using VPN_HW.

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

Error Message

%VPN_HW-1-HEARTBEAT: VPN Module in slot: [dec]: Keepalive lost.

Explanation The VPN hardware accelerator seems to have stopped operating.

Recommended Action Reboot your router. 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

%VPN_HW-1-INITFAIL: Slot [dec]: [chars]

Explanation The VPN hardware accelerator driver failed to initialize the accelerator at the slot specified in the error message at the specified point. This event will negatively impact encryption performance. User should reload router.

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

Error Message

%VPN_HW-1-NOMEMORY: [chars] creation failed for slot [dec]

Explanation The VPN_HW driver, in its initialization phase, could not allocate memory for the data structure that is specified in the error message.

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

Error Message

%VPN_HW-1-OWNER: slot: [dec]: [chars] packet buffer, pak=[hex]

Explanation A software or hardware error occurred. The VPN hardware accelerator driver has detected that the buffer ring is in an inconsistent and unrecoverable state.

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

Error Message

%VPN_HW-1-PACKET_ERROR: slot: [dec] Packet Encryption/Decryption error, [chars]

Explanation An unexpected error occurred during the encryption or decryption of a packet.

Recommended Action This message can occur occasionally during normal operation of the system. It may occur during the transition to a new session key for a Security Association. In such cases, no action is required. However, if it happens frequently, or is associated with traffic disruption, note the status value and contact your Cisco technical support representative. The VPN hardware accelerator will most likely require replacement.

Error Message

%VPN_HW-1-TOOBIG: Slot: [dec] - [chars] received a packet with size [dec].

Explanation A packet that was too large was received. The hardware supports only the MTU size specified in the error message.

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

Error Message

%VPN_HW-1-UNSUPP: VPN Module in slot: [dec]: [chars] ([hex]).

Explanation This revision or version of the VPN hardware accelerator in the slot specified in the error message is not supported.

Recommended Action Verify the VPN hardware adapter is the proper hardware level and software revision for the running version of IOS. If it is, copy the error message exactly as it appears, and report it to your Cisco technical support representative. VPNSMIOS Messages

Recommended Action The following are VPNSM crypto connection messages.

Error Message

%VPN_HW-3-MULTDEV: Cannot support more than one Encryption AIM

Explanation A second Encryption AIM was discovered present in the system. The Encryption AIM software only supports a single Encryption AIM. All other Encryption AIMs installed will be ignored.

Recommended Action Remove one of the Encryption AIMs installed in your system.

Error Message

%VPN_HW-6-FIPSFAIL: FIPS test_id [dec]([chars]) Test Failure will be induced

Explanation The FIPS test was forced to fail from ROMMON.

Recommended Action Do not set FIPS_FAIL via rommon if fips failure test is not desired.

Error Message

%VPN_HW-6-INFO: slot: [dec] [chars]

Explanation This is informational message from VPN hardware accelerator driver.

Recommended Action This is informational message from VPN_HW. This occurs in normal operation. No action is required.

Error Message

%VPN_HW-6-INFO_LOC: Crypto engine: [chars] [chars]

Explanation This is informational message from VPN hardware accelerator driver.

Recommended Action This is informational message from VPN_HW. This occurs in normal operation. No action is required.

Error Message

%VPN_HW-6-SHUTDOWN: [chars] shutting down

Explanation The specified VPN_HW is shutting down. It may have been physically removed.

Recommended Action This is an informational message only. It occurs in normal operation.

VQPCIENT Messages

The following are the VQP client messages.

Error Message

%VQPCIENT-2-CHUNKFAIL: Could not allocate memory for VQP

Explanation An error occurred when the system tried to allocate memory for the VQP client.

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

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

Error Message

```
%VQPCCLIENT-2-DENY: Host [enet] denied on interface [chars]
```

Explanation The VMPS has denied access for the specified host MAC address to the specified interface.

Recommended Action Normally, no action is required. If it is determined that the host should have been allowed access, check the configuration of the VMPS.

Error Message

```
%VQPCCLIENT-2-INITFAIL: Platform-specific VQP initialization failed. Quitting
```

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

Error Message

```
%VQPCCLIENT-2-IPSOCK: Could not obtain IP socket
```

Explanation An error occurred when the system attempted to open an IP socket to the VMPS.

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

%VQPCIENT-2-PROCFAIL: Could not create process for VQP. Quitting

Explanation An error occurred while a process for the VQP client was being created.

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

Error Message

%VQPCIENT-2-SHUTDOWN: Interface [chars] shutdown by VMPS

Explanation The VMPS has directed that the specified interface be shut down.

Recommended Action Normally, no action is required. If it is determined that the port should not have been shut down, check the configuration on the VMPS.

Error Message

%VQPCIENT-2-TOOMANY: Interface [chars] shutdown by active host limit

Explanation The system has shut down the specified interface because too many hosts have requested access to that port.

Recommended Action To reactivate the port, remove the excess hosts and enter the **shutdown** and **no shutdown** commands to shut down and restart the interface.

Error Message

%VQPCIENT-3-IFNAME: Invalid interface ([chars]) in response

Explanation The VMPS has sent an unsolicited response with an unknown interface name.

Recommended Action Check the configuration of the VMPS.

Error Message

%VQPCIENT-3-THROTTLE: Throttling VLAN change on [chars]

Explanation An attempt was made to change the VLAN assignment for the specified interface more often than once every 10 seconds. The VLAN change has been denied.

Recommended Action Normally, no action is required. If this message recurs, check the VMPS configuration. Verify that unexpected hosts are not connected to the port.

Error Message

%VQPCCLIENT-3-VLANNAME: Invalid VLAN (%s) in response

Explanation The VMPS has specified a vlan name that is unknown to the switch.

Recommended Action Make sure that the VLAN exists on the switch. Check the VMPS configuration.

Error Message

%VQPCCLIENT-4-IPADDR: Main IP address (on %s) was deleted

Explanation Unavailable.

Recommended Action Unavailable.

Error Message

%VQPCCLIENT-7-DELETING: Freeing deleted saved responses

Explanation Unavailable.

Recommended Action Unavailable.

Error Message

%VQPCCLIENT-7-NEXTSERV: Trying next VMPS

Explanation The system has lost connectivity with the current VMPS and is switching to the next server in its list.

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

Error Message

%VQPCCLIENT-7-PROBE: Probing primary server [IP_address]

Explanation The system is trying to reestablish connectivity with the primary VMPS at the IP address specified in the error message.

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

Error Message

%VQPCCLIENT-7-RECONF: Reconfirming VMPS responses

Explanation The switch is reconfirming all responses with the VMPS.

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

Error Message

%VQPCLIENT-7-STARTUP: Starting VQP client

Explanation Unavailable

Recommended Action Unavailable

Error Message

%VQPCLIENT-7-STOPPING: Stopping VQP client

Explanation Unavailable

Recommended Action Unavailable

Error Message

%VQPSHIM-2-TOOMANYCOMM: Interface %s shutdown by community vlan %d limit

Explanation The system has shut down the specified interface because too many ports are members of the specified community VLAN.

Recommended Action To reactivate the port, remove the excess hosts and issue a no shut command to the interface.

VRFCME Messages

Error Message

%VRFCME-3-DELETE_ABNORMAL1: VRF removed while skinny socket process up and running. Reboot router to take effect of changes.

Explanation VRF removed while skinny socket process up and running. Reboot router to take effect of changes.

Recommended Action No action is required.

VRFS Messages

Error Message

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

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

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

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

Error Message

%VRFS-3-SBNOFN: Missing [chars] subblock [chars] function for [chars]

Explanation Functions for distributing this subblock are missing from the image.

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

VRM Messages

The following are Voice Resource Management messages.

Error Message

%VRM-4-INVALID_CARD: Voice Card in slot [dec] different from other voice cards present in the system. Please remove it as all voice cards need to be of same type

Explanation The use of voice cards of various complexity types is not supported. All voice cards must be of same type (for example, all medium complexity or all high complexity).

Recommended Action The card of a different type will not boot. Remove it and insert another card of the same type as that of the cards that are already present. VRRP Messages

Recommended Action The following are Virtual Router Redundancy Protocol (VRRP) messages.

Error Message

%VRM-5-CARD_UP: Voice card ([chars]) in slot [dec] is UP

Explanation The voice card on the system is up.

Recommended Action No action is required.

VRRP Messages

Error Message

%VRRP-4-BADAUTH: Bad authentication from [IP_address], group [dec], type [dec]

Explanation Two routers participating in VRRP disagree on authentication.

Recommended Action Use the vrrp authentication command to repair the VRRP authentication discrepancy between the local system and the one whose IP address is reported.

Error Message

%VRRP-4-BADAUTHTYPE: Bad authentication from [IP_address], group [dec], type [dec], expected [dec]

Explanation Two routers participating in VRRP disagree on the valid authentication type.

Recommended Action Use the vrrp authentication command to repair the VRRP authentication discrepancy between the local system and the one whose IP address is reported. VTSP Messages

Recommended Action The following are Voice Telephony SPI error messages.

Error Message

%VRRP-6-STATECHANGE: [chars] Grp [dec] state [chars] - [chars]

Explanation The VRRP router has changed state.

Recommended Action No action is required.

VSAT Messages

Error Message

%VSAT-1-BACKUPFAIL: Backup failed for module [chars] - Cause: [chars]

Explanation Backup mode for the satellite interface failed to initialize. This condition indicates a failure to initialize a socket for backup communications to the satellite hub. If the satellite backup configuration is correct, the cause is likely a problem with internal software coding.

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

Error Message

%VSAT-1-INITFAIL: NM slot [dec]: Device [dec] initialization failed

Explanation The initialization of the Satellite network module has failed.

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

Error Message

%VSAT-2-FW_ERROR: Firmware on module [chars] reported the following error: [chars]

Explanation The firmware on the satellite module reported an urgent error. This error might indicate a problem with internal software coding.

Recommended Action Enter the command `debug satellite all` to enable further debug 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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%VSAT-3-BADCONFIG: Initial configuration parameter not accepted on [chars]

Explanation The satellite module did not accept a configuration parameter. This is usually because the version of the internal software on the module is not compatible with the IOS software running on the router. This error might also indicate a problem with internal software coding.

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

Error Message

%VSAT-5-RESTORE_IP: [chars] 'service-module ip address' restored

Explanation The service-module IP address has been restored because the interface IP address changed. The new interface IP address is now on the same subnet as the previous address, so the compatible service-module IP address has been restored from the internal copy that was saved previously.

Recommended Action No action is required.

Error Message

%VSAT-5-STANDBY_MODE: [chars] module configured for standby mode

Explanation The satellite module is configured to boot up in standby mode. This will keep the module inactive unless activated by an HSRP IP redundancy group change. This condition is normal during operation of satellite modules configured as part of an HSRP IP redundancy group, and serves as a reminder that the module will be inactive until an HSRP change occurs.

Recommended Action If standby HSRP operation is not desired, removing the HSRP IP redundancy group configuration will clear the condition.

Error Message

%VSAT-5-UNCONFIGURE_IP: [chars] 'service-module ip address' unconfigured

Explanation The service-module IP address has been unconfigured because the interface IP address changed. The new IP address is not in the same subnet as the previous one, or the interface IP address has been unconfigured. The service-module IP address is internally saved so that if the IP address is later changed back to the same subnet, the service-module IP address is automatically restored.

Recommended Action No action is required. VSI_M Messages

Recommended Action The following are Virtual Switch Interface Master messages.

Error Message

%VSAT-6-HSRP_STANDBY: [chars] module set to [chars] state due to an HSRP event

Explanation The satellite standby state was changed due to an HSRP status change on the monitored IP redundancy group. This is for information only and is not an error. When VSATs are connected in a Y cable formation for configuration as part of an HSRP IP redundancy group, one module must be set as active, and the others as standby. To avoid transmit interference, the non-active satellite modules are set to standby mode. Standby mode ceases all inbound activity on the satellite link and puts the module in an inactive state.

Recommended Action No action is required.

Error Message

%VSAT-6-PIMINCOMPADDR: The IP address configured on [chars] requires a manually configured IP address for the satellite module

Explanation This message is informational and a reminder that further configuration may be required. In order for the satellite service module to automatically configure its own IP address, the value of the IP address on the satellite interface must yield a remainder of 2 when divided by 4. The value entered requires 'service-module ip address' to be entered manually. Automatic configuration assures that PIM and other features work correctly. Manual configuration must be done carefully to activate all features. For example, for PIM to work properly, the IP addresses and masks between the satellite interface and the satellite service module interface must be specifically defined. The interface must be configured with a large subnet that includes all the VSATs in the satellite network. The service module must be configured with a /30 subnet. To the service module, all VSATs are on separate subnets so it does routing between the VSAT as its software requires. The router sees all VSATs as on the same subnet, so the VSATs can establish PIM neighbors. The service module needs to be a lower IP address than the router so IGMP works properly. Hence the requirement that the IP address on the router be the higher of the two host addresses available on the /30 network.

Recommended Action Configure the 'service-module ip address' to complete the manually configured IP address on the satellite module.

VSEC Messages

The following are VLAN security violation messages.

Error Message

%VSEC-4-VLANACCESSLOGRF: FAILED to set VACL-LOG rate limiter. Is strongly suggested to rate limit when using this feature

Explanation The user is notified that the VACL-LOG rate limiter configuration has failed.

Recommended Action Determine the rate limiter usage, free some resources if possible, and then try to set the rate limiter again.

Error Message

%VSEC-6-VLANACCESSLOGAP: vlan [dec] (port [dec]/[dec]) denied arp ip [IP_address] - [IP_address], [dec] packet[chars]

Explanation A packet from the specified VLAN and physical port that match the VACL log criteria has been detected.

Recommended Action No action is required.

Error Message

```
%VSEC-6-VLANACCESSLOGDP: vlan [dec] (port [dec]/[dec]) denied icmp [IP_address] -
[IP_address] ([dec]/[dec]), [dec] packet[chars]
```

Explanation A packet from the specified VLAN and physical port that match the VACL log criteria has been detected.

Recommended Action No action is required.

Error Message

```
%VSEC-6-VLANACCESSLOGNP: vlan [dec] (port [dec]/[dec]) denied ip protocol=[dec]
[IP_address] - [IP_address], [dec] packet[chars]
```

Explanation A packet from the specified VLAN and physical port that match the VACL log criteria has been detected.

Recommended Action No action is required.

Error Message

```
%VSEC-6-VLANACCESSLOGP: vlan [dec] (port [dec]/[dec]) denied [chars]
[IP_address]([dec]) - [IP_address]([dec]), [dec] packet[chars]
```

Explanation A packet from the specified VLAN and physical port that match the VACL log criteria has been detected.

Recommended Action No action is required.

Error Message

```
%VSEC-6-VLANACCESSLOGRP: vlan [dec] (port [dec]/[dec]) denied igmp [IP_address] -
[IP_address] ([dec]), [dec] packet[chars]
```

Explanation A packet from the specified VLAN and physical port that match the VACL log criteria has been detected.

Recommended Action No action is required.

VSI_M Messages

The following are Virtual Switch Interface (VSI) master messages.

Error Message

%VSI_M-1-AVAILCHANALARM: Available Channel Count below low threshold
(threshold/count = [dec]/[dec])

Explanation This message warns that the available channel count reported on one or more VSI-controlled interfaces has fallen below the low-threshold value. This message indicates imminent resource exhaustion. When resource exhaustion occurs, the setup of cross-connects will fail.

Recommended Action Determine available channel counts for all interfaces being controlled by the LSC to determine which VSI slave partition needs to be adjusted. Adjust the LCN minimum and maximum values in the ATM switch to accommodate the increased resource requirements. If the low threshold value is set too high and the available channel count is acceptable, the actual threshold may be lowered. The low threshold should be set sufficiently high to allow ample time to prevent resource exhaustion.

Error Message

%VSI_M-2-CFG_FAILED: [chars]

Explanation VSI Master configuration failed.

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

Error Message

%VSI_M-2-NOMEM: [chars] failed because of low memory

Explanation Memory allocation failure in VSI Master module.

Recommended Action Increase the hardware memory of the router.

Error Message

%VSI_M-2-XCONNFAIL: Cross-connect [chars]/[int]/[int] [chars] [chars]/[int]/[int]
failed unexpectedly

Explanation This error indicates that one or more TVCs will no longer carry traffic end-to-end. One or more cross-connects previously established by the TSC through the VSI have failed. The TVC of which this cross-connect was a part no longer carries traffic end-to-end. The failure can be caused by an unexpected condition on the switch that the TSC controls, or it can be caused by an switch

configuration error that happened while the switch was not in communication with the TSC and before the TSC detected this lack of communication. The TSC tries to recover this error by bouncing the interfaces of the cross-connect.

Recommended Action Verify that all cross-connects exist. If cross-connects are not found, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%VSI_M-3-INCOMPATVER: None of the VSI versions ([int]-[int]) for session [dec] on [chars] can be used
```

Explanation The VSI master on the TSC and the VSI slaves on the controlled switch must use the same version of the VSI protocol. This error reports that the slave for the indicated session on the indicated control interface does not support a VSI version that is also supported by the VSI master and all the other slaves. The session cannot be established until the VSI master and all the other slaves use the same version of the VSI protocol. This error indicates that the Cisco IOS software version running on the TSC is not compatible with the Cisco IOS software running on the controlled switch.

Recommended Action Determine which versions of Cisco IOS software are running on the TSC and the controlled switch, and upgrade the Cisco IOS software or firmware that is out of date.

Error Message

```
%VSI_M-4-AVAILCHANWARN: Available Channel Count below high threshold (threshold/count = [dec]/[dec])
```

Explanation This message warns that the available channel count reported on one or more VSI-controlled interfaces has fallen below the high-threshold value. This warning indicates the potential for resource exhaustion. When resource exhaustion occurs, the setup of cross-connects will fail.

Recommended Action Determine available channel counts for all interfaces being controlled by the LSC to determine which VSI slave partition needs to be adjusted. Adjust the LCN minimum and maximum values in the ATM switch to accommodate the increased resource requirements. If the high-threshold value is set too high and the available channel count is acceptable, the actual threshold may be lowered. The high threshold should be set sufficiently high to allow for ample warning before resource exhaustion occurs.

Error Message

%VSI_M-5-UPDELAY: [dec]-seconds delay of VSI instance (control if [chars])
creation [chars]

Explanation A VSI instance creation delay either begun or ended. The message describes the change for it.

Recommended Action No action is required.

Error Message

%VSI_M-6-ABOVEWATERMARK: VSI Master input queue goes above high water mark

Explanation VSI Master queue depth is close to the high water mark

Recommended Action If this message is observed in the log frequently during network operations, consider changing the VSI Session message window size to a lower value using IOS CLI label-control-protocol vsf window-size.

Error Message

%VSI_M-6-AVAILCHANOK: Available Channel Count returned above high threshold
(threshold/count = [dec]/[dec])

Explanation This message informs that the available channel count reported on all VSI-controlled interfaces has returned to a level above the high-threshold value. This message informs that imminent resource exhaustion is no longer an issue.

Recommended Action No action is required.

Error Message

%VSI_M-6-BELOWWATERMARK: VSI Master input queue goes below high water mark

Explanation VSI Master queue depth is close to the high water mark.

Recommended Action If this message is observed in the log frequently during network operations, consider changing the VSI Session message window size to a lower value using IOS CLI label-control-protocol vsf window-size.

Error Message

%VSI_M-6-NEGATIVECNT: [chars] falls below zero

Explanation Internal error

Recommended Action No action is required.

Error Message

```
%VSI_M-6-STATECHANGE: (session [dec] on [chars]) event [chars], state [chars] - [chars]
```

Explanation VSI Sessions state change from/to ESTABLISHED/RESYNC state.

Recommended Action No action is required.

VSTATS Messages

Error Message

```
%VSTATS-6-IEC: SEQ=[int]: [chars]
```

Explanation The text data are pushed out as internal error code(IEC).

Recommended Action The statistics text data should be re-ordered with the given SEQ number if one large message is chopped into multiple segments. The text data can be parsed and uploaded to be processed in more elegant form.

Error Message

```
%VSTATS-6-VCSR: SEQ=[int]: [chars]
```

Explanation The text data are pushed out as voice call statistics records(VCSR).

Recommended Action The statistics text data should be re-ordered with the given SEQ number if one large message is chopped into multiple segments. The text data can be parsed and uploaded to be processed in more elegant form.

VTSP Messages

The following are Voice Telephony Security Parameter messages.

Error Message

```
%VTSP-2-H320_MATCH_CALL_QUEUE_ERROR: Memory corruption is found on H.320 Primary Call Match Data Queue. Queue Size=[dec]
```

Explanation Failed to match an H.320 primary call for an incoming call, because of a memory corruption.

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

Error Message

```
%VTSP-3-CAPABILITYMISMATCH: voice port [chars]: call connection id [[hex] [hex]
[hex] [hex]]
```

Explanation There was a capabilities mismatch between the two call legs. capabilities are negotiated between call legs for CODEC, VAD and FAX rate.

Recommended Action Check that the dial peer configuration is appropriate for the interface in question. Also check that and configuration on the interface is correct.

Error Message

```
%VTSP-3-DOCALLHISFAIL: vtsp_do_call_history: [chars]
```

Explanation An attempt to allocate or insert an active VTSP call record into the call history list has failed.

Recommended Action No action is required.

Error Message

```
%VTSP-3-DOCALLHISFAIL : vtsp_do_call_history: [chars]
```

Explanation An attempt to allocate or insert an active VTSP call record into the call history list has failed.

Recommended Action No action is required.

Error Message

```
%VTSP-3-DSPALARM: channel [chars], DSP ID [hex]: status=[hex] message=[hex]
text=[chars]
```

Explanation The DSP reports a fatal error. All calls on the DSP are dropped, and a DSP reload is attempted.

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

Error Message

```
%VTSP-3-DSPALARM : DSP ID [hex]: status=[hex] message=[hex] text=[chars]
```

Explanation The DSP has reported a fatal error. All calls on the DSP were dropped, and a DSP reload was attempted.

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

Error Message

```
%VTSP-3-DSP_TIMEOUT: DSP timeout on channel [chars], event [dec]: DSP ID=[hex]: [chars]
```

Explanation A timeout has occurred while waiting for a DSP response.

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

Error Message

```
%VTSP-3-FSM_ERROR: [chars]
```

Explanation Internal Finite State Machine Error.

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

Error Message

%VTSP-3-FSM_ERROR : [chars]

Explanation An internal finite-state machine 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

%VTSP-3-MSGSENDFAIL: channel:[chars] DSP ID:[hex] Message ID:[hex]

Explanation A message could not be sent to the DSP. The call continued but may have experienced problems.

Recommended Action Verify that the DSP is still functioning properly by attempting to place a call on the affected voice port. Contact your technical support representative, include the full text of the error message.

Error Message

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

Explanation There were no event structures remaining in the system pools to alert the router of a voice or signaling event.

Recommended Action Check that the voice port for which the event was reported is still operational. If not, clear the voice port.

Error Message

%VTSP-3-VTSP_BLOCK: vtsp_call_block allocate failed

Explanation VTSP call block allocation failed.

Recommended Action Add more memory

Error Message

%VTSP-3-VTSP_CALL_DISC_FAILED: VTSP call disconnect failed. channel id [chars],
ret [dec]

Explanation VTSP call disconnect could not be successfully passed. This failure may result in hung calls.

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

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

Recommended Action The following are Web Cache Communication Protocol (WCCP) messages.

Error Message

%VTSP-3-VTSP_CALL_INFO_CHUNK: VTSP callInfo chunk creation failed.

Explanation Creation of VTSP callInfo chunk failed due to lack of memory.

Recommended Action Add more memory.

Error Message

%VTSP-3-VTSP_DB_ERR: vtsp_call_block database error

Explanation An internal VTSP call block database error has occurred. This message represents an internal software fault that can display in the system either as dropped or hung calls.

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

%VTSP-3-VTSP_HAIRPINN: hairpin peer cdb does not exist, cdb [hex], dst_call_id [dec]

Explanation A memory shortage has caused the RBTreCreate process to fail.

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

%VTSP-3-VTSP_HAIRPIN_FAILED: Call hairpinning failed. cdb [hex], dst_cdb [hex], dst_call_id [dec]

Explanation A DSP-less call could not be hairpinned.

Recommended Action Under heavy traffic, this failure may happen because no TDM resources were available. Contact your technical support representative, include the full text of the error message.

Error Message

%VTSP-3-VTSP_HAIRPIN_NOTPOSSIBLE: Call can't be hairpinned. cdb [hex], dst_cdb [hex], dst_call_id [dec]

Explanation A call with no DSP could not be forwarded to another device.

Recommended Action Check the dial-peer configuration.

Error Message

%VTSP-4-FSM_BAD_EVENT: Invalid FSM Input on channel [chars]: state=[chars] event=[dec]

Explanation An internal state machine has encountered illegal input. This condition represents an internal software fault and may manifest itself as dropped or hung calls.

Recommended Action If dropped or hung calls are occurring along with receipt of this message, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%VTSP-4-VTSP_PLAR_TIE_FAILED: VTSP connection plar tie set up failed. channel id [chars], cause [dec]

Explanation Connection plar tie set up failed for non-normal reason.

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

Recommended Action The following are WA engine messages.

Error Message

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

Error Message

%VTSP-6-UNKNOWN_EXT_AGENT_RESET_ATTEMPT: Request to reset an unknown external agent (ID [dec]) attempted. Attempt ignored.

Explanation A request to reset an external agent (eg H323 Gatekeeper or MGCP CA etc) was attempted but IOS doesn't know how to process the request. This is not usually a problem for the router. It does, however, mean that the external agent for whom the reset was intended never got it.

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

Error Message

%VXE_VNIC_IF-3-MSGINITERROR: VXE vNIC interface command: [chars] failed: [dec] for [chars]

Explanation The vNIC ethernet interface subsystem has failed to communicate with the infrastructure for port Configuration of vNIC ethernet.

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

Error Message

%VXE_VNIC_IF-3-PROCESS_CREATE_FAIL: vNIC ethernet statistics process creation failed

Explanation Can not create IOS process for vNIC ethernet port statistics collection.

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

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

WAAS Messages

Error Message

%WAAS-6-WAAS_AD_BLACKLIST_FAILURE: WAAS auto-discovery negotiation failed with peer %e for the following reason: %s

Explanation An error, related to blacklists, has occurred during the Wide Area Application Services (WAAS) auto-discovery negotiation.

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

Error Message

WAAS_AD_NEG_FAILED_BYPASS: WAAS auto-discovery negotiation failed with peer %e and was bypassed for the following reason: %s

Explanation An error has occurred during the Wide Area Application Services (WAAS) auto-discovery negotiation, because of which the connection was bypassed.

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

Error Message

%WAAS-3-WAAS_AD_NEG_FAILED_RESET: WAAS auto-discovery negotiation failed with peer %e and was reset for the following reason: %s

Explanation An error has occurred during the Wide Area Application Services (WAAS) auto-discovery negotiation, because of which the connection was reset.

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

Error Message

%WAAS-6-WAAS_AOIM_DUP_PEER: WAAS AOIM duplicate peer entry with peer-id %e found

Explanation An error occurred during the Wide Area Application Services (WAAS) AOIM handshake. This error occurs when there is to an attempt to add a peer to the database after AOIM negotiation with a peer, which was later found to be already present in the database.

Recommended Action Enter the **debug waas aoim errors**, **debug waas aoim operations**, and **debug waas aoim events** 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/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command and your pertinent troubleshooting logs.

Error Message

%WAAS-3-WAAS_AOIM_FLOW_CLEANUP_FAIL: WAAS AOIM flow cleanup failed for following reason: %s

Explanation The Wide Area Application Services (WAAS) AOIM cleanup of a flow failed because of the reason specified in the message.

Recommended Action Enter the commands: **debug waas aoim errors**, **debug waas aoim operations**, and **debug waas aoim events**. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case

with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command and your pertinent troubleshooting logs.

Error Message

%WAAS-3-WAAS_AOIM_HANDSHK_FAIL: WAAS AOIM handshake exchange failed for following reason: %s

Explanation The Wide Area Application Services (WAAS) AOIM handshake exchange has failed because of the reason indicated in the message.

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

Error Message

%WAAS-3-WAAS_AOIM_INCOMPAT_TFO_VER: WAAS AOIM incompatible peer TFO version: %s

Explanation The Wide Area Application Services (WAAS) AOIM encountered a peer with an incompatible version of TCP Flow Optimization (TFO).

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

Error Message

```
%WAAS-3-WAAS_AOIM_INIT_FAIL: WAAS AOIM module initialization failed: %s
```

Explanation The initialization of Application Optimization Information Manager (AOIM), a mechanism to synchronize peer optimization capabilities and configurations, has failed.

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

Error Message

```
%WAAS-3-WAAS_AOIM_PEERTABLE_FAILURE: WAAS AOIM Peertable Failure. %s
```

Explanation The failure indicated in the message occurred in the peer table maintained by the Wide Area Application Services (WAAS) AOIM. The connection on which the error occurred will not be optimized by IOS-WAAS due to the inconsistent state of the peer table.

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

Error Message

```
%WAAS-3-WAAS_CLASS_DB_FREE_FAILED: IOS-WAAS class refcount is corrupted
```

Explanation The WAAS class in WAAS class database consists a refcount that is not greater than zero.

Recommended Action Enter the commands: **debug waas management errors**, and **debug waas management events**. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case

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

Error Message

```
%WAAS-3-WAAS_CLASS_DEFAULT_FAILED: IOS-WAAS failed to create class waas-default
```

Explanation The Wide Area Application Services (WAAS) has failed to create the default class called waas-default.

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

Error Message

```
%WAAS-3-WAAS_CLASS_DEFAULT_INIT_FAILED: IOS-WAAS failed to initialize correctly:
%s
```

Explanation The Cisco IOS Wide Area Application Services (WAAS) fails to correctly initialize during system initialization. It might impact the classification of flows picked for optimization.

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

Error Message

```
%WAAS-3-WAAS_CM_REGISTER_FAILED : IOS-WAAS registered with central manager failed
for the following reason: %s
```

Explanation The Wide Area Application Services (WAAS) Central Manager has sent a registration failure message. The IOS-WAAS has not registered with the Central Manager.

Recommended Action Enter the commands: **debug waas management errors**, and **debug waas management events**. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.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

```
%WAAS-6-WAAS_CM_REGISTER_SUCCESS :IOS WAAS registered with central manager successfully
```

Explanation The Wide Area Application Services (WAAS) Central Manager has sent a registration success message.

Recommended Action No action is required.

Error Message

```
%WAAS-6-WAAS_DISABLED: msgdef(WAAS_DISABLED, WAAS, LOG_INFO, 0, WAAS is disabled);
```

Explanation The IOS WASS has been disabled.

Recommended Action No action is required.

Error Message

```
%WAAS-6-WAAS_ENABLED: WAAS is enabled
```

Explanation The IOS WASS is enabled.

Recommended Action No action is required.

Error Message

```
%WAAS-3-WAAS_INFRA_CONN_ABORT_WIN: IOS-WAAS failed window size set for connection %i:%u--%i:%u (%s)
```

Explanation An temporary internal error was detected in the IOS-WAAS. This caused a connection to be aborted.

Recommended Action Attempt to reconnect. If the error persists, enter the commands: **debug waas infra errors**, **debug waas infra operations**, **debug waas infra events**, and **debug l4f api**. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.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 tech-support** command and your pertinent troubleshooting logs.

Error Message

%WAAS-3-WAAS_INFRA_CONN_CLOSE_FAILED: IOS-WAAS close connection failed (%s)

Explanation An internal error was detected in IOS-WAAS, as a result of which a connection was not closed.

Recommended Action Enter the commands: **debug waas infra errors** and **debug waas infra 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/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support**, **show waas infra events** commands and your pertinent troubleshooting logs.

Error Message

%WAAS-6-WAAS_INFRA_CONN_LIMIT_EXCEED: IOS-WAAS connection limit exceeded

Explanation The IOS-WAAS bypassed a connection because the platform-specific connection limit was exceeded.

Recommended Action Enter the **show waas statistics global** command to validate the active connection count. Enter the commands: **debug waas infra errors** and **debug waas infra 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/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%WAAS-3-WAAS_INFRA_INTERNAL_ERR: IOS-WAAS invalid operation for connection
%i:%u--%i:%u (%s)

Explanation A temporary internal error was detected in the IOS-WAAS for the connection specified.

Recommended Action Attempt the reconnect. If the error persists, enter the commands: **debug waas infra errors**, **debug waas infra operations** and **debug waas infra events**. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.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 tech-support** and **show waas infra events** commands and your pertinent troubleshooting logs.

Error Message

%WASS-6-WAAS_LOWSPEED_EVAL_MODE: Full memory is not present on this router. WAAS will enter the limited memory evaluation mode designated for low speed links.

Explanation Maximum memory is required for running all the Wide Area Application Services (WAAS) Express features. As the required amount of memory is not present WAAS Express will operate in a restricted mode.

Recommended Action Purchase a permanent feature license and upgrade the memory on the router to the maximum supported by the platform.

Error Message

%WAAS-3-WAAS_LZ_CONN_ABORT: IOS-WAAS (LZ module) aborted a connection

Explanation An internal error occurred in the Lempel-Ziv (LZ) module of IOS-WAAS, as a result of which a connection was aborted.

Recommended Action Enter the commands: **debug waas lz errors**, **debug waas lz operations** and **debug waas lz events**. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.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 tech-support** command and your pertinent troubleshooting logs.

Error Message

%WAAS-3-WAAS_LZ_INIT_FAILED: Connection aborted by IOS-WAAS

Explanation This error occurs when the Lempel-Ziv (LZ) compression module in IOS-WAAS, failed to initialize.

Recommended Action If this error persists, enter the commands: **debug waas lz errors**, **debug waas lz operations** and **debug waas lz events**. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.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 tech-support** command and your pertinent troubleshooting logs.

Error Message

```
%WAAS-3- WAAS_LZ_INVALID_HDR : IOS-WAAS (LZ module) aborted (%i:%u -> %i:%u)
connection (invalid LZ header received)
```

Explanation The IOS-WAAS received an invalid Lempel-Ziv (LZ) header, as a result of which a connection was aborted.

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

Error Message

```
%WAAS-3-WAAS_LZ_STARTUP_FAILED: IOS-WAAS LZ module failed to startup
```

Explanation An internal error occurred in the IOS-WAAS, as a result of which the Lempel-Ziv (LZ) module failed to initialize.

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

Error Message

%WAAS-3-WAAS_LZ_STARTUP_FAILED: IOS-WAAS LZ module failed to startup

Explanation An internal error occurred in the IOS-WAAS, as a result of which the Lempel-Ziv (LZ) module failed to initialize.

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

Error Message

%WAAS-3-WAAS_LZ_STARTUP_FAILED: IOS-WAAS LZ module failed to startup

Explanation An internal error occurred in IOS-WAAS, as a result of which the Lempel-Ziv (LZ) module failed to initialize.

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

Error Message

%WAAS-6-WAAS_PEERTBL_FULL: WAAS Peertable limit %d reached

Explanation This message indicates that the system limit in terms of number of peers supported by IOS-WAAS has been reached.

Recommended Action Enter the commands: **show waas statistics peer** and **show waas statistics aoim**. If the number of peers with active connections shown in the output of these commands does not match the maximum limit mentioned in the message, enter the commands: **debug waas aoim errors**, **debug waas aoim operations**, **debug waas aoim events** and **show tech-support**. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.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

%WAAS-3-WAAS_TFO_DEC_FRAME_FAILED: IOS-WAAS failed to decode TFO frame (%s)

Explanation The TCP Flow Optimization (TFO) module in IOS-WAAS fails to decode the TFO frame.

Recommended Action Enter the commands: **debug waas tfo errors**, **debug waas tfo operations**, and **debug waas tfo events**. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.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 tech-support** command and your pertinent troubleshooting logs.

Error Message

%WAAS-3-WAAS_TFO_FLOW_CHOKE: Connection (%i:%u -> %i:%u) read has been choked on LAN side

Explanation This is an informational message. The peer with which this connection is optimized has requested that the reading of data on the LAN side should stop. As per the request, the reading of data on the LAN side will stop and will wait for a TFO flow-resume message.

Recommended Action No action is required.

Error Message

%WAAS-3-WAAS_TFO_FLOW_INIT_FAILED: Connection aborted by IOS-WAAS

Explanation The TCP Flow Optimization (TFO) module in Cisco IOS-WAAS has failed to initialize for a flow.

Recommended Action Enter the commands: **debug waas tfo errors**, **debug waas tfo operations**, and **debug waas tfo events**. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.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

%WAAS-6-WAAS_TFO_FLOW_RESUME: Connection (%i:%u -> %i:%u) read has been resumed on LAN side

Explanation This is an informational message. The peer had previously requested that the reading of data on LAN side should stop. Now that a TFO flow-resume message has been received, the reading of data has resumed.

Recommended Action No action required.

Error Message

%WAAS-3-WAAS_TFO_HDR_PARSE_FAILED: IOS-WAAS failed to parse TFO header (%s)

Explanation The TCP Flow Optimization (TFO) module in the IOS-WAAS fails to parse the TFO header.

Recommended Action Enter the commands: **debug waas tfo errors**, **debug waas tfo operations**, and **debug waas tfo events**. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.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 tech-support** command and your pertinent troubleshooting logs.

Error Message

%WAAS-3-WAAS_TFO_INIT_FAILED: Connection aborted by IOS-WAAS

Explanation This error occurs when the TCP Flow Optimization (TFO) module in Cisco IOS-WAAS fails to initialize.

Recommended Action Enter the commands: **debug waas tfo errors**, **debug waas tfo operations**, and **debug waas tfo events**. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.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

%WAAS-3-WAAS_UNSUPPORTED: IOS-WAAS is not supported on this platform/cpu-type

Explanation This platform or the CPU type does not support the IOS-WAAS feature. The feature cannot be enabled on this platform.

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

WAN_C2W Messages

Error Message

%WAN_C2W-4-READERROR: C2Wire read failed reg 0x%04x on device %s

Explanation The SMBus driver failed to read from the specified C2W device.

Recommended Action No action is required if this warning message appears occasionally. If the message appears often in a short period of time, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

%WAN_C2W-4-WRITEERROR: C2Wire write failed reg 0x%04x on device %s

Explanation The SMBus driver failed to write to the specified C2W device.

Recommended Action No action is required if this warning message appears occasionally. If the message appears often in a short period of time, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

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

WAN_OPT Messages

The following are WAN Optimization service module messages.

Error Message

%WAN_OPT-3-ADJCREATIONFAIL: Creation of wanopt if sb fail

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

%WAN_OPT-3-ADJSBALLOCATEFAIL: Failed to allocate an adjacency sb [chars]

Explanation An internal software error occurred. This is probably because not enough memory was available.

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

Error Message

%WAN_OPT-3-ADJSBATTACH: SB missing on wan_if adjacency: [chars]

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

%WAN_OPT-3-ADJSBDEALLOCATEFAIL: Failed to deallocate an adjacency sb [chars]

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

%WAN_OPT-3-ADJSBREGISTERFAIL: Failed to register wan_if adj sb [chars]

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

%WAN_OPT-3-FIBIDBFAIL: Fibidb cannot be obtained

Explanation fibidb for [chars] cannot be obtained with if_number [dec]. CEF may not be enabled.

Recommended Action CEF needs to be enabled.

Error Message

%WAN_OPT-3-FRDLCIFAIL: Frame Relay DLCI is incorrect

Explanation Frame Relay interface [chars] DLCI [dec] outside rangeFrame Relay DLCI 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

%WAN_OPT-3-SMINVALID: Not valid service-module [chars]

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.

WARMRESTARTMGR Messages

Error Message

%WARMRESTARTMGR-3-WARM_UPGRADE_ABORT_SINCE_MASTER_LESS_THAN_256_MB: Aborting warm upgrade since master switch %d has less than 256 MB RAM

Explanation The master switch has less than 256 MB RAM for the warm upgrade.

Recommended Action Enhance the switch memory to 256 MB RAM or perform a cold restart instead of a warm upgrade.

Error Message

%WARMRESTARTMGR-3-WARM_UPGRADE_ABORT_SWITCH_NUM: Warm upgrade has been aborted on switch %d

Explanation The warm upgrade has been aborted on the specified switch.

Recommended Action Refer to the accompanying error messages.

Error Message

%WARMRESTARTMGR-3-WARM_UPGRADE_BAD_IMAGE_FILE: Bad image file on switch %d: %s %s

Explanation Incorrect mzip file encountered during the warm upgrade.

Recommended Action Replace image file or correct the value of BOOT environment variable.

Error Message

%WARMRESTARTMGR-3-WARM_UPGRADE_BAD_IMAGE_FILE_TYPE: Bad mzip file on switch %d:
%s %s %d %s %d

Explanation Incorrect mzip file type encountered during the warm upgrade.

Recommended Action Replace image file or correct the value of BOOT environment variable.

Error Message

%WARMRESTARTMGR-3-WARM_UPGRADE_BAD_IMAGE_FILE_VERSION_NUM: Bad mzip file on
switch %d: %s %s %d

Explanation Incorrect mzip file version number encountered during the warm upgrade.

Recommended Action Replace Cisco IOS software image file or correct the value of BOOT environment variable.

Error Message

%WARMRESTARTMGR-3-WARM_UPGRADE_ERROR_LOADING_IMAGE_FILE: Error loading image
during warm upgrade: %s

Explanation Loading the mzip file failed.

Recommended Action Replace Cisco IOS software image file or correct the value of the BOOT environment variable.

Error Message

%WARMRESTARTMGR-3-WARM_UPGRADE_FAILED_TO_INITIALIZE_STATE_MACHINE: Failed to
initialize warm upgrade state machine on switch %s

Explanation Initialization of the state machine has failed.

Recommended Action Reduce RAM usage or perform a cold restart instead of a warm upgrade.

Error Message

%WARMRESTARTMGR-3-WARM_UPGRADE_FAILED_TO_PREPARE: Switch %d failed to prepare for
warm upgrade

Explanation The switch failed to prepare and has reported this failure to the master.

Recommended Action No action is required.

Error Message

%WARMRESTARTMGR-3-WARM_UPGRADE_FEATURE_MISMATCH: One or more switches in feature
mismatch, so not eligible for warm upgrade

Explanation A mismatch in the feature makes warm upgrade unavailable.

Recommended Action Rectify the feature mismatch before attempting a warm upgrade.

Error Message

%WARMRESTARTMGR-3-WARM_UPGRADE_INSUFFICIENT_FREE_RAM: Insufficient free RAM to perform warm upgrade

Explanation The available free RAM is not sufficient to decompress the Cisco IOS software image file.

Recommended Action Reduce RAM usage or perform a cold restart instead of a warm upgrade.

Error Message

%WARMRESTARTMGR-3-WARM_UPGRADE_POST_FAILED: POST failed on switch %d, so will not do warm upgrade

Explanation A POST failure has occurred in a box in the stack.

Recommended Action Rectify the POST failure or perform a cold restart instead of a warm upgrade.

Error Message

%WARMRESTARTMGR-3-WARM_UPGRADE_VERSION_MISMATCH: One or more switches in version mismatch, so not eligible for warm upgrade

Explanation Due to mismatch of versions of switches, the warm upgrade is not available.

Recommended Action Rectify the version mismatch before attempting to warm upgrade.

Error Message

%WARMRESTARTMGR-5-WARM_UPGRADE_FAILED_TO_COMPLETE_FINAL_CHECK: Failed to reach final_check_complete state for warm upgrade; aborting

Explanation The warm upgrade has been aborted.

Recommended Action This is an informational message. No action is required.

WARMUPGRADE Messages

Error Message

%WARMUPGRADE-3-CHECKSUM: [chars] image size mismatch.

Explanation The checksum of the image in memory is different from the expected checksum.

Recommended Action Check whether the image file is complete and uncorrupted.

Error Message

%WARMUPGRADE-3-DECOMPRESS: Image file decompression failure.

Explanation Warm upgrade could not decompress the image file.

Recommended Action Check whether the image file is complete and uncorrupted.

Error Message

%WARMUPGRADE-3-FILE: Image file open/read failure.

Explanation Warm upgrade could not open or read from the specified image file.

Recommended Action Check that the specified image is present at the desired location and has the required read permissions.

Error Message

%WARMUPGRADE-3-FORMAT: Unknown image file format.

Explanation Warm upgrade could not recognize the format of the image file.

Recommended Action Check whether the specified image is a valid IOS executable in a supported format. Check release notes for supported formats.

Error Message

%WARMUPGRADE-3-SIZE: [chars] image size mismatch.

Explanation The size of the image in memory is different from the expected size.

Recommended Action Check whether the image file is complete and uncorrupted.

Error Message

%WARMUPGRADE-3-char: Image file open/read failure.

Explanation Warm upgrade could not open or read from the specified image file.

Recommended Action Check whether the specified image is present at the desired location and has the required read permissions.

WA_ENGINE Messages

Error Message

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

Explanation The initialization of the WA Engine network module has failed.

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

WCCP Messages

The following are Web Cache Communication Protocol (WCCP) messages.

Error Message

%WCCP-1-CACHELOST: Web Cache [IP_address] lost

Explanation The router has lost contact with the specified web cache service.

Recommended Action Verify the operation of specified web cache service.

Error Message

%WCCP-1-SERVICELIST: Failed to derive service [chars] from service-list [chars]

Explanation The WCCP Access Control List used to define the specified closed service has been modified and can no longer be used to create the service. The service has been marked as inactive. Either change the configuration to an Open service or update the ACL to correctly identify the desired service .

Recommended Action Update the service-list ACL to correctly define the desired service.

Error Message

%WCCP-1-SERVICELOST: Service [chars] lost on Web Cache [IP_address]

Explanation WCCP has lost the service associated with the specified web cache.

Recommended Action Verify the operation of the specified web cache.

Error Message

%WCCP-3-BADACE: Service [chars], invalid access-list entry (seq:[dec]
reason:[chars])

Explanation The Access Control List associated with the specified WCCP service contains an incompatible entry. The hardware cannot process the resultant merged access list and will fall back to software based 'netflow' switching.

Recommended Action Update the Access Control List to remove or change the incompatible entry.

Error Message

%WCCP-3-NOMEMORY: Unable to allocate message buffer, WCCP V[dec] closing down

Explanation An internal error indicating that the WCCP process was unable to allocate memory to hold incoming protocol messages.

Recommended Action Ensure that there is enough memory available for all processes.

Error Message

%WCCP-3-NOSOCKET: Unable to open cache discovery socket, WCCP V[dec] closing down

Explanation An internal error indicating that the WCCP process was unable to open the UDP socket used to listen for protocol messages from caches.

Recommended Action Ensure that the IP configuration is correct and that at least one IP address is configured.

Error Message

%WCCP-3-SBADDFAIL: Unable to add WCCP subblock on interface [chars]

Explanation An internal error indicating that the WCCP process was unable to attach interface specific service information.

Recommended Action Ensure there is enough memory available for all processes.

Error Message

%WCCP-3-SBCREATEFAIL: Unable to allocate WCCP subblock on interface [chars]

Explanation An internal error indicating that the WCCP process was unable to allocate memory to hold interface specific service information.

Recommended Action Ensure that there is enough memory available for all processes.

Error Message

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

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

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

Error Message

%WCCP-5-CACHEFOUND: Web Cache [IP_address] acquired

Explanation The router has acquired the specified web cache service.

Recommended Action No action is required.

Error Message

%WCCP-5-SERVICEFOUND: Service [chars] acquired on Web Cache [IP_address]

Explanation WCCP has acquired a service on the specified web cache.

Recommended Action No action is required.

Error Message

%WCCP-5-SERVICEMISMATCH: Service [chars][chars][chars] mismatched on WCCP client [IP_address]

Explanation The WCCP has rejected a mismatched service on the specified WCCP client.

Recommended Action Amend the WCCP service definition.

WIC_AM Messages

The following are WIC-AM modem initialization messages.

Error Message

%WIC_AM-3-WIC_AM_BAD_COUNTRY_CODE: The country code:[chars] is not supported in [chars].

Recommended Action The WIC-am does not support the country code. Please select another modem country code or contact TAC to get a patch for the country code selected.

Recommended Action No action is required.

Error Message

%WIC_AM-3-WIC_AM_BAD_SPEED: The modem line only supports a speed of 115200.

Explanation The WIC only supports 115200 bps. There is no need to change this since the connection between DTE and DCE is local, within the WIC.

Recommended Action No action is required.

Error Message

%WIC_AM-3-WIC_AM_BAD_STOPBIT: Cannot set stop bits for this async interface.

Explanation The WIC interface only supports 1 stopbit. There is no need to change this since the connection between DTE and DCE is local, within the WIC.

Recommended Action No action is required.

WLAN_AP_INTF Messages

The following are WLAN AP messages.

Error Message

%WLAN_AP_INTF-1-CREATE_INTERFACE: error creating wlan-ap interface. User will be unable to console into embedded AP module

Explanation The creation of the wlan-ap0 interface failed. This is because interface internal HW/SW failures.

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

Error Message

%WLAN_AP_INTF-6-NOCHANGE: Interface [chars], always stays up, to session into service-module

Recommended Action The interface cannot be shutdown.

Recommended Action Do not try to shutdown/no shutdown this interface. Once created, it always stays up.

WLAN_AP_SM Messages

The following are embedded AP messages.

Error Message

%WLAN_AP_SM-1-INITFAIL: Embedded AP registration with Service Monitor failed

Explanation The registration of the embedded AP with the RBCP/SMM failed. This is because of some internal errors.

Recommended Action Internal error. Check if the interface is not in shutdown state. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%WLAN_AP_SM-6-AUTO_IMAGE: Embedded AP will change boot image to autonomous Please use service-module wlan-ap 0 reload to bootup autonomous image on AP

Explanation The access point boot image is changing to autonomous to match the CLI configuration on the router.

Recommended Action This is an informational message only. No action is required.

Error Message

%WLAN_AP_SM-6-NO_DISABLE_RELOAD: ROMMON [chars] failed to set TRUE

Explanation The ROMMON variable to disable the AP reload option is not set.

Recommended Action Check the ROMMON variable space, and then retry.

Error Message

%WLAN_AP_SM-6-NO_LICENSE: No valid license detected for embedded AP

Explanation Please purchase a valid license for embedded AP.

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

%WLAN_AP_SM-6-NO_VALID_IMAGE: No valid boot image type detected for embedded AP

Explanation A valid boot image configuration CLI is missing for the embedded AP

Recommended Action Set a valid boot image configuration using `service-module wlan-ap 0 bootimage autonomous/unified` command for embedded AP. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%WLAN_AP_SM-6-UNIFIED_IMAGE: Embedded AP will change boot image to mini-IOS also called LWAPP recovery Please check router config to ensure connectivity between WLC and AP Use `service-module wlan-ap 0 reload` to boot up mini-IOS image on AP Save the autonomous configuration file with a filename other than `flash:[config.txt]` as it will be erased upon AP reload

Explanation The access point boot image is changing to LWAPP to match the CLI configuration on the router.

Recommended Action This is an informational message only. No action is required.

WLAN_CONTROLLER Messages

The following are WLAN Controller messages.

Error Message

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

Explanation The initialization of the WLAN Controller network module has failed.

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

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.

WLCCP_WDS Messages

The following are WLCCP WDS messages.

Error Message

%WLCCP_WDS-3-MAX_AP_REACHED: Cannot Authenticate AP as MAX Number [dec] of APs Reached

Explanation WDS on this platform cannot support any more APs .

Recommended Action No action is required.

Error Message

%WLCCP_WDS-6-PREV_VER_AP: A previous version of AP is detected

Explanation A previous version of AP is detected.

Recommended Action No action is required.

Error Message

%WLCCP_WDS-6-REPEATER_STOP: WLCCP WDS on Repeater unsupported, WDS is disabled

Explanation WDS is not supported on a Repeater.

Recommended Action No action is required.

WSHTF Messages

The following are HT FPGA data plane driver messages.

Error Message

%WSHTF-1-INITFAIL_NOBUF: [chars], buffer replacement failed, no buffers available

Explanation The hypertransport FPGA data plane driver could not secure replacement buffers for packet reception.

Recommended Action Either the router requires more packet memory or a software module is holding onto the receive buffers and not releasing them to the driver. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require

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

Error Message

%WSHTF-1-RESFAIL: [chars]

Explanation The hypertransport FPGA data plane driver failed to get resources to attach its data structures to the global table. The system is running low on memory.

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

Error Message

%WSHTF-3-FPGA_DLL: [chars]

Explanation The software could not initialize the line card packet forwarding controller. This could be a hardware failure.

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

Error Message

%WSHTF-3-NOTHTFPGA: Device ID seen as [hex], expected [hex]. Bus number [hex] device number [hex].

Explanation The software could not recognize the data plane chip.

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

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

Error Message

```
%WSHTF-3-TOOBIG: attempt to send giant packet on [chars] ([dec] bytes from [hex],
max allowed [dec])
```

Explanation A process inside the router is attempting to send an oversized packet.

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

WSIPC Messages

The following are Cisco 7300-specific IPC messages.

Error Message

```
%WSIPC-1-ALLOCFAIL: [dec]/[dec] [chars] allocation failure
```

Explanation Memory allocation has failed.

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

Error Message

%WSIPC-3-CARDERR: [chars]

Explanation An IPC card has registered itself to the IPC master twice. The card malfunctioned and its IPC is not active.

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

Error Message

%WSIPC-3-CMDOP: IPC command [int] (slot[int]/[int]): [chars]

Explanation IPC command processing operational errors have occurred.

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

Error Message

%WSIPC-3-CREATE_FAIL: [chars] [chars]

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

Error Message

```
%WSIPC-3-ERROR: [chars] (slot [dec]): [chars]
```

Explanation An IPC error has been detected on the specified port.

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

Error Message

```
%WSIPC-3-EVENTOP: Event [int] from slot[int]: [chars]
```

Explanation An IPC event has processing operational errors.

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

Error Message

```
%WSIPC-3-GETBUF: [chars]
```

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

Error Message

%WSIPC-3-INVNUM: [chars] ([int])

Explanation The IPC application tried to send a message that was larger than IPC could handle. The message was not 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%WSIPC-3-MSGERR: [chars] ([int])

Explanation The client IPC cannot register with the server. It cannot exchange messages with the server.

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

Error Message

%WSIPC-3-NBLKCMD: [chars]

Explanation A nonblocking IPC command queue initialization failure has occurred.

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

Error Message

```
%WSIPC-3-NOHWIDB: Cannot find hwidb for interface([int]/[int])
```

Explanation The interface identifier does not exist for the interface addressed by the corresponding 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. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%WSIPC-3-NULLMSG: Null [chars] ipc message
```

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

Error Message

```
%WSIPC-3-PORT: port ([chars]) already exists
```

Explanation The port already exists.

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

Error Message

%WSIPC-3-PORTOP: For port ([chars]): [chars] fails (cause: [chars])

Explanation The IPC kernel port-related system call has failed.

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

Error Message

%WSIPC-3-RESTART: [chars]

Explanation The system detected an error during line card IPC reinitialization after an RP switchover. This error can occur when the system is operating under heavy traffic at the time of RP switchover. If line card software can not proceed after this error, the line card will be deactivated and recovered.

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

Error Message

%WSIPC-3-SEATERR: [chars] ([int])

Explanation The ID associated with an IPC card is either missing or duplicated, or it cannot 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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

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

Explanation An IPC kernel system call error has occurred.

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

WS_ALARM Messages

Error Message

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

Explanation An alarm has been asserted or deasserted.

Recommended Action No action is required.

WS_DEFERRED Messages

Error Message

```
%WS_DEFERRED-3-WS_DEFERRED_WRITE_ALLOC_FAIL: Chunk element allocation for
deferred write has failed.
```

Explanation This error indicates resource allocation failure. As a result, the TIF may not be setup properly in the PXF on the Standby processor. The PXF on the Standby may not be updated with information like the adjacency and this may impact the traffic after switchover.

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

%WS_DEFERRED-3-WS_DEFERRED_WRITE_CHUNK_CREATE_FAIL: Chunk creation for storing deferred writes has failed.

Explanation This error indicates resource allocation failure. As a result, the TIF may not be setup properly in the PXF on the Standby processor. The PXF on the Standby may not be updated with the RPF information and this may impact the traffic after switchover.

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

%WS_DEFERRED-3-WS_DEFER_ALLOC_FAIL: Chunk allocation to process deferred events to setup TIF has failed

Explanation This error indicates resource allocation failure. As a result, the TIF may not be setup properly in the PXF on the Standby processor. The PXF on the Standby may not be updated with information like the adjacency and this may impact the traffic after switchover.

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

%WS_DEFERRED-3-WS_DEFER_CHUNK_CREATE_FAIL: Chunk creation to process deferred events to setup TIF has failed

Explanation This error indicates resource allocation failure. As a result, the TIF may not be setup properly in the PXF on the Standby processor. The PXF on the Standby may not be updated with information like the adjacency and this may impact the traffic after switchover.

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

%WS_DEFERRED-3-WS_DEFER_ENQUEUE_FAIL: Cannot queue element for TIF setup.

Explanation This error indicates resource allocation failure. As a result, the TIF may not be setup properly in the PXF on the Standby processor. The PXF on the Standby may not be updated with information like the adjacency and this may impact the traffic after switchover.

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

%WS_DEFERRED-3-WS_DEFER_MSG_HANDLER_FAIL: Cannot create process to handle deferred events

Explanation The process to handle the deferred events for TIF setup, could not be created due to resource allocation failure. As a result, the TIF may not be setup properly in the PXF on the Standby processor. The PXF on the Standby may not be updated with information like the adjacency and this may impact the traffic after switchover.

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

%WS_DEFERRED-3-WS_DEFER_QUEUE_FAIL: Cannot create watched queue for deferred event processing

Explanation This error indicates resource allocation failure. As a result, the TIF may not be setup properly in the PXF on the Standby processor. The PXF on the Standby may not be updated with information like the adjacency and this may impact the traffic after switchover.

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

WiSM Messages

Error Message

%WiSM-3-PORTCHANNEL: Portchannel allocation failed for module [dec].

Explanation Unable to allocate enough portchannel groups for WiSM card.

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

Error Message

%WiSM-5-DUP_SRVC_IP: Service IP [IP_address] of Controller [dec]/[dec] is same as Controller [dec]/[dec]

Explanation The WiSM software module detected that a controller is assigned with an IP address on its service port that is being used by another controller.

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

Error Message

%WiSM-5-RESET: Controller [dec]/[dec] not responding, WiSM in slot [dec] is being reset

Explanation WiSM Module in the specified slot is being reset as one of the controllers failed to respond to 12 consecutive keep alive 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%WiSM-5-STATE: Controller [dec] in slot [dec] is [chars]

Explanation A change in the WiSM Controller is detected. If the Controller is Oper-Up, WCP communication between the controller and the supervisor is up or else it is down.

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

X25 Messages

Error Message

%X25-2-ILLP4: Interface [chars], Illegal state [chars] when P4

Explanation An internal software error has occurred.

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

Error Message

%X25-3-ADDRESSBAD: Interface [chars], x25 address [chars] subaddress [char] is too long

Explanation This message occurs when a subaddress is configured. When this subaddress is combined with the X.121 address of the interface, the total address exceeds the limit of 15 characters.

Recommended Action Reconfigure the subaddress so that this does not happen.

Error Message

%X25-3-BADCONFIG: Interface [chars], X.25 [chars], current config. retained

Explanation The X.25 configuration of the interface is not valid. The existing configuration was not changed.

Recommended Action Ensure that the switched virtual circuit ranges of the interface do not overlap; for nonzero values.

Error Message

%X25-3-INVCFGID: [dec] is not a valid X.25 configuration ID

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

Error Message

%X25-3-X25ENCINV: [chars]

Explanation This message occurs when configuring an X.25 service.

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

Error Message

%X25-3-X25INT: Interface [chars], X.25 internal error [chars]

Explanation This is a general message that covers numerous internal X25 error conditions. The message text contains additional details that can be used to identify the problem.

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

XCCTSP_VOICE Messages

Recommended Action The following are External Call Control Telephony Service Provider messages.

Error Message

%X25-3-XOTINT: XOT internal error [chars]

Explanation An internal software error has occurred.

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

Error Message

%X25-4-BFEIP: Warning: IP address is missing or incompatible with BFE mode

Explanation An interface configured for X.25 BFE mode does not have an IP address configured, or the IP address does not conform to BFE requirements, so it cannot be mapped to an X.121 address.

Recommended Action Configure a valid Class A IP address for the interface or remove the **bfe** option from the **encapsulation x25** command for the interface.

Error Message

%X25-5-UPDOWN: Interface [chars] - DLCI [dec] X.25 packet layer state changed to [chars]

Explanation The state of the X.25 context associated with the DLCI changed.

Recommended Action Notification message only. No action is required.

Error Message

%X25-7-DIAGEVENT: Interface [chars], X.25 diagnostic event, [chars], lci [dec] [chars]

Explanation A standard X.25 diagnostic event has been detected. Per Recommendation X.25, a DCE detecting this condition will send a diagnostic packet, but a DTE cannot send a diagnostic packet. The Recommendation defines diagnostic events for packets occurring on an unassigned channel, receipt of some classes of malformed packets, non-standard usage of channel 0 for call setup or data traffic, and some protocol timeout events. An unexpected but harmless diagnostic event may occur when an attached station does not respond to a protocol event soon enough (for example, if a timeout waiting for a response to a Call, Clear, or Reset was sent). The most common diagnostic event that might have an effect on system operation is a mismatched configuration of the logical channel ranges between the DTE and DCE stations.

Recommended Action If an attached station is delaying responses to protocol events, check if the appropriate timeout value is sufficient for expected network behavior, and if the connected station is unduly delaying its response. For unassigned logical channel events, enter the **show x25 interface id** command, with **id** being the keyword serial and number of the serial interface used for X.25, for the reporting station to verify that the configured logical channel assignments are

correct and operational. These ranges must match those defined on the connected station; refer to the "Setting the Virtual Circuit Ranges" section of the "Cisco IOS Wide-Area Networking Configuration Guide" for more information. For the rare case where logical channel 0 is designated for nonstandard call setup or data traffic, both stations must be configured to reflect that usage.

Error Message

%X25-7-DIAGR: Interface [chars], X.25 Diagnostic received, [chars][chars]

Explanation An X.25 diagnostic packet has been received at the DTE from the DTE. Per Recommendation X.25, a DCE station must send a diagnostic packet when it detects a standard diagnostic event, which the DTE must discard with no protocol action taken; a DTE cannot send a diagnostic packet. Recommendation X.25 defines diagnostic events for packets occurring on an unassigned channel, receipt of some classes of malformed packets, nonstandard usage of channel 0 for call setup or data traffic, and some protocol timeout events. An unexpected but harmless diagnostic packet may be received when the DTE station does not respond to a protocol event soon enough (for example, the DCE timed out waiting for a response to a Call, Clear, or Reset message). The most common diagnostic event that might affect system operation is a mismatched configuration of the logical channel ranges between the two stations.

Recommended Action If an attached station is delaying responses to protocol events, check if the appropriate timeout value is sufficient for expected network behavior, and if the connected station is unduly delaying its response. For unassigned logical channel events, enter the `show x25 interface #id` command, with `id` being the keyword serial and number of the serial interface used for X.25, for the reporting station to verify that the logical channel assignments configured are correct and operational. These ranges must match those defined on the connected station; refer to the "Setting the Virtual Circuit Ranges" section of the "Cisco IOS Wide-Area Networking Configuration Guide" for more information. For the rare case where logical channel 0 is designated for nonstandard call setup or data traffic, both stations must be configured to reflect that usage.

X40G Messages

Error Message

%X40G-2-TCAM_MGR_CRIT_ERR: GTM ERROR: [chars] ([dec])

Explanation X40G TCAM critical error.

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

```
%X40G-3-TCAM_MGR_ERR: GTM ERROR: [chars] ([dec])
```

Explanation X40G TCAM MGR interaction error.

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

```
%X40G-3-TCAM_MGR_HW_ERR: GTM HW ERROR: [chars] ([dec]) [[dec]:[hex]]
```

Explanation X40G TCAM hardware error.

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

Error Message

```
%X40G-3-TCAM_MGR_HW_PERR: GTM HW ERROR: [chars] ([dec])
```

Explanation X40G TCAM interface parity error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center 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

```
%X40G-4-TCAM_MGR_ALLOC_ERR: [chars] NP ([dec]), Region Id ([dec])
```

Explanation NP TCAM entry allocation failure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the remote command module `sh platform software xtcammgr instance info` command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue

using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

%X40G-5-TCAM_MGR_INFO: [chars]

Explanation X40G TCAM driver error .

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center 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

%X40G_EVC_SACL-3-ERRORSW: [chars] : [chars]

Explanation The X40g EVC SACL client detected software error event that is specified in the message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

%X40G_EVC_SACL-3-NOMEM: Memory Allocation Failure - [chars] : [chars]([hex])

Recommended Action Memory required by SACL client to service one or more Network Processors could not be allocated.

Recommended Action This error may indicate that more memory must be installed on the affected card or platform in order to service all the features and related entities enabled via the configuration.

Error Message

%X40G_L2_ACL-3-ERRORSW: [chars]

Explanation The x40g l2 acl client detected software error event that is specified in the message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center 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

%X40G_L2_ACL-3-NOMEM: Memory Allocation Failure - [chars] : [chars]([hex])

Explanation Memory required by l2 acl client to service one or more Network Processors could not be allocated.

Recommended Action This error may indicate that more memory must be installed on the affected card or platform in order to service all the features and related entities enabled via the configuration. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center 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

%X40G_LI-3-ERRORSW: [chars] : [chars]

Explanation The X40g LI client detected software error event that is specified in the message

Explanation Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%X40G_LI-3-INITFAIL: LI Client Initialization Failed - [chars]: [chars] [chars]

Explanation The LI Client could not initialize memory needed to service one or more Network Processors.

Recommended Action There is an incompatibility that exists between the NP firmware and the associated Cisco IOS software image. Try to reload the Cisco IOS software image on the affected card or platform. 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 at <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%X40G_LI-3-NOMEM: Memory Allocation Failure - [chars] : [chars]([hex])

Explanation Memory required by LI client to service one or more Network Processors could not be allocated.

Recommended Action This error may indicate that more memory must be installed on the affected card or platform in order to service all the features and related entities enabled via the configuration.

Error Message

%X40G_PC_QOS-3-X40G_EXCEED_NUM_QUEUES: %Exceed number of supported queues for this interface

Explanation Number of supported queues for this interface 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center 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

%X40G_PC_QOS-3-X40G_LEAF_SHAPE_CIR_LIMIT: %Configured shape cir exceeds Max shape cir 131008000 at leaf node for class [chars]

Explanation Unavailable.

Recommended Action Unavailable.

Error Message

%X40G_PC_QOS-3-X40G_WRED_QLIMIT: %Queue limit and WRED cannot be configured together

Explanation Unavailable.

Recommended Action Unavailable.

Error Message

%X40G_PC_QOS-4-X40G_PC_PMAP_INCOMPATIBLE: Warning - Policymap attached to port-channel EVC is incompatible with X40G member link.

Explanation Policymap attached to port-channel EVC is with X40G member link.

Recommended Action Remove policymap attached to port-channel EVC before adding a X40G member link to port-channel.

Error Message

%X40G_QOS-3-ACTN: [chars]

Explanation The x40g qos client detected qos feature processing error event that is specified in the message.

Recommended Action This error indicates a qos policymap configuration error occurred. Qos processing on the interface might not work as expected. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center 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

%X40G_QOS-3-CFN: [chars]

Explanation The x40g qos client detected classification configuration error event that is specified in the message.

Recommended Action This error indicates a qos policymap configuration error occurred. Qos processing on the interface might not work as expected. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center 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

%X40G_QOS-3-NOMEM: Memory Allocation Failure - [chars])

Explanation Memory required by qos client to service one or more Network Processors could not be allocated.

Recommended Action This error may indicate that more memory must be installed on the affected card or platform in order to service all the features and related entities enabled via the configuration. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center 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

%X40G_QOS-3-NP: [chars]

Explanation The X40G QoS client detected npu programming error event that is specified in the message.

Recommended Action This error indicates a QoS policymap configuration error has occurred. QoS processing on the interface might not work as expected. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center 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

%X40G_QOS-3-PMAP_CONFIG: [chars]

Explanation QoS processing on the interface specified in the msg is not functional.

Recommended Action This configuration error is not considered fatal to the operation of the Network Processors. The software is designed to detect and report the error condition. Please refer to the CCO documentation for configuration to correct the problem.

Error Message

%X40G_QOS-3-SVI_PMAP: [chars]

Explanation Only one policymap is allowed to be attached to either direction of interface vlan at a time.

Recommended Action Remove previous attached policymap and reattach the policymap. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center 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

%X40G_QOS-4-CFG: [chars]

Explanation When applying policymap, configuration may be changed by the NP because of hardware support.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center 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

%X40G_QOS-4-TMMODE: [chars]

Explanation The hardware queuing engine mode has changed.

Recommended Action Reset the linecard for the new mode to take effect.

Error Message

```
%X40G_SACL-3-ERRORSW: [chars] : [chars]
```

Explanation The X40g SACL client detected software error event that is specified in the message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit at <http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. 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

```
%X40G_SACL-3-NOMEM: Memory Allocation Failure - [chars] : [chars]([hex])
```

Explanation Memory required by SACL client to service one or more Network Processors could not be allocated.

Recommended Action This error may indicate that more memory must be installed on the affected card or platform in order to service all the features and related entities enabled via the configuration.

XCCTSP_VOICE Messages

The following are External Call Control Telephony Service Provider error messages.

Error Message

```
%XCCTSP_VOICE-3-ADDINTRFFAIL: The Voice Telephony Service Provider has rejected
our
request to add this voice interface ([dec]/[dec]:[dec])
```

Explanation The voice software was unable to report a new signaling interface to the Voice Telephony Service Provider.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%XCCTSP_VOICE-3-MALLOC: No memory is available to build any internal data structure for the voice software.

Explanation The voice software was unable allocate memory to build any internal data structures. The system memory may be exhausted.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

XCCTSP_VOICE Messages

Error Message

%XCCTSP_VOICE-3-NOMEM: No memory is available to build the voice interface ([dec]:[dec])

Explanation The voice software was unable allocate memory to build a voice interface data structure. The system memory may be exhausted.

Error Message

%XCCTSP_VOICE-3-NOSDB: No signaling data block is available to build the voice interface([dec]/[dec]:[dec]) or DSP may not be present

Explanation The voice software was unable to obtain a signaling data block from the Voice Telephony Service Provider. The system memory may be exhausted.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%XCCTSP_VOICE-3-NOTDMCHNL: XCCTSP failed to get a free dsp tdm channel from the DSP Resource Manager (DSPRM) to handle an incoming call

Explanation The voice software was unable to obtain the TDM channel for a free DSP from the DSP Resource Manager. All of the DSPs have been used to process calls or have been taken out of service.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%XCCTSP_VOICE-3-NOVOICEVDEV: Cannot find the voice data block which matches an asynchronous response for a call.

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%XCCTSP_VOICE-3-OUTOFRANGE_CTRL: Going out of range for controller number for the slot subslot [dec], ctrl_num [dec]

Explanation Internal software fault.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

XCONNECT Messages

Error Message

%XCONNECT-3-CONFIG: [chars]

Explanation An invalid XCONNECT configuration or an error in processing xconnect configuration has occurred.

Recommended Action No action is required.

Error Message

%XCONNECT-3-ILLEGAL: [chars]

Explanation An illegal event has been processed by the xconnect subsystem.

Recommended Action No action is required.

Error Message

%XCONNECT-5-PW_STATUS: [chars]

Explanation An event has occurred that has caused the pseudowire to change status

Recommended Action No action is required.

Error Message

%XCONNECT-5-REDUNDANCY: [chars]

Explanation An event has occurred that has caused the xconnect redundancy facility to generate a switchover event to the specified backup member

Recommended Action No action is required.

XCPA Messages

Mainframe Channel Port Adapter error messages.

Error Message

```
%XCPA-3-BADHWVER: bay [[dec]] pre-production hardware version detected
(hw:[int].[int], [int].[int]).
```

Explanation The port adapter hardware major version is 0, which indicates that the hardware is pre-production. Port adapters with this hardware version were provided to Early Field Test (EFT) and Beta customers. These port adapters should be upgraded.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%XCPA-3-DWNLDCKSM: bay [[dec]] checksum calculated [hex], expected [hex]
```

Explanation . The calculated checksum of a section in the downloadable microcode file did not match the expected value.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the 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

```
%XCPA-3-IPC: bay [[dec]] - [chars] (code=[dec])
```

Explanation A Channel Port Adapter IPC error has occurred. The channel port adapter in the specified bay is unusable.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%XCPA-3-OUTHUNG: [chars] - output stuck - [chars]

Explanation The transmit queue of the channel port adapter contained packets that have been queued for an excessive period of time. A command will be sent to the port adapter requesting dump information. After that, the port adapter will be reset.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%XCPA-3-RXQ: [chars] - consistency error - [chars] ([hex],[dec])

Explanation A consistency check failed while the system was receiving a packet from the channel port adapter. The packet is being dropped.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%XCPA-3-UCODEHDR: bay [[dec]] skip=[hex] hdr_ver=[hex] fw_rev=[hex]
req_hw_ver=[hex] hw_type=[hex] description = [chars]

Explanation The header information in the downloadable microcode file contains incorrect information. Other messages in the log specify what information is incorrect.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%XCPA-3-UCODESEC: bay [[dec]] wcs=[hex] addr=[hex] len=[hex] ep=[hex] compr=[hex]
sec_type=[hex] ver=[hex]
```

Explanation The header information in a section of the downloadable microcode file contains incorrect information. Other messages in the log specify what information is incorrect.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the 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

```
%XCPA-3-UNEXPECTEDINT: cause_lo=[hex], cause_hi=[hex], mask=[hex],
addr_dec_err=[hex], bus_err=[hex], ch0_ctrl=[hex]
```

Explanation An unexpected 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via 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

```
%XCPA-3-XCPADRIVERKILL: Unexpected request to terminate: XCPA driver process
([chars])
```

Explanation Unexpected termination of the XCPA driver process.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

XCVR Messages

The following are transponder messages.

Error Message

%XCVR-3-UNKNOWN_SFP_INSERTED: Unknown SFP inserted [chars]

Explanation An unknown SFP has been inserted.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

XDR Messages

The following are XDR messages.

Error Message

%XDR-3-BADSTATSCLIENTSEND: [chars]: [chars] [hex]/[int] expected [hex]/[int]

Explanation An internal error has occurred. This might result in unpredictable behaviour.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit at <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%XDR-3-BADSTATSPULL: [chars]: [chars]

Explanation Internal error. May result in unpredictable behaviour.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%XDR-3-BYPASSFOFNEGO: Bypassing FOF ISSU client [chars] ([int]) nego for XDR client [chars], slot [chars] as FOF ISSU client is not present in [chars] image.

Explanation This XDR client has a dependency on another ISSU client due to having foreign-owned-fields. As the ISSU client that owns the foreign-owned fields is not in the image the XDR client will not wait for that client to finish ISSU negotiation. Appearance of this error message indicates that work is required to add the missing client to the image.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%XDR-3-CLIENTISSUBADENTITY: Unable to register ISSU entity for [chars], reason: [chars]

Explanation Unable to register this XDR client's ISSU entity due to problems with registering the item given as a reason in the error message. This will stop ISSU working for this client and may lead to unpredictable 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

```
%XDR-3-CLIENTISSUBADGROUP: New m/cast group (slots [chars]) has multiple members before nego complete.
```

Explanation A new multicast group has been created with multiple slots before ISSU negotiation for each client has completed. This will lead to unpredictable results.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%XDR-3-CLIENTISSUBADNEGOMSG: Unexpected nego msg - slot [chars], client [chars], ctxt [dec]
```

Explanation XDR has received a negotiation message unexpectedly as this client is either not ISSU aware or has already completed negotiation for this slot. This is likely a precursor to unpredictable behavior for this 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

```
%XDR-3-CLIENTISSUNEGATIVEPADDING: Negative padding for [chars], slots [chars], msg [dec] (padded: [dec], unpadded: [dec])
```

Explanation Internal error. Mismatch of internal data structures.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

```
%XDR-3-CLIENTISSUNEGONOTDONE: Attempting to push send XDR message ([dec]) to slots [chars] for [chars] before nego complete.
```

Explanation Internal error. May result in unpredictable 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

```
%XDR-3-CLIENTISSUNOMSGGRP: Cannot determine ISSU message group for slot [dec]. Unknown [chars]
```

Explanation Not able to determine the set of ISSU messages to be used between local and remote slot, due to not being able to determine line card type for one or other slot. This might be due to a new line card type.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%XDR-3-CLIENTISSUSENDFAILED: Can't send XDR client ISSU nego msg: reason [chars],
slot [chars], client [chars]
```

Explanation XDR has failed to send an ISSU negotiation message for the given client. The slot will be marked as ISSU-unaware, and communication with this slot will proceed on that basis. However, this is likely to lead to unpredictable 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

```
%XDR-3-CLIENTISSUSTARTNEGOFAIL: Can't start nego: reason [chars], slot [chars],
client [chars], sid [dec]
```

Explanation XDR has failed to start ISSU negotiation with the remote slot for the reason given. The slot will be marked as ISSU-unaware, and communication with this slot will proceed on that basis. However, this is likely to lead to unpredictable 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

```
%XDR-3-CLIENTISSU_FOF_NEGOFAIL: ISSU negotiation failed for FOF client [int], for
peer [chars] (ISSU peer [dec]), blocking ISSU client [chars] ([dec]) reason -
[chars]
```

Explanation The ISSU negotiation failed for a client that has registered ISSU foreign-owned field (FOF) client dependencies. The dependent clients on this slot and the remote slot cannot interoperate in SSO mode. Synchronizing of information to and from this slot cannot proceed for this client and the dependent clients. Enter the **show xdr multicast** command for full 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/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%XDR-3-CLIENTISSU_NEGOFAIL: ISSU negotiation failed for XDR client [chars], slot [chars], reason: [chars]

Explanation ISSU negotiation failed. This XDR client on this and the remote slot cannot interoperate in SSO mode. Synchronizing of information to/from this slot will not happen for this and dependent clients. See output of show xdr multicast for full details.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center 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

%XDR-3-CLIENTISSU_PUSHFAIL: Attempting to push send XDR message ([chars]) to slots [chars] via client [chars] failed due to [chars]

Explanation Internal error. May result in unpredictable 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

%XDR-3-CLIENTISSU_REGERROR: ISSU client [dec] ([chars]), entity [dec], failed ISSU registration: [chars]

Explanation ISSU negotiation failed for this XDR client.

Recommended Action This error indicates a coding problem. It is an error that will occur every time this image is run and requires a code change to fix it.

Error Message

%XDR-4-FAILATTEMPTOPENIPCPORT: Attempt to open the IPC ports failed. [chars]

Explanation The XDR has failed to open the Inter-process communication (IPC) port to communicate to the specified peer.

Recommended Action No action is required.

Error Message

%XDR-3-ILLEGAL_CAP_TYPE: Illegal ISSU capability type ([dec]) for XDR client [chars]

Explanation Capability type requested is invalid. The named XDR client may not function as expected.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%XDR-3-DATA_TOO_LARGE: Data length [dec] exceeds limit of [dec] bytes

Explanation The client failed to send the External Data Representation (XDR) data, the size of which exceeded the maximum limit.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/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

%XDR-3-FRAG_CLIENT_NOT_ALLOWED: Received an XDR fragment from client [chars], slot [chars], which is not allowed to send fragments

Explanation Certain clients have sent fragmented data though they are restricted by External Data Representation (XDR) from fragmenting the 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/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

%XDR-3-ISSUBADREGPARAMS: Client [chars] trying to register with incomplete ISSU support.

Explanation This client does not properly support ISSU and will be registered as not supporting ISSU.

Recommended Action A client may not register with partial ISSU support so it will be registered without it. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%XDR-3-ISSUINITFAIL: Unable to register XDR ISSU [chars], reason: [chars]

Explanation Unable to register the given XDR ISSU parameter due to the reason given. This will stop ISSU working for this client and may lead to unpredictable 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

%XDR-3-ISSU_NEGOFAIL: ISSU negotiation failed for XDR, slot [chars], reason: [chars]

Explanation ISSU negotiation failed. XDR on this and the remote slot cannot interoperate. Synchronizing of information to/from this slot for all XDR clients will not be allowed.

Explanation Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved

software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center 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

%XDR-3-ONINT: Invalid operation [chars] at interrupt level by XDR client [chars]

Explanation An invalid operation at interrupt level 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. 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

%XDR-3-PRIOCLIENTISSU_NEGOFAIL: ISSU negotiation failed for XDR client [chars], slot [chars], reason: [chars]

Explanation ISSU negotiation failed for a core XDR client. XDR on this and the remote slot cannot interoperate in SSO mode. Synchronizing of information to/from this slot will not happen for any XDR client.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

%XDR-3-PULLSENDERFAIL: Sending data for pull client [chars] to [chars] failed due to slot(s) [chars] not being in group [hex] of slot(s) [chars]

Explanation Data sending for an XDR pull client failed for the reason specified. The data was not 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. Also perform a search of the Bug Toolkit

<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet
<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%XDR-3-RX_UNKNOWN_PEER: Received an IPC message from unknown slot [dec]

Explanation XDR received a message from a slot for which no peer context yet exists

Recommended Action It should not be possible for a slot to send us a message without having first registered with us. This is probably due to communication incompatibility issues between the slot and the RP. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%XDR-3-TESTSTATSCLIENT_DECODE: XDR test stats [chars] saw error ([chars]).

Explanation The XDR statistics test client has an internal error. This only affects internal test infrastructure and so should not have any effect on normal system operation

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%XDR-3-TESTSTATSCLIENT_SELFTEST: Selftest failure [chars]

Explanation The XDR statistics infrastructure has experienced a self test failure. This should only occur when a self test is running and a failure is detected. It does not directly imply a problem with normal operation.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%XDR-3-TESTSTATSCLIENT_UNEXPECTED_EVENT: Selftest failure: unexpected event ([hex], [hex]) during wait for update

Explanation The XDR statistics infrastructure has experienced a self test failure. This should only occur when a self test is running and a failure is detected. It does not directly imply a problem with normal operation.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%XDR-3-TESTSTATSCLIENT_UPD_TOUT: Selftest failure due to timeout waiting for stats update

Explanation The XDR statistics infrastructure has experienced a self test failure. This should only occur when a self test is running and a failure is detected. It does not directly imply a problem with normal operation

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%XDR-3-XDRBADSLLOT: An invalid slot [dec] was obtained during - [chars]

Explanation An invalid slot has been obtained where it should have been valid.

Recommended Action Get the output of the slot.

Error Message

%XDR-3-XDRDEQUEUE: Failed to dequeue from [chars] with [dec] elements still queued

Explanation A queueing failure has occurred. A non-empty queue could not be dequeued.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%XDR-3-XDRINVALIDHDRISU: XDR ISSU message for client [chars] dropped (slots: [chars] from slot [chars] context: [int] length: [int] due to: [chars])
```

Explanation The XDR ISSU negotiation was dropped for the reason given.

Recommended Action If this message occurred during an ISSU upgrade then it may be safely ignored. Otherwise, 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%XDR-3-XDRIPC: XDR IPC error on multicast-group [hex] due to [chars].
```

Explanation A general IPC-related error that may prevent transfer of data to other peers using the IPC mechanism has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show xdr multicast** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%XDR-3-XDRMCASTJOIN: Attempt to join [chars] to [chars] failed because client [chars] returned an error
```

Explanation Internal error. May result in unpredictable 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. Also perform a search of the Bug Toolkit

<http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

%XDR-3-XDRMCASTJOINREQ: Client [chars] returned an invalid response to a join request for groups [chars] and [chars]

Explanation Internal error. May result in unpredictable 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. Also perform a search of the Bug Toolkit at <http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

%XDR-3-XDRNOMEM: XDR failed to allocate memory during [chars] creation.

Explanation Allocation of memory by the XDR subsystem has failed. This failure may result in unpredictable XDR behavior.

Recommended Action Ensure that there is sufficient memory for the operations that are being performed by your system. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%XDR-3-XDR00S: Received an out of sequence IPC message. Expected [dec] but got [dec]

Explanation An out-of-sequence or unknown IPC message was received. This condition indicates that an IPC is not working 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. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%XDR-3-XDRPEER: An XDR peer error for slot [dec]. Due to [chars].

Explanation An error relating to an XDR peer has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show xdr linecard** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%XDR-3-XDRQUEUE: XDR queue error: [chars].

Explanation XDR subsystem queueing operation failed. This may result in unpredictable behavior of XDR.

Recommended Action Make sure that there is enough memory for the operations being performed by your machine. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%XDR-3-XDRSLOTFROMMASK: Cannot determine slot from mask [chars] (client [chars])

Explanation Mapping from slotmask to slot failed. This means that during ISSU negotiation, the message destination cannot be determined.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. XXX Messages

Recommended Action The following are the XXX messages.

Error Message

%XDR-4-BADSTATSCLIENTRECEIVE: context [int], length [int] from [chars]

Explanation The XDR statistics infrastructure received a message it could not decode from a peer. This has no harmful effects but might be a evidence of a more serious problem.

Recommended Action Unavailable.

Error Message

%XDR-4-STATSCLIENTADDMCASTGRPFAIL: Stats client [chars] failed to add linecards [chars]

Explanation The XDR statistics infrastructure has seen an internal error. This may prevent counters to fail to be reported to the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%XDR-4-STATSCIENT_REGISTRATION: Unable to register XDR client ([chars]).

Explanation The XDR statistics infrastructure has seen an internal error. This may prevent counters to fail to be reported to the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%XDR-4-STATSUNEXPECTEDEVENT: [chars]

Explanation The XDR statistics infrastructure has seen an internal error. This may prevent counters to fail to be reported to the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%XDR-4-STATSUNEXPECTEDNEWMCASGRP: Add req for [chars] but already sending stats to [chars]

Explanation The XDR statistics infrastructure has seen an internal error. This may prevent counters to fail to be reported to the 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%XDR-5-XDRFRAGCODEUSED: XDR Client [chars] ([dec]) is sending a msg (len [dec])
bigger than the limit ([dec]) with context [dec]
```

Explanation An XDR client tried to send a larger than expected XDR message.

Recommended Action Get the output of the **show xdr multicast** and **show xdr linecard** internal commands immediately after 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%XDR-6-CLIENTISSUBADRCVTFM: Failed to rcv_transform message - from slot [chars],
client [chars], context [dec]
```

Explanation Cannot perform ISSU receive transform. This is likely due to a failure in negotiation earlier, or when one side of an ISSU-enabled XDR connection is out of synchronization with the other.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%XDR-6-CLIENTISSUBADTXTFM: Failed to xmit_transform message - to slot [chars],
client [chars], context [dec]
```

Explanation Cannot perform ISSU transmit transform. This is likely due to a failure in negotiation earlier, or when one side of an ISSU-enabled XDR connection is out of synchronization with the other.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

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

```
%XDR-6-CLIENTISSUUNREG: Failed to unregister session - client [chars], slot [chars], reason [chars]
```

Explanation Unable to unregister this session. This will likely cause problems when reregistering and should be reported.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%XDR-6-CLIENTISSU_BLOCKED: Client [chars] cannot sync info to/from slot [chars] due to ISSU negotiation failure of client [chars]
```

Explanation This client depends on another XDR client for which ISSU negotiation has failed. As a result, this client is prevented from communicating with the remote slot. This is due to ISSU incompatibilities between the two images. Functionality for this client will revert to RPR mode.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

%XDR-6-CLIENTISSU_UNBLOCKED: Client [chars] can now sync info to/from slot [chars] due to ISSU negotiation success of client [chars]

Explanation This client depends on another XDR client for which ISSU negotiation had previously failed but has now succeeded. As a result, this client can resume communication with the remote slot. Functionality for this client will revert to 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%XDR-6-CLIENTNOTREGONRP: Client [chars] has registered on slot [chars] before RP. Cannot start ISSU nego.

Explanation ISSU nego starts on active RP. If the client is not yet registered, negotiation cannot start.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%XDR-6-ISSUBADRCVTFM: Failed to rcv_transform message - slot [chars], reason: [chars]

Explanation Unable to perform ISSU transform on incoming XDR header. Message will be ignored.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show xdr multicast**, **show xdr client all** and **show issu message types** commands to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%XDR-6-ISSUBADTXTFM: Failed to xmit_transform message - slot [chars], reason [chars]

Explanation Unable to perform ISSU transform on outgoing XDR header. Message will be ignored.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%XDR-6-ISSUCLIENTABSENT: ISSU client [chars] absent on slot [chars]. Client functionality may be affected.

Explanation The remote slot does not support this ISSU client. The software will handle this by reducing client functionality locally to continue in SSO mode, or by forcing the remote peer into RPR mode as appropriate. This is expected behavior in ISSU-capable systems.

Recommended Action No action is required. This message just indicates that certain functionality may be reduced due to running different images together.

Error Message

%XDR-6-PRIOCLIENTISSU_NEGOFAIL: ISSU negotiation failed for XDR client [chars], slot [chars], reason: [chars]

Explanation ISSU negotiation failed for a core XDR client. XDR on this and the remote slot cannot interoperate in SSO mode. Synchronizing of information to/from this slot will not happen for any XDR client.

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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%XDR-6-XDRDISABLEREQUEST: Peer in slot [chars] requested to be disabled due to:
[chars]. Disabling linecard
```

Explanation Due to some error condition, the line card has requested to be disabled.

Recommended Action Get the output of the **show monitor event-trace xdr** command from the RP and the line card in question. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit at <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%XDR-6-XDRINVALIDHDR: XDR for client ([chars]) dropped (slots:[chars]
context:[dec] length:[dec]) due to: [chars]
```

Explanation The XDR client specified in the message text could not be registered. A failure has occurred that prohibits the XDR client from registering with the core.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%XDR-6-XDRINVALIDHDRISSU: XDR ISSU negotiation message for client ([chars])
dropped (slots:[chars] from slot:[chars] context:[int] length:[int]) due to:
[chars]
```

Explanation The XDR ISSU negotiation message was dropped for the reason given.

Recommended Action If the message occurred during an ISSU upgrade then it may be safely 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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center 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

%XDR-6-XDRIPCNOTIFY: Fatal IPC error occurred for peer in slot [dec]. Message not sent due to [chars].
Disabling linecard

Explanation A general IPC-related error that may prevent transfer of data to other peers using the IPC mechanism has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show xdr multicast** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%XDR-6-XDRIPCPEER: XDR IPC error occurred for peer in slot [dec] due to [chars].

Explanation A general IPC-related error that may prevent the transfer of data to other peers using the IPC mechanism has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show xdr multicast** and **show xdr linecard** 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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%XDR-6-XDRMCASTINIT: XDR mcast subsystem initilisation error: [chars]

Explanation XDR non-functional.

Recommended Action A failure occurred which prohibits the XDR client from registering with the core. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%XDR-6-XDRREGISTRATION: XDR failed to register [chars] client due to [chars]

Explanation Failure to register the specified XDR client.

Recommended Action A failure occurred which prohibits the XDR client from registering with the core. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

XDSLWIC Messages

Error Message

%XDSLWIC-1-INITFAIL: XDSLWIC([dec]/[dec]), Init failed

Explanation The xDSL WIC hardware may be bad or there is no memory left in the system.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%XDSLWIC-3-DYING_GASP: [chars]: The remote CPE is about to lose power

Explanation 'Power Loss' messages received from the remote CPE.

Recommended Action Repair local power supply in the remote CPE.

Error Message

%XDSLWIC-3-E1T1_INITFAILURE: Slot [dec], Unit [dec] initialization failure - [chars]

Explanation The E1T1 driver detected an error while initializing.

Recommended Action Unavailable.

Error Message

%XDSLWIC-3-FIRMWARE_DOWNLOAD_FAILURE: XDSLWIC R FPGA download fails. failure counts = [char].

Explanation The FPGA load 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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%XDSLWIC-3-FIRMWARE_VERSION_CHECK_FAILURE: Failed XDSLWIC FPGA version check; expected [hex]; got [hex] at location [hex]

Explanation The FPGA load may be failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%Y88E8K-1-ACCESS_FAILED: Unable to access Y88E8K chip

Explanation During driver initialization it failed to access Y88E8K chip.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Y88E8K Messages

The following are Yukon 88E8000 E/FE/GE messages.

Error Message

%Y88E8K-1-BAD_IDB: Invalid Interface Descriptor Block

Explanation The driver tried to fetch the interface's IDB and failed.

Recommended Action Software bug. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%Y88E8K-1-BAD_MEDIA: Unknown media-type in subblock

Explanation The media-type specified in the driver subblock is invalid.

Recommended Action Software bug. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%Y88E8K-1-BAD_PARTICLE: Problem getting particle size

Explanation The driver was unable to get the particle size for this interface.

Recommended Action Software bug. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%Y88E8K-1-BAD_PLUGIN: Plugin function table incomplete or missing

Explanation The driver could not access the PA's specific function table.

Recommended Action Software bug. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%Y88E8K-1-BAD_POOL: Could not init buffer pools

Explanation The driver failed to get a pool of buffers from IOS.

Recommended Action Software bug. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%Y88E8K-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 The router requires more main memory. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%Y88E8K-1-BAD_STRUCT: Could not initialize structure

Explanation The driver failed to initialize a structure.

Recommended Action Software bug. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%Y88E8K-1-BAD_SUBBLOCK: [chars] - Could not install or use y88e8k IDB subblock

Explanation An internal IOS error prevented the IDB subblock from being installed or used.

Recommended Action Software bug. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%Y88E8K-1-DISCOVER: Only found [dec] interfaces on bay [dec], shutting down bay

Explanation Possible hardware error resulted in too few interfaces discovered.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%Y88E8K-1-IDBTYPE_UNK: Unknown IDBTYPE while starting Y88E8K

Explanation The IDBTYPE in the interface's instance structure is undefined for this driver.

Recommended Action Software bug. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%Y88E8K-1-INITFAIL_NOMEM: [chars], initialization failed, no buffer memory

Explanation The Ethernet port initialization failed due to insufficient memory.

Recommended Action The router requires more packet memory - consider upgrade. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With

some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%Y88E8K-1-INITFAIL_RBCP: [chars], initialization failed, unable to start RBCP

Explanation The RBCP protocol initialization is failed.

Recommended Action Power down, reseal the network module, and reboot the system. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%Y88E8K-1-INVALID_SPEED: Ethernet speed is invalid

Explanation While trying to set speed for Y88E8K found invalid speed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%Y88E8K-1-MODE_INVALID: Unknown or invalid chip mode (GMII/STBI)

Explanation The driver subblock contains an invalid or undefined chip operating mode (SMII or STBI mode).

Recommended Action Software bug, Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%Y88E8K-1-RESET: MAC Still in Reset

Explanation An attempt was made to access the MAC while it was in reset.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%Y88E8K-1-START_FAILED: Unable to start Y88E8K chip

Explanation After init Y88E8K chip failed to start.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%Y88E8K-2-NOISL: Interface [chars] does not support ISL

Explanation ISL is not supported on the specified interface's hardware.

Recommended Action No action is required.

Error Message

%Y88E8K-3-ERRINT: [chars], error interrupt

Explanation The y88e8k 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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%Y88E8K-3-GE_MAC_HW_ERROR: [chars]:Hardware Error, [chars]

Explanation Error in GE MAC controller.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%Y88E8K-3-I2C_ERROR: [chars]

Explanation Error in I2C transaction.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%Y88E8K-3-I2C_READ_TIMEOUT: Read from I2C device failed

Explanation Read transaction from I2C has timed out.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%Y88E8K-3-I2C_WRITE_TIMEOUT: Write to I2C device failed

Explanation Write transaction to I2C has timed out.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%Y88E8K-3-ILPM_Y88E8K: Bay [int], device number [int]
```

Explanation Inline Power Initialization failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%Y88E8K-3-NOTY88E8K: Bay [int], device number [int]: unknown device ([hex])
```

Explanation The PA does not contain a Yukon 88E8000 controller chip.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%Y88E8K-3-PHY_BUSY: [chars]:PHY is busy, [chars] failed
```

Explanation Error in accessing PHY.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%Y88E8K-3-SMI_IDLE: [chars]:SMI is in IDLE state

Explanation SMI should not be in idle state after an operation is requested.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%Y88E8K-3-TOOBIG: [chars], packet too big ([dec]), src [enet], dst [enet]

Explanation The interface detects a packet larger than what is defined by MTU.

Recommended Action Check the other station's MTU setting. No action is required.

Error Message

%Y88E8K-3-UNKNOWN_PHY: Interface [chars] has an unsupported PHY

Explanation The specified interface has an unsupported PHY chip on the 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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

ZAM Messages

The following are Zenith Alarm Management messages.

Error Message

%ZAM-6-SSIMEDUPFAIL : ssiIpMessageDup call Failed

Explanation ssiIpMessageDup function returning NULL.

Recommended Action No action is required.

