



Cisco IOS XE System Messages

This chapter contains the system messages for Cisco IOS XE software. The messages are grouped according to the following facility names:

- [All Other Messages, page 16](#)
- [ACE Messages, page 26](#)
- [ACL Messages, page 32](#)
- [ALG_COM Messages, page 33](#)
- [ALG_PROXY Messages, page 34](#)
- [ARL_PROXY Messages, page 36](#)
- [ASR1000_APPLIANCE Messages, page 36](#)
- [ASR1000_APS Messages, page 42](#)
- [ASR1000_DSP Message, page 44](#)
- [ASR1000_ETHERCHAN Messages, page 44](#)
- [ASR1000_LICENSE Messages, page 45](#)
- [ASR1000_MEMPOOL Messages, page 46](#)
- [ASR1000_MGMTVRF Messages, page 46](#)
- [ASR1000_MMON Messages, page 48](#)
- [ASR1000_OIR Messages, page 48](#)
- [ASR1000_PEM Messages, page 52](#)
- [ASR1000_PROCMIB Messages, page 54](#)
- [ASR1000_RP Messages, page 54](#)
- [ASR1000_RP_ATM_SPA Messages, page 81](#)
- [ASR1000_RP_CFG_NOT Messages, page 83](#)
- [ASR1000_RP_CTE1_SPA Messages, page 87](#)
- [ASR1000_RP_DIAG_TEST Messages, page 88](#)
- [ASR1000_RP_DPIDB Messages, page 91](#)
- [ASR1000_RP_IF_FLOW_IDS Messages, page 102](#)
- [ASR1000_RP_MGMTE Messages, page 111](#)
- [ASR1000_RP_ONLINE_DIAG Messages, page 112](#)

- [ASR1000_RP_POS_SPA Messages, page 113](#)
- [ASR1000_RP_SONET_ALARM Messages, page 114](#)
- [ASR1000_RP_SPA Messages, page 114](#)
- [ASR1000_RP_VTYMGT Messages, page 126](#)
- [ASR1000_SCHED Messages, page 131](#)
- [ASR1000_SERVICE_ENGINE Messages, page 133](#)
- [ASR1000_SIP_CTE1_SPA Messages, page 134](#)
- [ASR1000_SIP_POS_SPA Messages, page 134](#)
- [ASR1000_SIP_SPA Messages, page 135](#)
- [ASR1000_SPA Messages, page 147](#)
- [ASR1000_SPA_ETHER Messages, page 156](#)
- [ASR1000_VMAN Messages, page 157](#)
- [ASR1000_WD Messages, page 158](#)
- [ATMSPA Messages, page 159](#)
- [ATTN Messages, page 163](#)
- [BACKUP_INTERFACES Messages, page 165](#)
- [BFD_MAP Messages, page 165](#)
- [BINOS_LOGIN Messages, page 150](#)
- [BIPC Messages, page 168](#)
- [BOOT Messages, page 169](#)
- [BSHELL Messages, page 171](#)
- [CCE Messages, page 173](#)
- [CEF_PROXY Messages, page 174](#)
- [CFC_LISP Messages, page 176](#)
- [CFT Messages, page 177](#)
- [CGC Messages, page 180](#)
- [CGM Messages, page 182](#)
- [CHASFS Messages, page 182](#)
- [CHUNK Messages, page 161](#)
- [CISL Messages, page 185](#)
- [CLOCK_RECOVERY Messages, page 185](#)
- [CMAN_IDPROM_ENVMON Messages, page 186](#)
- [CMANCC Messages, page 186](#)
- [CMANRP Messages, page 187](#)
- [CMCC Messages, page 190](#)
- [CMFP Messages, page 200](#)
- [CMRP Messages, page 203](#)
- [CMRP_ENVMON Messages, page 226](#)

- [CMRP_PFU Messages, page 227](#)
- [CPPBQS Messages, page 231](#)
- [CPPDRV Messages, page 234](#)
- [CPPEXMEM Messages, page 240](#)
- [CPPFPM Messages, page 241](#)
- [CPPHA Messages, page 241](#)
- [CPP_BQS Messages, page 244](#)
- [CPP_FR Messages, page 248](#)
- [CPP_IPHC_PROXY Messages, page 249](#)
- [CPP_LDN Messages, page 250](#)
- [CPP_MLP Messages, page 251](#)
- [CPP_NAT_PROXY Messages, page 260](#)
- [CPP_PFR_PROXY Messages, page 261](#)
- [CPPOSLIB Messages, page 262](#)
- [CPPTCAMRM Messages, page 263](#)
- [CRYPTO Messages, page 264](#)
- [CTS Messages, page 266](#)
- [DATA_DESCR Messages, page 292](#)
- [DMB Messages, page 293](#)
- [DROP Messages, page 295](#)
- [DWL Messages, page 296](#)
- [DYNCMD Messages, page 296](#)
- [E_CFM Messages, page 314](#)
- [ECFM_HSBY Messages, page 314](#)
- [EMD Messages, page 262](#)
- [ENVIRONMENT Messages, page 317](#)
- [ENVIRONMENTAL Messages, page 317](#)
- [ERM Messages, page 319](#)
- [ERSPAN Messages, page 319](#)
- [ESF Messages, page 320](#)
- [ESS_FEATURE Messages, page 321](#)
- [ESS_IPSUB Messages, page 321](#)
- [ESS_PROXY Messages, page 322](#)
- [ESS_SWITCH Messages, page 326](#)
- [ETHERNET_PMLACP Messages, page 327](#)
- [ETH_SPA_GEN Messages, page 330](#)
- [ETH_SPA_GILA Messages, page 330](#)
- [ETH_SPA_MAC Messages, page 332](#)

- EXLOG Messages, page 333
- EVTMON_PROXY Messages, page 334
- FAKED Messages, page 335
- FLEXVPN Messages, page 336
- FMANFP Messages, page 336
- FMANRP Messages, page 337
- FMANRP_ACL Messages, page 340
- FMANRP_ADJ Messages, page 344
- FMANRP_CCE Messages, page 345
- FMANRP_CEF Messages, page 347
- FMANRP_ESS Messages, page 351
- FMANRP_FPM Messages, page 359
- FMANRP_IPHC Messages, page 360
- FMANRP_IPSEC Messages, page 361
- FMANRP_MCAST Messages, page 362
- FMANRP_MFR Messages, page 365
- FMANRP_MLP Messages, page 305
- FMANRP_MPLS Messages, page 368
- FMANRP_NAT Messages, page 368
- FMANRP_NAT64 Messages, page 381
- FMANRP_NBAR Messages, page 381
- FMANRP_NETFLOW Messages, page 382
- FMANRP_OBJID Messages, page 387
- FMANRP_PBR Messages, page 387
- FMANRP_PFR Messages, page 388
- FMANRP_QOS Messages, page 389
- FMANRP_RTMAP Messages, page 394
- FMANRP_SSLVPN Messages, page 395
- FMANRP_URPF Messages, page 399
- FMANRP_VRF Messages, page 400
- FMANRP_WCCP Messages, page 401
- FMANRP_ZONES Messages, page 404
- FMFP Messages, page 405
- FMFP_ACL Messages, page 405
- FMFP_QOS Messages, page 406
- FMFP_URPF Messages, page 406
- FNF Messages, page 407
- FNF_PROXY Messages, page 411

- FRAG Messages, page 417
- FRAG_DESC_PROXY Messages, page 420
- FTP_ALG Messages, page 422
- FTP64_ALG Messages, page 424
- FW Messages, page 425
- FWALL Messages, page 433
- FWALL_PROXY Messages, page 435
- GEN_PROXY Messages, page 446
- H323_ALG Messages, page 447
- HA_EM Messages, page 448
- HA_PROXY Messages, page 467
- HAL Messages, page 469
- HARDWARE Messages, page 470
- HMAN Messages, page 471
- HW_IDPROM_ENVMON Messages, page 472
- HW_PFU Messages, page 473
- IMAP Messages, page 474
- IMCC Messages, page 474
- IMGR Messages, page 476
- IMRP Messages, page 477
- INFRA Messages, page 478
- INTERCHASSIS_REDUNDANCY Messages, page 479
- IOS_LICENSE Messages, page 480
- IOSD Messages, page 481
- IOSD_IMCC_CAPI Messages, page 481
- IOSXE_APS Messages, page 483
- IOSXE_DSP Messages, page 485
- IOSXE_ETHERCHAN Messages, page 486
- IOSXE_FMANRP Messages, page 486
- IOSXE_IMCC_CAPI Messages, page 504
- IOSXE_INFRA Messages, page 505
- IOSXE_LICENSE_BOOT_CLI Messages, page 519
- IOSXE_LMANRP Messages, page 520
- IOSXE_MEMPOOL_MIB Messages, page 521
- IOSXE_MLP Messages, page 521
- IOSXE_MMON Messages, page 523
- IOSXE_OIR Messages, page 523
- IOSXE_PEM Messages, page 527

- [IOSXE_PROCMIB Messages, page 529](#)
- [IOSXE_RP_CFG_NOT Messages, page 529](#)
- [IOSXE_RP_DIAG_TEST Messages, page 533](#)
- [IOSXE_RP_DPIDB Messages, page 536](#)
- [IOSXE_RP_IF_FLOW_IDS Messages, page 547](#)
- [IOSXE_RP_MGMTE Messages, page 555](#)
- [IOSXE_RP_NV Messages, page 556](#)
- [IOSXE_RP_ONLINE_DIAG Messages, page 556](#)
- [IOSXE_RP_SPA Messages, page 557](#)
- [IOSXE_RP_VTYMGT Messages, page 569](#)
- [IOSXE_SCHED Messages, page 573](#)
- [IOSXE_SERVICE_ENGINE Messages, page 575](#)
- [IOSXE_SIP_SPA Messages, page 576](#)
- [IOSXE_SPA Messages, page 587](#)
- [IOSXE_TIMESTAMP_ENGINE Messages, page 596](#)
- [IOSXE_VIRT_INSTANCE Messages, page 596](#)
- [IOSXE_VMAN Messages, page 603](#)
- [IOSXE_WCCP Messages, page 604](#)
- [IOSXE_WD Messages, page 607](#)
- [IPC Messages, page 607](#)
- [IPC_LOG Messages, page 615](#)
- [IPRT Messages, page 615](#)
- [IPSEC Messages, page 577](#)
- [IPV4_Forwarding Messages, page 626](#)
- [IPV4_REASS_PROXY Messages, page 628](#)
- [IPV4_URPF Messages, page 629](#)
- [IPV4_VFR Messages, page 629](#)
- [IPV4MCAST Messages, page 631](#)
- [IPv6_CLI Messages, page 632](#)
- [IPV6_FORWARDING Messages, page 633](#)
- [IPV6_POLICY_API Messages, page 634](#)
- [IPV6MCAST Messages, page 634](#)
- [IPV6_REASS_PROXY Messages, page 635](#)
- [IPV6_URPF Messages, page 637](#)
- [IPV6_VFR Messages, page 637](#)
- [ISISL2 Messages, page 638](#)
- [ISSU Messages, page 640](#)
- [KEYSTORE Messages, page 642](#)

- [L2BD Messages, page 647](#)
- [L4 Messages, page 649](#)
- [LAYER2 Messages, page 649](#)
- [LDP Messages, page 650](#)
- [LI Messages, page 651](#)
- [LIC_AGENT Messages, page 651](#)
- [LIIN Messages, page 652](#)
- [LOGGER Messages, page 653](#)
- [LUA_VM Messages, page 655](#)
- [MBOX Messages, page 655](#)
- [MCP_SYS Messages, page 657](#)
- [MCT1E1 Messages, page 657](#)
- [MEM_MGR Messages, page 664](#)
- [MEM_PROXY Messages, page 669](#)
- [MLRIB Messages, page 670](#)
- [MONITOR Messages, page 672](#)
- [MSG_POS_OC3_OC12_SPA Messages, page 673](#)
- [MX Messages, page 677](#)
- [NAT Messages, page 680](#)
- [NAT64 Messages, page 688](#)
- [NET_CLK_SEL Messages, page 689](#)
- [NETCLK Messages, page 689](#)
- [NILE Messages, page 691](#)
- [OBJGROUP Messages, page 691](#)
- [OCE_FORWARDING Messages, page 695](#)
- [OOM Messages, page 698](#)
- [OUTPUT_CLK_SEL Messages, page 701](#)
- [PA_PKT Messages, page 701](#)
- [PA_PKT_PROXY Messages, page 704](#)
- [PAM_UPDB Messages, page 707](#)
- [PBUF Messages, page 708](#)
- [PERF_MONITOR_RESOURCE Messages, page 709](#)
- [PERF_TRAFFIC_INFRA Messages, page 710](#)
- [PERF_TRAFFIC_METER Messages, page 721](#)
- [PERF_TRAFFIC_REACT Messages, page 722](#)
- [PKTLOG Messages, page 723](#)
- [PLATFORM Messages, page 727](#)
- [PLATFORM_ENV Messages, page 732](#)

- PLATFORM_IPV6HOST Messages, page 741
- PLATFORM_IPv6_UCAST Messages, page 741
- PLATFORM_NCEF Messages, page 744
- PLATFORM_NETWORK_CLOCK Messages, page 746
- PLATFORM_SCC Messages, page 747
- PLATFORM_UCAST Messages, page 747
- PLOGDRP Messages, page 748
- PLU_PROXY Messages, page 749
- PMAN Messages, page 750
- POP Messages, page 754
- PPROT_FSM Messages, page 754
- PPROT_L3_TRIG Messages, page 756
- PQ3_TSEC Messages, page 757
- PW Messages, page 762
- QFP_ETH Messages, page 763
- QFP_FNF Messages, page 763
- QFP_MLP Messages, page 764
- QFP_TUN Messages, page 774
- QFP_XCONNECT Messages, page 774
- QFPOOR Messages, page 775
- QOS Messages, page 775
- RCMD_ALG Messages, page 781
- RF Messages, page 783
- RG_AR Messages, page 783
- RBM Messages, page 784
- RTSP Messages, page 786
- SBC Messages, page 788
- SBC_MPS Messages, page 790
- SBC_SPF Messages, page 794
- SCC Messages, page 795
- SCOOBY Messages, page 795
- SCCP Messages, page 796
- SDP Messages, page 798
- SERIAL_12IN1 Messages, page 799
- SERVICES Messages, page 801
- SIP Messages, page 802
- SM Messages, page 803
- SMAN Messages, page 805

- SMANRP Messages, page 806
- SMTP Messages, page 814
- SP_MONITOR Messages, page 814
- SPA Messages, page 815
- SPA_ATM_ENABLER Messages, page 818
- SPA_CCB Messages, page 819
- SPA_CHOCX Messages, page 821
- SPA_CHOCX_DSX Messages, page 825
- SPA_CHOCX_MCPRP Messages, page 833
- SPA_CONSOLE Messages, page 836
- SPA_CT3 Messages, page 839
- SPA_DATABUS Messages, page 840
- SPA_EEPROM Messages, page 846
- SPA_FPD Messages, page 849
- SPA_GE_DWDM Messages, page 852
- SPA_HA Messages, page 853
- SPA_MIB Messages, page 854
- SPA_OIR Messages, page 854
- SPA_PLIM Messages, page 862
- SPA_PLUGIN Messages, page 866
- SPA_SE1 Messages, page 876
- SPA_SRVCS_ENGINE Messages, page 884
- SPA_SRVCS_IF Messages, page 891
- SPA_T3E3 Messages, page 891
- SPA_TDMIM Messages, page 893
- SPA_WMA Messages, page 895
- SPACP Messages, page 895
- SRW Messages, page 897
- SSL Messages, page 898
- STILE Messages, page 898
- SUDI Messages, page 900
- SUNRPC Messages, page 900
- SW_MATM Messages, page 901
- SYSPLAT Messages, page 901
- TCP Messages, page 902
- THREAT_DEFENSE Messages, page 905
- TIME Messages, page 907
- TODCLK Messages, page 908

- TTYMON Messages, page 909
- UI Messages, page 910
- UICFGEXP Messages, page 911
- UIPEER Messages, page 912
- VMAN Messages, page 913
- VPN Messages, page 914
- VTCP Messages, page 915
- VXE_VNIC_IF Messages, page 915
- WUILOGIN Messages, page 916
- XDR Messages, page 916
- XMCP Messages, page 918
- IOS XE Release 3.14 Error Messages, page 919

All Other Messages

Error Message %BTRACE_ROTATE-3-ARCHIVE_FAIL : Error archiving trace file - [chars]

Explanation While trying to archive a trace file on the active RP, an error occurred that prevented the file transfer. The trace file is not saved.

Recommended Action This message is usually seen as a result of an underlying problem with the harddisk: file system; check the console log for messages related to harddisk: file system messages.

Error Message %CEMA-3-SPA_CMD_FAIL: [chars]: Command [chars]([dec]) failed ([chars]); partial command dump [hex] [hex] [hex] [hex]

Explanation A failure occurred when sending a command to the SPA indicated in the error message.

Recommended Action Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation as well as the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance or would like to report a suspected hardware failure, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/> or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be sure to attach to your case the output of the **show logging**, **show monitor event-log spa all**, **show tech-support** and **show hw-module subslot target spa tech-support** commands, your troubleshooting logs, and the specific error message.

Error Message %CGM-3-CGM_FIPS_BYPASS_TEST : NIST bypass test failed for CGM object [chars].

Explanation Class-Group Manager Security Client database detected a discrepancy in a security sensitive object. This could be due to a hardware or software resource limitation or a software defect.

Recommended Action Check the logs for information on the relevant object download states. Remove the object or a parent object in question. If the problem persists reboot the forwarding processor (ESP).

Error Message %CPPCDM-3-ERROR_NOTIFY : QFP [dec] thread [dec] encountered an error -Traceback= [chars] [chars]

Explanation A QFP fault has occurred.

Recommended Action No action is required.

Error Message %CPP_MPASS-3-INVALID_VECTOR : vector [dec]

Explanation An invalid multipass vector was received.

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

Error Message %CPP_NAT64_PROXY-3-INVALID_IPC_INPUT : number of instances is invalid

Explanation The NAT64 proxy has received an IPC with an unexpected format/data

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %CPP_NAT64_PROXY-3-INVALID_IPC_SUBTYPE : subtype is [dec]

Explanation The NAT64 proxy has received an IPC with an unexpected subtype

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %CPP_NAT64_PROXY-3-NAT64_INIT_FAIL : nat64 init failure rc= [dec]

Explanation The NAT proxy has experienced a failure when trying to initialize the NAT64 proxy

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %CPP_NAT64_PROXY-3-NAT64_IPC_FAIL : rc= [dec]

Explanation The NAT64 proxy has experienced a failure when trying to send an IPC

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %CPP_PKT_SUBBLOCK-3-PKT_SB_MANAGE_FAIL : rc=[hex]

Explanation A packet subblock manage 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %EPOCH-6-EPOCH_REJECTED : Peer [chars] has rejected epoch: [chars]

Explanation This error occurs if epoch from shell-manager has been rejected by the peer.

Recommended Action Check the epoch and peer state.

Error Message %FEATURE_INVOKE-3-CALL_STACK_EXCEEDED : index %

Explanation A request exceeded the feature invocation call stack.

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

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

Error Message %HMR-3-HASH_SIZE_ZERO : count [dec] poly [dec]

Explanation An invalid hash table size of 0 was detected.

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

Error Message %IFMAP-3-CAUSE_CFG : hash table not initialized

Explanation PAL interface handle to uidb hash table not initialized.

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

Error Message %LSMPI-4-INJECT_FEATURE_ESCAPE : Egress [chars] packet delivered via legacy inject path

Explanation A packet with a CPP supported L3 encapsulation (such as IP) was produced by IOS but delivered to CPP via the L2/legacy inject path instead of the proper L3 inject path. For this packet, outbound features will not be applied and packet accounting will likely be incorrect.

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

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

Error Message %MCP_UPGRADE_ROMMON-0-ROMMON_UPGRADE_FAIL : ROMMON upgrade failed: partition [chars]

Explanation An attempt to upgrade the ROMmon failed.

Recommended Action Check the system messages to see if any messages appeared that might indicate the source of the ROMmon problem. If you do not find any additional information indicating a correctable problem, collect all output on the screen, in particular the console port output after the **upgrade rom-monitor** command was entered and the output of **show rom-monitor**, and provide the collected information to a Cisco technical support representative.

Error Message %MPLS_FORWARDING-2-CAUSE_THROTTLE_ERR : Allocation of mpls throttle [chars] memory failed

Explanation Allocation of memory resource use by the MPLS throttle 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message MPLS_LABEL-5-CHANGED: %s min/max label: %u/%u

Explanation The MPLS label range has changed. This message is to notify the NMS of changes.

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

Error Message %MPLS_TP-3-UPDOWN: Tunnel-tp%u, changed state to %s

Explanation The MPLS-TP tunnel-tp interface changed state.

Recommended Action If the state change was unexpected, confirm the configuration settings and those of other LSRs along the tunnel LSPs.

Error Message %MPLS_TP-5-CONFIG_CHANGED: Tunnel-tp%u is %s

Explanation The configuration of the tunnel-tp interface has changed. This message is to notify the NMS of changes.

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

Error Message %MPLS_TP-5-REDUNDANCY: Tunnel-tp%u, switched to %s LSP as active

Explanation The MPLS-TP tunnel-tp interface has changed the LSP over which it data traffic is carried, possibly due to a fault or administrative action, or to restore traffic to the working-LSP after LSP recovery.

Recommended Action If this change is unexpected, examine LSP messages to determine if a fault or other failure has occurred, or is this is due to a lockout condition or configuration change.

Error Message %MPLS_TP_BWPOOL-3-BW_POOL_CHANGED: Bandwidth pool available to MPLS-TP has changed

Explanation Bandwidth pool available to MPLS-TP has changed. This is either due to the removal of a link or changing to the pool through CLI configuration

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

Error Message %MPLS_TP_LINK-5-CONFIG_CHANGED: Link %u, interface %s, next-hop %s %s

Explanation The configuration of the MPLS-TP link has changed. This message is to notify the NMS of changes.

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

Error Message %MPLS_TP_LSP-3-UPDOWN: %s LSP %s is %s%s%s

Explanation The indicated MPLS-TP LSP has gone up or down. If the LSP went down, the failure condition, and the fault source information is provided.

Recommended Action Examine the failure condition and source information to determine why the LSP went down.

Error Message %MPLS_TP_LSP-5-CONFIG_CHANGED: LSP %s is %s

Explanation The configuration of the MPLS-TP midpoint LSP has changed. This message is to notify the NMS of changes.

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

Error Message %MPLS_TP_LSP-5-LOCKOUT: %s LSP %s %s lockout state

Explanation The indicated LSP has entered or exited lockout state due to administrative action at one endpoint

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

Error Message %MPLS_TP_LSP_FSM-3-LSP_FSM_ERROR: LSP FSM Error occurred. Received event:%s in state:%s

Explanation An erroneous event was received by the TP LSP. This is an error internal to MPLS-TP

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

Error Message %MPLS_TP_TIMER-3-UNKNOWN_TIMER_TYPE_EXPIRY: Unknown timer type expired:%d

Explanation An unknown MPLS-TP timer type expired. This is an issue internal to MPLS-TP.

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

Error Message %MSG_FIFO-2-MSG_FIFO_CREATE : [chars]: Bad parameter to message fifo create [chars] = 0x%08x

Explanation Failed to create message FIFO, possibly due to invalid memory size.

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

Error Message %PBR-3-PBR_CLASSIFY_FAIL : Dataplane classification error for interface [chars]

Explanation The system experienced an internal software error. The dataplane was unable to complete processing of a route map due to a classification failure. This is likely due to a data initialization 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PKT_MANIP-3-ALLOC_FAIL : retcode [int]

Explanation A critical failure occurred when trying to obtain packet 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PLIM_QOS-3-ASR1000_RP_PLIM_QOS_FAIL : A software error while configuring the [chars] on slot [dec]

Explanation This error happens when IOS fails to send messages to configure the per slot QoS parameters in forwarding plane.

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

Error Message %PUNT_INJECT-2-CAUSE_CFG_ERR : [chars] [chars] initialization failed

Explanation Initialization of punt and inject cause failed due to invalid configuration parameters.

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

Error Message %RTREE-3-ALLOC_FAIL : aux [hex]

Explanation A Radix Tree request has caused an out of memory condition.

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

Error Message %SERDES-3-SERDES_CRITICAL_ERROR Reloading FRU [chars] due to critical error [chars].

Explanation A critical error has occurred. The condition is serious and the card must be reloaded. This could be due to bad or unknown hardware (chassis or modules). Chassis manager could also initialize the Serdes library with incorrect input parameters.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show platform**, **show version**, **show diag chassis eeprom detail**, and **show diagnostic slot** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show platform**, **show version**, **show diag chassis eeprom detail**, and **show diagnostic slot** commands and your pertinent troubleshooting logs.

Error Message %TFTP_ALG-3-ALG_STATE_CREATE_FAIL :

Explanation A get or create ALG state failed. The trivial file transfer protocol (TFTP) ALG is unable to process packets.

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

ACE Messages

Error Message %ACE-2-CRYPTOENGER : Crypto engine error: [chars] ([dec])

Explanation A crypto engine operation did not complete. This error condition can indicate that the crypto engine cannot bind or unbind an interface to a crypto engine. It can also indicate that the crypto engine cannot query an interface ID.

Recommended Action Remove the cryptomap set from the interface by issuing **no crypto map** command. Then reattach the cryptomap set to the interface using **crypto map** command. Although removing and reattaching the crypto map might fix the cryptographic engine operation failure, report the failure to your technical support representative along with the sequence of commands that lead to the failure.

Error Message %ACE-2-INTTABOPERR : Internal [chars] table error: [chars]

Explanation Internal table operation fails. This means the state of the module is mostly like inconsistent.

Recommended Action Contact your technical support representative

Error Message %ACE-3-BOOTMSGERR : [chars]: boot error: [chars]

Explanation The ACE completed booting, but with an error status code. ACE will not operate and it will not register with the crypto subsystem.

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

Error Message %ACE-3-CEAL_REGISTRATION : ACE [chars] failed to register.

Explanation The ACE failed to register with CEAL.

Recommended Action Reset the hardware module.

Error Message %ACE-3-CRASHDUMPERR : [chars]: crashdump retrieval error: [chars]
[chars]

Explanation An error occurred during crashdump file retrieval from ACE.

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

Error Message %ACE-3-CRASHDUMPSTART : [chars]: crashdump retrieval initiated to file [chars]

Explanation The ACE crashed and was rebooted. Upon reboot, a crashdump file was detected and uploaded to the sup-bootflash filesystem.

Recommended Action Report the crash and transfer the crashdump file to your technical support representative.

Error Message %ACE-3-HAPITRUNC : [chars]: Received truncated HAPI message (tlen=[dec], actual=[dec])

Explanation The received ACE control packet was smaller than the size field indicated.

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

Error Message %ACE-3-INITFAIL : %s: initialization failed (%s)

Explanation ACE initialization sequence 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

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

Error Message %ACE-3-INVTTID : [chars]: [chars] of invalid [chars] trans id [dec]

Explanation An invalid transaction ID of for the indicated transaction type was encountered.

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

Error Message %ACE-3-NOENGINESLOT : Interface [chars] has no crypto engine slot

Explanation An IKE SA was requested for a given interface, but no crypto engine slot was assigned to that interface.

Recommended Action Configure the interface with the **crypto engine slot** command.

Error Message %ACE-3-NOMORETID : [chars]: out of [chars] transactions

Explanation Transaction pool for the indicated transaction type was 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ACE-3-OUTOFID_RL : Too may [chars] IDs in the system. Cannot allocate a new one

Explanation All the IDs of the specified type are in use.

Recommended Action Reduce the traffic load, number of IPSec tunnels and/or frequency of re-key. If this message was seen under light loading conditions, then copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will

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

Error Message %ACE-3-OUTOFRES : Too many [chars] in the system. Cannot allocate a new one

Explanation All VPN-accelerator resources of a particular are in used and thus this allocation request fails.

Recommended Action Remove the cryptomap set from the interface. Reduce the number of that resource in the system. For ACL, reduce the number of ACL permit ACE in the system. For cryptomap, reduce the number of cryptomaps in the system. For SPD and SPD map, reduce the number of interface with cryptomap set attached.

Error Message %ACE-3-TRANSERR : [chars]: [chars] trans [hex]; opcode [hex]; param [hex]; error [hex]; retry cnt [dec]

Explanation An error occurred in the indicated control 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ACE-3-TRANSERR_RL : [chars]: [chars] trans 0x%

Explanation An error occurred in the indicated control 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ACE-3-TRANSNAK : [chars]: [chars] NAK trans [hex]; opcode [hex]; param [hex]

Explanation An negative acknowledge occurred in the indicated control 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ACE-3-TRANSTO : [chars]: [chars] trans 0x%

Explanation An error occurred in the indicated control 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ACE-4-BV_IDMGR_DESTROY: ACE failed to destroy [chars] ID manager. Leaking memory.

Explanation The ACE failed to destroy memory space for ID management.

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

Error Message %ACE-6-BOOTMSGINFO : [chars]: boot info: [chars]

Explanation The ACE completed booting, but with a non-zero informational status code. This does not indicate an error and ACE will run normally.

Recommended Action No action is necessary.

Error Message %ACE-6-CRASHDUMPEND : [chars]: crashdump retrieval complete

Explanation The ACE crashed and was rebooted. Upon reboot, a crashdump file was detected and uploaded to the sup-bootflash filesystem.

Recommended Action Report the crash and transfer the crashdump file to your technical support representative.

Error Message %ACE-6-INFO : [chars]: [chars]

Explanation This is informational message from ACE

Recommended Action This is informational message from ACE. This occurs in normal operation.

Error Message %ACE-6-SWITCHOVER : VPN-SM switchover: [dec]/[dec] has been [chars] [dec]/[dec]

Explanation A blade to blade switchover has occurred. System performance is not affected.

Recommended Action System performance is not affected. No customer action is necessary.

Error Message %ACE-6-UNEXP_INBOUND_IPSEC : [chars]: received unexpected IPsec packet: src IP: %

Explanation An IPsec packet was unexpectedly forwarded to the RP.

Recommended Action If this message was seen in the context of the router booting while enabling the hardware crypto accelerator, then this message is normal and can 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ACE-6-UNEXP_OUTBOUND_IPSEC : [chars]: received unexpected IPsec packet: src IP: %

Explanation An IPsec packet was unexpectedly forwarded to the RP.

Recommended Action If this message was seen in the context of the router booting, while enabling the hardware crypto accelerator, or with an invalid peer IP address then this message is normal and can 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ACL Messages

Error Message %ACL-3-UNEXPECTED_PKT_TYPE : type [dec], int [dec] [chars]put

Explanation ACL logging has encountered unexpected packet type.

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

Error Message %ACL-3-UNEXPECTED_STATE : type [dec], int [chars] [chars]put, w0: [hex], w1: [hex]

Explanation An error has occurred in the setup of ACL hardware.

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

Error Message %ACL-4-UNEXPECTED_PKT_TYPE : type [dec], int [dec] [chars]put

Explanation Access control list (ACL) logging has encountered an unexpected packet type.

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

Error Message %ACL-4-UNEXPECTED_STATE : type [dec], int [chars] [chars]put, w0: [hex], w1: [hex]

Explanation An access control list (ACL) hardware setup 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ALG_COM Messages

Error Message %ALG_COM-3-ALG_REGISTER_FAILED : [dec]

Explanation ALG registration failed.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %ALG_COM-3-CHUNK_CREATE_FAIL : [chars]

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

Error Message %ALG_COM-3-CHUNK_EXTEND_FAIL : [chars]

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

Error Message %ALG_COM-3-IPC_INIT_FAILED : [dec]

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

ALG_PROXY Messages

Error Message %ALG_PROXY-3-PROXY_MEM_EXTEND_FAILED : ALG IPC subtype: [dec]

Explanation Extending memory 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>,

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

Error Message %ALG_PROXY-3-PROXY_MEM_REQ_FAILED : ALG IPC subtype: [dec]

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

Error Message %ALG_PROXY-4-PROXY_IPC_INVALID_MSG : [dec]

Explanation Invalid IPC message subtype.

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

Error Message %ALG_PROXY-4-PROXY_IPC_INVALID_MSG_LEN : [dec]:[dec] len [dec] flags [hex] source [dec]

Explanation Invalid IPC message length.

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

ARL_PROXY Messages

Error Message %ARL_PROXY-3-GPM_ALLOC_FAILED : GPM allocation for reply failed
pak_size [hex] reply_size [hex]

Explanation GPM could not be allocated for reply.

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

Error Message %ARL_PROXY-3-IPC_UNHANDLED : type: [dec]

Explanation An unknown message was received by the ARL client proxy.

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

ASR1000_APPLIANCE Messages

Error Message %ASR1000_APPLIANCE-3-ACTIVATE_FAIL: Failed to send appliance '[chars]'
activate message

Explanation During the creation and transmission of the appliance activate TDL message a failure occurred. The message was not successfully sent and therefore the appliance was not activated.

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

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

Error Message %ASR1000_APPLIANCE-3-DEACTIVATE_FAIL: Failed to send appliance '[chars]' de-activate message

Explanation During the creation and transmission of the appliance de-activate TDL message a failure occurred. The message was not successfully sent and therefore the appliance was not de-activated.

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

Error Message %ASR1000_APPLIANCE-3-INIT_FAIL: Failed to initialize required appliance objects

Explanation During the initialization of the resources required for the appliance feature, a memory allocation failure occurred. This has prevented the appliance feature from being enabled.

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

Error Message %ASR1000_APPLIANCE-3-INVALID_APPLIANCE_TIMEOUT: A response timeout occurred for an invalid appliance

Explanation An unexpected condition occurred where the appliance context pointer in the expired timer was set to NULL.

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

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

Error Message %ASR1000_APPLIANCE-3-INVALID_RF_MSG: Received an invalid RF message type from peer

Explanation An unexpected condition occurred where an invalid timeout type was detected.

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

Error Message %ASR1000_APPLIANCE-3-PKG_PATH_ACTIVATE_FAIL: Failed to find appliance definition file '[chars]'. Appliance '[chars]' will not be activated

Explanation Specified appliance definition file was not found following a switchover. Unable to activate appliance without specified appliance definition file present

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

Error Message %ASR1000_APPLIANCE-3-PKG_PATH_FAIL: Failed to find appliance definition file '%s' required by appliance '%s'

Explanation Specified appliance definition file was not found following 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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

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

Error Message %ASR1000_APPLIANCE-3-RESPONSE_TIMEOUT: Appliance %s timed out waiting for a response from Virt-Manager

Explanation Failed to receive a response message from Virt-Manager for last activation operation performed on the named appliance. The appliance's activation state was marked as deactivated.

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

Error Message %ASR1000_APPLIANCE-3-ROMMON_UNSUPPORTED: ROMMON configuration does not support virtualization

Explanation Virtualization is not supported by the current ROMMON configuration. Verify both the ROMMON version and ROMMON variable ENABLE_VTX are correct to enable virtualization.

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

Error Message %ASR1000_APPLIANCE-3-SEND_RF_MSG: Failed to send RF message to peer - %s

Explanation An unexpected condition occurred where an attempt to send an RF message to peer 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

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

Error Message %ASR1000_APPLIANCE-3-STBY_PKG_PATH_ACTIVATE_FAIL: Failed to find appliance definition file '%s' on Standby. Appliance '%s' will not be activated following a switchover

Explanation Specified appliance definition file was not found on Standby. Following a switchover, this appliance will not be activated. Copy appliance definition file to Standby at earliest convenience.

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

Error Message %ASR1000_APPLIANCE-3-STBY_PKG_PATH_FAIL: Failed to find appliance definition file '%s' required by appliance '%s' on Standby

Explanation Specified appliance definition file was not found on Standby. Configuration was accepted, however upon switchover if this file is not found this configuration will be removed. Copy appliance definition file to Standby at earliest convenience.

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

Error Message %ASR1000_APPLIANCE-3-STBY_ROMMON_UNSUPPORTED: Standby rom-monitor configuration does not support virtualization

Explanation Virtualization is not supported by the current rom-monitor configuration on the Standby. Verify both the rom-monitor version and rom-monitor variable ENABLE_VTX are correct to enable virtualization.

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

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

Error Message %ASR1000_APPLIANCE-3-UNKNOWN_APPLIANCE_TIMEOUT: A response timeout occurred for unknown appliance %s

Explanation A response time-out occurred for an appliance that is no longer in the appliance 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/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %ASR1000_APPLIANCE-3-UNKNOWN_RF_MSG: Received an unknown RF message type (%d) from peer

Explanation An unexpected condition occurred where an unknown timer event was detected.

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

Error Message %ASR1000_APPLIANCE-3-UNKNOWN_TIMEOUT_TYPE: A response timeout occurred for an unknown timeout type (%d)

Explanation An unexpected condition occurred where an unknown timeout type was detected.

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

Error Message %ASR1000_APPLIANCE-3-UNKNOWN_TIMER_EVENT: A timer event occurred for an unknown timer event (%d)

Explanation An unexpected condition occurred where an unknown timer event was detected.

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

Error Message %ASR1000_APPLIANCE-5-ACTIVATION_STATE: %s %s

Explanation The activation state of the named appliance has changed as notified by Virt-Manager.

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

ASR1000_APS Messages

Error Message %ASR1000_APS-3-CCCONFIGFAILED : Pair config for interface [chars] Group [dec] failed

Explanation Pair configuration for interface has failed

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %ASR1000_APS-3-CONFIG_FAIL : config change for interface [chars] Group [dec] failed

Explanation Configuration for an interface to forwarding plane has failed

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %ASR1000_APS-3-DOWNLOADFAIL : Unable to download %s message to %s

Explanation An unexpected condition has occurred which resulted in a configuration not being sent to the reported process.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %ASR1000_APS-3-FLOWCONFIGTOCCFAILED : Flow id to cc for interface [chars] Group [dec] failed

Explanation Flow id to cc for an interface has failed

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %ASR1000_APS-3-FLOWIDALLOCFAILED : Allocation of APS flow ID with manager failed for interface %s group [dec]

Explanation An unexpected condition has occurred that allocation of APS flow ID. failed

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. Issue the command to gather data that may help identify the nature of the error. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.(show interface

Error Message %ASR1000_APS-3-FLOWIDDELETIONFAILED : Deletion of APS flow ID with manager failed for interface %s group [dec]

Explanation An unexpected condition has occurred that deletion of APS flow ID.

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. Issue the command to gather data that may help identify the nature of the error. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.(show interface)

Error Message %ASR1000_APS-3-GROUP_CONFIG_FAIL : Group change for interface [chars]
Group [dec] failed

Explanation Group change for interface has failed

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %ASR1000_APS-3-PAIR_CONFIG_FAIL : Pair config for interface [chars]
Group [dec] failed

Explanation Pair configuration for interface has failed

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

ASR1000_DSP Message

Error Message %ASR1000_DSP-3-ENQUEFAIL: Enqueue of TDL message failed (%s).

Explanation An unexpected condition has occurred which resulted in configuration, resource, or call details not being forwarded.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

ASR1000_ETHERCHAN Messages

Error Message %ASR1000_ETHERCHAN-3-LINK_MTU_FAIL : Failure in changing MTU of
interface [chars] to port-channel [chars] MTU

Explanation The MTU for the interface mentioned in the message cannot be changed to match the MTU configured on the port channel interface.

Recommended Action Remove the link mentioned in the message from the port-channel group.

Error Message %ASR1000_ETHERCHAN-6-LINK_MTU : Interface [chars] MTU set to port-channel [chars] MTU [dec]

Explanation The MTU for the interface mentioned in the message is changed to match the MTU configured on the port channel interface.

Recommended Action No action is required.

ASR1000_LICENSE Messages

Error Message %ASR1000_LICENSE_BOOT_CLI-3-CHASFS_OBJECT_FAILURE: Unable to create the chassis file system object %s, for storage of the license boot level.

Explanation This system will continue to operate correctly, and if the user performs a write memory, the correct license boot levels will be persisted. The only impact from this problem is the **show license image-levels** command may not have up to date values.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %ASR1000_LICENSE_BOOT_CLI-3-CHASFS_PROPERTY_CREATE_FAILURE: Unable to create the chassis file system Property %s, for storage of a property for the license boot level.

Explanation This system will continue to operate correctly, and if the user performs a write memory, the correct license boot levels will be persisted. The only impact from this problem is the **show license image-levels** command may not have up to date values

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %ASR1000_LICENSE_BOOT_CLI-3-CHASFS_PROPERTY_SET_FAILURE: Unable to set the value %s, for property %s, in the chassis file system for storage of the license boot level.

Explanation This system will continue to operate correctly, and if the user performs a write memory, the correct license boot levels will be persisted. The only impact from this problem is the **show license image-levels** command may not have up to date values.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

ASR1000_MEMPOOL Messages

Error Message %ASR1000_MEMPOOL_MIB-3-BUFFPOOL_REG_ERROR: Bufferpool register data exceeds allocated memory; Retrieved only [dec] entries.

Explanation Memory allocated is not enough.

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

ASR1000_MGMTVRF Messages

Error Message %ASR1000_MGMTVRF-3-AFI_ATTACH_FAIL: Management VRF AFI %s attach failed

Explanation Cannot create AFI subblock for management of VRF.

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

Error Message %ASR1000_MGMTVRF-3-INTF_ATTACH_FAIL: Management VRF attach to mgmt port failed

Explanation Cannot associate management port to management VRF.

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

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

Error Message %ASR1000_MGMTVRF-3-PROCESS_CREATE_FAIL: Management VRF process creation failed, %s

Explanation Cannot create IOS process for management port initialization.

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

Error Message %ASR1000_MGMTVRF-3-SET_TABLEID_FAIL: Installing %s Management interface tableid 0x%x failed

Explanation Failed to set management port table id into Linux kernel.

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

Error Message %ASR1000_MGMTVRF-3-VRF_CREATE_FAIL: Management VRF creation failed %s

Explanation Cannot create management VRF during system initialization.

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

Error Message %ASR1000_MGMTVRF-6-CREATE_SUCCESS_INFO: Management vrf [chars] created with ID [dec], ipv4 table-id [hex], ipv6 table-id [hex]

Explanation Management VRF and IPV4, IPV6 tables created for management port.

Recommended Action No action is required.

ASR1000_MMON Messages

Error Message %ASR1000_MMON-3-ENQUEFAIL: Enqueue of TDL message failed (%s).

Explanation An empty file at first, place holder for SHIM 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/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

ASR1000_OIR Messages

Error Message %ASR1000_OIR-3-MODULE : Missing [chars] for [chars]

Explanation A hardware or software error occurred.

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

Error Message %ASR1000_OIR-3-OIRTWICE : Subslot [int]/[int] OIR insertion/removal not paired up: [chars]

Explanation An internal OIR-related error occurred for the specified 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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the

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

Error Message %ASR1000_OIR-3-POWER_CYCLE_IMMINENT : The SPA in subslot [int]/[int] will be power cycled in [dec] seconds.

Explanation The SPA in the specified subslot will be power cycled in the amount of time specified in the error message.

Recommended Action No action is required.

Error Message %ASR1000_OIR-3-PROCMSG : Process msg send failed for process[dec]

Explanation Process message send failed.

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

Error Message %ASR1000_OIR-3-QUIESCE_FAIL : Quiesce failed for subslot %u/%u (error = %d)

Explanation The RP failed to contact the SPA during failover. The SPA will be reset.

Recommended Action No action is required.

Error Message %ASR1000_OIR-3-SPA_INTF_ID_ALLOC_FAILED: Failed to allocate interface identifiers forSPA(%) in slot/bay: %u/%u

Explanation Failed to get CC buffer and flow control identifiers for the SPA in the specified subslot. Traffic cannot flow through the SPA under this failure condition. This can happen if the system runs out of available identifiers.

Recommended Action Try to reduce the number of interfaces configured in the system either by physically removing the SPAs or by changing the system configuration.

Error Message %ASR1000_OIR-3-UNQUIESCE_FAIL : Unquiesce failed for subslot [int]/[int] (error = [dec])

Explanation The RP failed to unquiesce the SPA in the specified subslot. The SPA will be reset.

Recommended Action No action is required.

Error Message %ASR1000_OIR-6-CARDRECONCILE : SPA type changed on subslot [int]/[int] from [int] to [int]

Explanation The SPA in the specified subslot has been initialized, and it has been detected that it is of a different type to the SPA that was previously in this subslot.

Recommended Action No action is required.

Error Message %ASR1000_OIR-6-INSCARD : Card ([chars]) inserted in slot [chars]

Explanation The OIR facility detected the insertion of a card in the slot number specified in the message.

Recommended Action No action is required.

Error Message %ASR1000_OIR-6-INSSPA : SPA inserted in subslot [int]/[int]

Explanation The OIR facility detected the insertion of a SPA in the subslot number specified in the message.

Recommended Action No action is required.

Error Message %ASR1000_OIR-6-OFFLINECARD : Card ([chars]) offline in slot [chars]

Explanation The OIR facility detected the state change to offline for the card in the slot number specified in the message.

Recommended Action No action is required.

Error Message %ASR1000_OIR-6-ONLINECARD : Card ([chars]) online in slot [chars]

Explanation The OIR facility detected the state change to online for the card in the slot number specified in the message.

Recommended Action No action is required.

Error Message %ASR1000_OIR-6-REMCARD : Card ([chars]) removed from slot [chars]

Explanation The OIR facility detected the removal of a card from the slot number specified in the message.

Recommended Action No action is required.

Error Message %ASR1000_OIR-6-REMSPA : SPA removed from subslot [int]/[int], interfaces disabled

Explanation The OIR facility detected the removal of a SPA from the subslot number specified in the message. The interfaces on that processor will be administratively shut down and marked as removed. The routing table will be flushed of any routes through the removed interfaces.

Recommended Action No action is required.

Error Message %ASR1000_OIR-6-SOFT_RELOADSPA : SPA([chars]) reloaded on [chars]

Explanation The SPA in the specified subslot is reloaded by the command **hw-module subslotslot#/subslot#reload**.

Recommended Action No action is required.

Error Message %ASR1000_OIR-6-SOFT_STARTSPA : SPA([chars]) restarted in [chars]

Explanation The SPA in the specified subslot is restarted by the command **hw-module subslotslot#/subslot#start**.

Recommended Action No action is required.

Error Message %ASR1000_OIR-6-SOFT_STOPSPA : SPA([chars]) stopped in [chars], interfaces disabled

Explanation The SPA in the specified subslot is stopped by the command **hw-module subslotslot#/subslot#stop**. The interfaces on that processor will be administratively shut down and marked as removed. The routing table will be flushed of any routes through the removed interfaces.

Recommended Action No action is required.

Error Message %ASR1000_OIR-6-SPARELOAD : SPA reloaded on subslot [int]/[int]

Explanation The SPA in the specified subslot is reloaded.

Recommended Action No action is required.

Error Message %ASR1000_OIR-6-SYNCSHA: SPA (%s) reloading to come up in %s mode

Explanation The SPA in the specified subslot is reloaded by the command **hw-module subslot slot#/subslot# reload**

Recommended Action No action is required.

ASR1000_PEM Messages

Error Message %ASR1000_PEM-3-FANFAIL: The fan in slot [dec]/[dec] is encountering a failure condition

Explanation The fan's hardware is reporting that the fan is failing. This is most likely because the hardware detects the fan as spinning below the minimum 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_PEM-3-PEMCHASFSERR : The PEM in slot [dec] has encountered a system software error.

Explanation The PEM's underlying software for storing PEM state 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_PEM-3-PEMFAIL : The PEM in slot [dec] is switched off or encountering a failure

Explanation The Power Entry Module (PEM) hardware is either switched off, or is reporting a failure condition due to a possible installation or power problem, or other hardware failure.

Recommended Action Following proper safety and grounding guidelines, verify the installation of the PEM and confirm that the hardware is fully seated and properly screwed in. Verify that power is connected and turned on. Verify that the PEM is turned on. If these actions do not resolve the problem, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support

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

Error Message %ASR1000_PEM-6-FANOK: The fan in slot [dec]/[dec] is functioning properly

Explanation The fan was reporting a failure condition. This message indicates that the fan is no longer reporting a 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_PEM-6-INSPEM_FM : PEM/FM slot P[int] inserted

Explanation The platform detected the insertion of a power/fan module in the slot number specified in the message.

Recommended Action No action is required.

Error Message %ASR1000_PEM-6-PEMOK: The PEM in slot [dec] is functioning properly

Explanation The PEM hardware may have been either switched off, or reporting a failure condition. This message indicates that the PEM is no longer either switched off, or reporting a 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_PEM-6-REMPFM_FM: PEM/FM slot P[int] removed

Explanation The platform detected the removal of a power/fan module in the slot number specified in the message.

Recommended Action No action is required.

ASR1000_PROCMIB Messages

Error Message %ASR1000_PROCMIB-4-MSGERR : [chars] Error with process mib message from sub-slot [dec]/[dec], MCP_PROCMIB_LIMIT

Explanation When processing a process MIB message from the specified subslot, the specified 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_PROCMIB-4-SENDMSGERR : Failure in sending process mib information from subslot [dec]/[dec] to RP, MCP_PROCMIB_LIMIT

Explanation A failure is encountered when sending process MIB statistics from the IOS driver for the subslot specified in the message to RP IOS. This indicates 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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ASR1000_RP Messages

Error Message %ASR1000_RP_ALARM-6-INFO: [chars] [chars] [chars] [chars] [chars]

Explanation Alarm assertion or deassertion information.

Recommended Action No action is required.

Error Message %ASR1000_RP_CFG_NOT-2-MSGIPCINITERROR: Error initializing IPC queue

Explanation An unexpected condition in which IOS could not initialize a message queue to the PSD.

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

Error Message %ASR1000_RP_CFG_NOT-2-MSGNOEXP: Can not construct a '%s' message for configuration export: %s

Explanation This error usually indicates either an out of memory condition or a TDL error. If ample memory is available, then the TDL error may indicate a version conflict with respect to configuration.

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

Error Message %ASR1000_RP_CFG_NOT-2-MSGTDLERROR: Error processing TDL message. %d

Explanation An unexpected condition in which IOS has received a TDL message which it cannot 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/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %ASR1000_RP_CFG_NOT-2-MSGTDLINITERROR: Configuration Notification messaging module initialization failed: Unable to initialize messaging: %s

Explanation The Configuration Notification subsystem has failed to initialize the infrastructure for messaging with the Plugable Services Daemon. Notification of configuration to critical modules cannot proceed.

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

Error Message %ASR1000_RP_CFG_NOT-3-MSGENCRYPTINVALID: The mcprp_cfg_notify subsystem has seen an encryption type it does not recognize. %d

Explanation An unexpected condition has occurred while IOS is trying to process a username command.

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

Error Message %ASR1000_RP_CFG_NOT-3-MSGIPCTXERROR: IPC transmit error. %d

Explanation An unexpected condition in which IOS encountered an error trying to send a message to another process. %d

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

Error Message %ASR1000_RP_CFG_NOT-3-MSGNOCAND: Can not construct a candidate entry for configuration export

Explanation This error usually indicates either an out of memory condition or a TDL error. If ample memory is available, then the TDL error may indicate a version conflict with respect to configuration.

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

Error Message %ASR1000_RP_CFG_NOT-3-MSGNOPWARR: Can not construct an array for configuration export

Explanation This error usually indicates either an out of memory condition or a TDL error. If ample memory is available, then the TDL error may indicate a version conflict with respect to configuration.

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

Error Message %ASR1000_RP_CFG_NOT-3-MSGNOREPLMSG: Can not construct a replace message for configuration export

Explanation This error usually indicates either an out of memory condition or a TDL error. If ample memory is available, then the TDL error may indicate a version conflict with respect to configuration.

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

Error Message %ASR1000_RP_CFG_NOT-3-MSGNOUPDATEMSG: Can not construct an update message for configuration export

Explanation This error usually indicates either an out of memory condition or a TDL error. If ample memory is available, then the TDL error may indicate a version conflict with respect to configuration.

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

Error Message %ASR1000_RP_CFG_NOT-3-MSGOBNNULL: An unexpected condition in which IOS has received a null pointer that it expects to be non-null.

Explanation An unexpected condition has occurred while IOS is trying to process a username command.

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

Error Message %ASR1000_RP_CFG_NOT-3-NVWRITE_EXPORT: Failed to export %s notification: %d

Explanation When a 'write memory' or 'write erase' operation occurs, the Configuration Notification subsystem exports this event into the chassis file system. This message indicates that the export 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/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %ASR1000_RP_DIAG_TEST-3-MSGDIAGCANTENQUEUE: Online diagnostics could not enqueue a diagnostic test response.

Explanation The asr1000 online diagnostics failed to respond properly to a request by the system to perform a 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. Search for resolved software issues using the Bug Toolkit at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %ASR1000_RP_DIAG_TEST-3-MSGDIAGTIMEOUT: A timeout occurred while waiting for an online diagnostic test to finish.

Explanation The asr1000 online diagnostics failed to respond properly to a request by the system to perform a 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. Search for resolved software issues using the Bug Toolkit at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %ASR1000_RP_DIAG_TEST-3-MSGIPCTXERROR: IPC transmit error. %d

Explanation An unexpected condition in which IOS encountered an error trying to send a message to another process. %d

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

Error Message %ASR1000_RP_DIAG_TEST-3-MSGOBJNULL: An unexpected condition in which IOS has received a null pointer that it expects to be non-null.

Explanation An unexpected condition has occurred while IOS is trying to perform online diagnostics work.

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

Error Message %ASR1000_RP_DIAG_TEST-3-MSGRESPTDLERR: A diagnostic test result could not be read properly.

Explanation The asr1000 online diagnostics failed to respond properly to a request by the system to perform a 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. Search for resolved software issues using the Bug Toolkit at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %ASR1000_RP_DIAG_TEST-3-MSGTDLERROR: Error processing TDL message. %d

Explanation An unexpected condition in which IOS has received a TDL message which it cannot 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/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %ASR1000_RP_DIAG_TEST-4-ERR_CNTR_HM_TEST_DATA: ERROR_COUNTER_DATA: ID:%d IN:%D PO:%d RE:%d RM:%d DV:%u EG:%d CF:%d TF:%d

Explanation Error Counter Monitoring test has failed on one of the cards of ASR1000, Corresponding Data is printed.

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

Error Message %ASR1000_RP_DIAG_TEST-4-ERR_CNTR_HM_TEST_FAIL: ERROR_COUNTER_WARNING: Slot %s Error counter exceeds threshold, system operation continue.

Explanation Error Counter Monitoring test has failed on the given card of ASR1000.

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

Error Message %ASR1000_RP_DIAG_TEST-6-MSGGOUTOFORDER: Received a test result after IOS had timed out. [%d,%d]

Explanation When a diagnostic test is performed, IOS waits for the result be returned. If it does not return in a specified period of IOS times out on that test request and moves on.

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

Error Message %ASR1000_RP_DIAG_TEST-6-MSGUNEXPECTEDEVENT: Unexpected event recieved.

Explanation When a diagnostic test is performed, IOS waits for the result be returned. While waiting for the result, IOS unexpectedly received an event it does not recognize and so IOS stopped waiting for the result. The test continued, IOS does not know what the results are and hence cannot report them.

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

Error Message %ASR1000_RP_DPIDB-3-BULK_SYNC: Failed to send %s information to peer

Explanation The bulk synchronization of the DPIDX configuration to the standby RP has failed to complete successfully; DPIDX has therefore taken the action which will result in a reload of the peer in order to once more attempt to successfully synchronize the configuration state which may have failed initially to a transient 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/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %ASR1000_RP_DPIDB-3-CF: Datapath IDB CF operation failed - %s

Explanation Failure in some datapath ID CF activity.

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

Error Message %ASR1000_RP_DPIDB-3-DECODE: Decode via %s of %s failed

Explanation A message of the transport and type described failed in its attempt to be decoded on the standby. The resultant action taken by the standby route processor is an attempt to re-synchronize.

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

Error Message %ASR1000_RP_DPIDB-3-DOWNLOADFAIL: Unable to download %s message to %s

Explanation An unexpected condition has occurred which resulted in a configuration not being sent to the reported 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/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %ASR1000_RP_DPIDB-3-DYN_SYNC: Failed to process %s dynamic state

Explanation The incremental synchronization of the DPIDX configuration to the standby RP has failed to complete successfully. This implies that the configuration state between the active and standby RP is inconsistent.

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

Error Message %ASR1000_RP_DPIDB-3-EFPSTATSFAILED: EFP stats message data get error: (%d) for EFP %u on %s

Explanation An unexpected error occurred extracting fields from an EFP stats message.

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

Error Message %ASR1000_RP_DPIDB-3-FASTNOTIFY: Fast notify failed for %s

Explanation A fast notify message 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support, show interface** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_DPIDB-3-FRRLDFLOWIDDELETIONFAILED: Deletion of fast-reroute flow ID with manager failed

Explanation An unexpected condition has occurred that deletion of fast-reroute flow ID.

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

Error Message %ASR1000_RP_DPIDB-3-IDBBADTYPE: Datapath IDB type %d is not valid

Explanation An unexpected condition has occurred as the type of a datapath IDB is not valid.

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

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

Error Message %ASR1000_RP_DPIDB-3-IDBEXIST: Datapath IDB already exists in this mapping entry: %s-%d

Explanation An unexpected condition has occurred that an attempt is made to save datapath IDB in a mapping entry filled by another.

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

Error Message %ASR1000_RP_DPIDB-3-IDBNONEXIST: Datapath IDB does not exist in this mapping entry: %s-%d

Explanation Datapath IDB lookup points to empty mapping entry.

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

Error Message %ASR1000_RP_DPIDB-3-IDBNOTVAI: Invalid API call for %s

Explanation Failure in an internal API

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

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

Error Message %ASR1000_RP_DPIDB-3-IDXALLOCFAILED: Datapath IDB index allocation failed: %s

Explanation An unexpected condition has occurred as all the available of datapath IDB indices are 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show interface** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_DPIDB-3-IDXBADRANGE: Datapath IDB index %d is not in a valid range

Explanation An unexpected condition has occurred as the index of a datapath IDB is not valid.

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

Error Message %ASR1000_RP_DPIDB-3-IDXDELETIONFAILED: Deletion of datapath IDB index from the database failed (%s - 0x%x) rc %d

Explanation An unexpected condition has occurred that deletion of datapath IDB indices 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

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

Error Message %ASR1000_RP_DPIDB-3-IDXINSERTFAILED: Insertion of datapath IDB index %d into database failed

Explanation An unexpected condition has occurred that insertion of datapath IDB indices 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show interface** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_DPIDB-3-IDXLOOKUPFAILED: Lookup of datapath IDB index from the database failed (%s)

Explanation An unexpected condition has occurred that lookup of datapath IDB indices 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show interface** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_DPIDB-3-ISSU: %s %s failed; %s

Explanation An operation pertaining to the ISSU support for DPIDX failed to complete using either the CF or IPC transport context with the reason specified

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

Error Message %ASR1000_RP_DPIDB-3-LIST: List %s failed for %s

Explanation List enqueue or removal 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show interface** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_DPIDB-3-NEGOTIATION: Failed to start ISSU %s session negotiation; %s

Explanation The ISSU negotiation with the peer failed to start for either the CF or IPC transport with the reason specified.

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

Error Message %ASR1000_RP_DPIDB-3-NOHWSUBBLOCK: HWIDB %s does not have a ASR1000 subblock

Explanation An unexpected condition has occurred that no ASR1000 subblock was previously allocated for 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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show interface** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_DPIDB-3-NOSWSUBBLOCK: SWIDB %s does not have a ASR1000 subblock

Explanation An unexpected condition has occurred that no ASR1000 subblock was previously allocated for a SWIDB.

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

Error Message %ASR1000_RP_DPIDB-3-NULLTIMER: NULL timer

Explanation A timer is NULL

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

Error Message %ASR1000_RP_DPIDB-3-PROGRESSION: Unable to inform RF of bulk sync completion; %s

Explanation The active route processor has sent a notification to the standby to inform of the completion of the bulk synchronization of the DPIDX configuration. The standby has failed to respond to the active informing that it received the notification noting the reason for the failure. The resultant action taken by the standby route processor is an attempt to re-synchronize.

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

Error Message %ASR1000_RP_DPIDB-3-RECEIVE: Message via %s is %s

Explanation An attempt to receive and process a versioned negotiation or synchronization message has failed due to an internal error being detected by the information received from the IPC or CF components.

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

Error Message %ASR1000_RP_DPIDB-3-REGISTRATION: ISSU %s failed for %s; %s

Explanation An ISSU registration for the set of initial capabilities and sessions failed due to the reason specified. This will have the effect of the DPIDX ISSU support being unavailable between peers.

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

Error Message %ASR1000_RP_DPIDB-3-RF: Datapath IDB RF operation failed - %s

Explanation Failure in some datapath ID RF activity.

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

Error Message %ASR1000_RP_DPIDB-3-RPC: Datapath IDB RPC operation failed - %s

Explanation Failure in some datapath ID RPC activity.

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

Error Message %ASR1000_RP_DPIDB-3-TRANSFORM: %s of %s via %s failed for dpidx %u

Explanation An attempt to either encode or decode a versioned synchronization message has failed due to an internal error encountered by the ISSU component.

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

Error Message %ASR1000_RP_DPIDB-3-TRANSMIT: Unable to send via %s %s %s %s; %s

Explanation An attempt to send a versioned negotiation or synchronization message has failed due to an internal error encountered by the IPC or CF components.

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

Error Message %ASR1000_RP_DPIDB-6-READY: %s peer not ready, discarding %s

Explanation The synchronization attempt for the message has determined that the transport has lost communication with its peer. This is a normal situation which indicates that the standby route-processor is currently out of service implying a simplex redundancy mode.

Error Message %ASR1000_RP_DPIDB-6-RELOAD: %s, reloading %s

Explanation A synchronization attempt between the active and standby RP peers has failed with the reason indicated. The standby peer is reloaded in an attempt to re-synchronize when operating in a stateful redundant 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/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %ASR1000_RP_DPIDB-6-TIMEOUT: Bulk sync is flow controlled by %s

Explanation The bulk synchronization of the DPIDX configuration to the standby RP has encountered a flow control condition which has effected a timeout awaiting the condition to clear. This will result in a reload of the standby RP to allow the bulk synchronization to restart.

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

Error Message %ASR1000_RP_IF_FLOW_IDS-3-BUFF_OFFSET_NULL: Unable to utilize the memory buffer provided by the Checkpoint Facility. This %s CF client has failed to Bulk Sync.

Explanation This error indicates the Checkpoint Facility is having problems recognizing its own buffer layout. If this occurs during Bulk Sync then Bulk Sync will terminate without completing. Otherwise the incremental Sync will fail.

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

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

Error Message %ASR1000_RP_IF_FLOW_IDS-3-CF_CANNOT_REGISTER: The call to add this %s CF client to the Checkpoint Facility failed with the error %s. This client is unable to proceed and will not be registered.

Explanation For some reason the Checkpoint Facility will not register this client. As a result the Standby will never receive synchronized state from this CF client on the Active RP, The system is not capable of SSO and HA 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/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %ASR1000_RP_IF_FLOW_IDS-3-CF_SEND_BULK_NONBLOCKED: The Checkpoint Facility reported the error %s while attempting to send a message. Bulk Sync of this %s CF client is terminating.

Explanation This error indicates the Checkpoint Facility has internal problems related to IPC, and cannot perform a non-blocked send 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/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %ASR1000_RP_IF_FLOW_IDS-3-CF_SEND_INCR_NONBLOCKED: The Checkpoint Facility reported the error %s while attempting to send a non-blocked message. The Incremental Sync transaction for this %s CF client cannot be sent to the Standby RP.

Explanation This error indicates the Checkpoint Facility has internal problems related to IPC.

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

Error Message %ASR1000_RP_IF_FLOW_IDS-3-DECODE: Decode via CF of %s failed

Explanation A message sent via the CF transport failed in its attempt to be decoded on the standby. The resultant action taken by the standby route processor is an attempt to re-synchronize.

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

Error Message %ASR1000_RP_IF_FLOW_IDS-3-DEFERRED_DURING_BULK_SYNC: Encountered error %s while trying to place an %s transaction on the Deferred list during Bulk Sync for the %s CF client.

Explanation Unable to cache a deferred transaction while Bulk Sync is underway. This can adversely impact SSO state on the Standby 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/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %ASR1000_RP_IF_FLOW_IDS-3-ISSU_OP: %s %s failed; %s

Explanation An operation pertaining to the ISSU support for SPA MARMOT IDs failed to complete using the CF transport context with the reason specified

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

Error Message %ASR1000_RP_IF_FLOW_IDS-3-NEGOTIATION: Failed to start ISSU %s session negotiation; %s

Explanation The ISSU negotiation with the peer failed to start for either the CF or IPC transport with the reason specified.

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

Error Message %ASR1000_RP_IF_FLOW_IDS-3-NO_BUFF_FOR_SYNC: The Checkpoint Facility reported the error %s during a request for a buffer length of %d. This %s CF client has failed to synchronize a transaction to the Standby RP.

Explanation This error indicates that the buffer management within the Checkpoint Facility has either run out of buffers, or has some other problem. If this occurs during Bulk Sync then Bulk Sync will terminate without completing. Otherwise the incremental Sync will fail.

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

Error Message %ASR1000_RP_IF_FLOW_IDS-3-RECEIVE: Client reports message CF is %s

Explanation An attempt to receive and process a versioned negotiation or synchronization message has failed due to an internal error being detected by the information received from the CF component.

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

Error Message %ASR1000_RP_IF_FLOW_IDS-3-REGISTRATION: ISSU %s failed for %s; %s

Explanation An ISSU registration for the set of initial capabilities and sessions failed due to the reason specified. This will have the effect of the SPA MARMOT ID ISSU support being unavailable between peers.

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

Error Message %ASR1000_RP_IF_FLOW_IDS-3-RF_ADD_CLIENT_FAILED: The RF facility failed to add this %s client, reason given is %s.

Explanation This indicates the RF facility could not add the client.

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

Error Message %ASR1000_RP_IF_FLOW_IDS-3-RF_IF_ID_REGEN_ERROR: Error code %d encountered trying to regenerate interface flow-control identifier. If id %u resides in slot/subslot/port (%u/%u/%u).

Explanation The background process which performs Flow Control Id Pool regeneration encountered an error. As a consequence the Standby does not have valid Id pools and cannot progress to Active 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/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %ASR1000_RP_IF_FLOW_IDS-3-RF_PEER_EVENT_BUFFER: This %s RF client is unable to acquire an event buffer to send an RF peer message, the error %s was returned.

Explanation This indicates the RF facility is unable to provide a message buffer needed to communicate with the RF peer. As a consequence the RF progression may be compromised.

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

Error Message %ASR1000_RP_IF_FLOW_IDS-3-RF_POOL_REGEN_ERROR: Id Pool Regeneration encountered error code %d, cannot switchover.

Explanation The background process which performs Flow Control Id Pool regeneration encountered an error. As a consequence the Standby does not have valid Flow Id pools and cannot progress to Active 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/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %ASR1000_RP_IF_FLOW_IDS-3-RF_POOL_REGEN_PROCESS_FAILED: The %s RF client Failed to create the Id Pool Regeneration process.

Explanation The background process which performs Flow Control Id Pool regeneration failed to start. As a consequence the Standby will never obtain the relevant SSO state to enable HA 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/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %ASR1000_RP_IF_FLOW_IDS-3-RF_PROCESS_FAILED: This %s RF client Failed to create the Bulk Sync Process.

Explanation The background process which performs the RF Bulk Sync failed to be created. As a consequence the Standby will never obtain the relevant SSO state to enable HA 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/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %ASR1000_RP_IF_FLOW_IDS-3-RF_SEND_PEER: This %s RF client encountered error %s, when attempting to send a peer message.

Explanation This indicates the RF facility could not send a message to the RF peer. As a consequence the RF progression may be compromised.

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

Error Message %ASR1000_RP_IF_FLOW_IDS-3-RF_SPA_ID_REGEN_ERROR: Error code %d encountered trying to regenerate spa %s identifier in slot/subslot (%u/%u)

Explanation The background process which performs Flow Control Id Pool regeneration encountered an error. As a consequence the Standby does not have valid Id pools and cannot progress to Active 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/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %ASR1000_RP_IF_FLOW_IDS-3-SEND_FAIL_RELOAD: Checkpoint Facility Failed to send a %s transaction for this %s CF client. Reloading the Standby RP.

Explanation This indicates the underlying Checkpoint Facility could not deliver a message sent from the active RP to the standby RP. The process will automatically reload the standby 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/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %ASR1000_RP_IF_FLOW_IDS-3-TRANSFORM: %s of %s via CF failed

Explanation An attempt to either encode or decode a versioned synchronization message has failed due to an internal error encountered by the ISSU component.

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

Error Message %ASR1000_RP_IF_FLOW_IDS-3-TRANSMIT: Unable to send via %s %s %s %s; %s

Explanation An attempt to send a versioned negotiation or synchronization message has failed due to an internal error encountered by the CF component.

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

Error Message %ASR1000_RP_IF_FLOW_IDS-4-DEF_LIST_REMOVE: Failed to remove one entry from the Deferred Sync list, for the %s CF client.

Explanation An unexpected condition occurred during list maintenance.

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

<http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %ASR1000_RP_IF_FLOW_IDS-6-CFPEER_CANNOT_RECV: The Checkpoint Peer is not ready to receive messages. The Incremental Sync transaction for this %s CF client will not occur.

Explanation This error indicates the Checkpoint Facility has signalled the peer has gone away.

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

Error Message %ASR1000_RP_IF_FLOW_IDS-6-READY: %s peer not ready, discarding %s

Explanation The synchronization attempt for the message has determined that the transport has lost communication with its peer. This is a normal situation which indicates that the standby route-processor is currently out of service implying a simplex redundancy mode.

Error Message %ASR1000_RP_MGMTE-3-MSGCREATENULL: Cannot allocate %s TDL message

Explanation An unexpected condition in which IOS cannot allocate TDL message for Management 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/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %ASR1000_RP_MGMTE-3-MSGTDLINITERROR: Management ethernet interface messaging module initialization failed: Unable to initialize messaging: %s

Explanation The Management Ethernet interface subsystem has failed to initialize the infrastructure for messaging with the Pluggable Services Daemon. Configuration of management Ethernet modules cannot proceed.

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

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

Error Message %ASR1000_RP_MGMTE-3-PROCESS_CREATE_FAIL: Management ethernet statistics process creation failed

Explanation Cannot create IOS process for RP management Ethernet port statistics collection

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

Error Message %ASR1000_RP_NV-3-NV_ACCESS_FAIL: Initial read of NVRAM contents failed

Explanation This error happens when the contents of the NVRAM cannot be read during system initialization. The failure may be due to data corruption of the NVRAM contents. The initial configuration dialog will be entered and the configuration must be restored.

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

ASR1000_RP_ATM_SPA Messages

Error Message %ASR1000_RP_ATM_SPA-3-ATM_DPIDB_ALLOC_FAIL: Failed to allocate a data plane identifier for interface [chars] for VCD [dec]

Explanation The SPA driver is not able to allocate the datapath identifier for the VCD under the interface specified in the message. This indicates a software error.

Recommended Action No action is required.

Error Message %ASR1000_RP_ATM_SPA-3-ATM_DPIDB_GET_FAIL: Failed to get a data plane identifier for interface [chars] for VCD [dec]

Explanation The SPA driver is not able to obtain the datapath identifier for the VCD under the interface specified in the message. This indicates a software error.

Recommended Action No action is required.

Error Message %ASR1000_RP_ATM_SPA-3-ATM_FLOWID_GET_FAIL: Failed to get a flow control identifier for interface [chars] for index [dec]

Explanation The SPA driver is not able to obtain the datapath flow control identifier for the data path identifier under the interface specified in the message. This indicates a software error.

Recommended Action No action is required.

Error Message %ASR1000_RP_ATM_SPA-5-MPVCVPSETUP: Interface [chars] has a VC/VP ([dec]) configured already, VC/VP ([dec]) cannot be configured.

Explanation The SPA ATM driver supports configuring only one VC/VP under a point to multi point sub-interface. The sub-interface specified in the message already has VP/VC configured.

Recommended Action No action is required.

Error Message %ASR1000_RP_ATM_SPA-3-PROCESS_FAIL: process creation failed for [chars]

Explanation The Periodic one second process creation failed. This indicates a software error.

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

Error Message %ASR1000_RP_ATM_SPA-4-SETUPVC: Interface [chars], VC ([dec]) setup failed, reason = [dec]

Explanation A command to setup a VC has failed on RP.

Recommended Action The SPA ATM driver has detected a problem creating the internal OAMVC. Reload the indicated SPA card to reconfigure the internal OAM VC. If the error messages recur, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require

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

Error Message %ASR1000_RP_ATM_SPA-4-TEARDOWNVC: Interface [chars], VC ([dec])
teardown failed, reason = [dec]

Explanation A command to remove a VC configuration has failed on RP.

Recommended Action The SPA ATM driver has detected a problem tearing down the internal OAM VC. Reload the indicated SPA card to do a clean tear down of the internal OAM VC. If the error messages recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ASR1000_RP_CFG_NOT Messages

Error Message %ASR1000_RP_CFG_NOT-2-MSGIPCINITERROR : Error initializing IPC queue

Explanation An unexpected condition in which IOS could not initialize a message queue to the PSD.

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

Error Message %ASR1000_RP_CFG_NOT-2-MSGNOEXP : Can not construct a '[chars]' message for configuration export: [chars]

Explanation This error usually indicates either an out of memory condition or a TDL error. If ample memory is available, then the TDL error may indicate a version conflict with respect to configuration.

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

Error Message %ASR1000_RP_CFG_NOT-2-MSGTDLERROR : Error processing TDL message. %d

Explanation An unexpected condition in which IOS has received a TDL message which it cannot 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_CFG_NOT-2-MSGTDLINITERROR : Configuration Notification messaging module initialization failed: Unable to initialize messaging: [chars]

Explanation The Configuration Notification subsystem has failed to initialize the infrastructure for messaging with the Plugable Services Daemon. Notification of configuration to critical modules cannot proceed.

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

Error Message %ASR1000_RP_CFG_NOT-3-MSGENCRYPTINVALID: The mcprp_cfg_notify subsystem has seen an encryption type it does not recognize. [dec]

Explanation An unexpected condition has occurred while IOS is trying to process a username command.

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

Error Message %ASR1000_RP_CFG_NOT-3-MSGIPCTXERROR: IPC transmit error. %d

Explanation An unexpected condition in which IOS encountered an error trying to send a message to another process. %d

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

Error Message %ASR1000_RP_CFG_NOT-3-MSGNOCAND: Can not construct a candidate entry for configuration export

Explanation This error usually indicates either an out of memory condition or a TDL error. If ample memory is available, then the TDL error may indicate a version conflict with respect to configuration.

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

Error Message %ASR1000_RP_CFG_NOT-3-MSGNOPWARR: Can not construct an array for configuration export

Explanation This error usually indicates either an out of memory condition or a TDL error. If ample memory is available, then the TDL error may indicate a version conflict with respect to configuration.

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

Error Message %ASR1000_RP_CFG_NOT-3-MSGNOREPLMSG: Can not construct a replace message for configuration export

Explanation This error usually indicates either an out of memory condition or a TDL error. If ample memory is available, then the TDL error may indicate a version conflict with respect to configuration.

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

Error Message %ASR1000_RP_CFG_NOT-3-MSGNOUPDATEMSG: Can not construct an update message for configuration export

Explanation This error usually indicates either an out of memory condition or a TDL error. If ample memory is available, then the TDL error may indicate a version conflict with respect to configuration.

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

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

Error Message %ASR1000_RP_CFG_NOT-3-MSGOBJNULL: An unexpected condition in which IOS has received a null pointer that it expects to be non-null.

Explanation An unexpected condition has occurred while IOS is trying to process a username command.

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

Error Message %ASR1000_RP_CFG_NOT-3-NVWRITE_EXPORT: Failed to export [chars] notification: [dec]

Explanation When a 'write memory' or 'write erase' operation occurs, the Configuration Notification subsystem exports this event into the chassis file system. This message indicates that the export 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ASR1000_RP_CTE1_SPA Messages

Error Message %ASR1000_RP_CTE1_SPA-3-CCIPCFAIL: Communication with the CC has failed for Interface [dec]/[dec]

Explanation Communication with the SPA interface processor (SIP) is unavailable.

Recommended Action Either try to configure the shared port adapter (SPA) at a later time, or reload the SIP.

Error Message %ASR1000_RP_CTE1_SPA-3-IPCERR: Internal IPC error [chars]

Explanation Internal IPC error.

Recommended Action Either try to configure the shared port adapter at a later time, or reload the SPA SIP.

Error Message %ASR1000_RP_CTE1_SPA-3-UNSUPERR: NULL

Explanation An internal error as resulted from an unsupported or unexpected 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ASR1000_RP_DIAG_TEST Messages

Error Message %ASR1000_RP_DIAG_TEST-3-MSGDIAGCANTENQUEUE: Online diagnostics could not enqueue a diagnostic test response.

Explanation The Cisco ASR1000 Series Router online diagnostics failed to respond properly to a request by the system to perform a 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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_DIAG_TEST-3-MSGDIAGTIMEOUT: A timeout occurred while waiting for an online diagnostic test to finish.

Explanation The Cisco ASR1000 Series Router online diagnostics failed to respond properly to a request by the system to perform a 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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_DIAG_TEST-3-MSGIPCTXERROR: IPC transmit error. %d

Explanation An unexpected condition in which IOS encountered an error trying to send a message to another process. [dec]

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

Error Message %ASR1000_RP_DIAG_TEST-3-MSGOBNNULL: An unexpected condition in which IOS has received a null pointer that it expects to be non-null.

Explanation An unexpected condition has occurred while IOS is trying to perform online diagnostics work.

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

Error Message %ASR1000_RP_DIAG_TEST-3-MSGRESPTDLERR : A diagnostic test result could not be read properly.

Explanation The Cisco ASR1000 Series Router online diagnostics failed to respond properly to a request by the system to perform a 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. Search for resolved software issues using the Bug Search Tool at

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

Error Message %ASR1000_RP_DIAG_TEST-3-MSGTDLERROR : Error processing TDL message. %d

Explanation An unexpected condition in which IOS has received a TDL message which it cannot 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_DIAG_TEST-6-MSGOUTOFORDER: Received a test result after IOS had timed out. [%d,%d]

Explanation When a diagnostic test is performed, IOS waits for the result be returned. If it does not return in a specified period of IOS times out on that test request and moves on.

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

Error Message %ASR1000_RP_DIAG_TEST-6-MSGUNEXPECTEDEVENT: Unexpected event recieved.

Explanation When a diagnostic test is performed, IOS waits for the result be returned. While waiting for the result, IOS unexpectedly received an event it does not recognize and so IOS stopped waiting for the result. The test continued, IOS does not know what the results are and hence cannot report them.

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

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

ASR1000_RP_DPIDB Messages

Error Message %ASR1000_RP_DPIDB-3-BULK_SYNC: Failed to send %s information to peer

Explanation The bulk synchronization of the DPIDX configuration to the standby RP has failed to complete successfully; DPIDX has therefore taken the action which will result in a reload of the peer in order to once more attempt to successfully synchronize the configuration state which may have failed initially to a transient 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_DPIDB-3-CF: Datapath IDB CF operation failed - %s

Explanation Failure in some datapath ID CF activity.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show interface** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_DPIDB-3-DECODE: Decode via %s of %s failed

Explanation A message of the transport and type described failed in its attempt to be decoded on the standby. The resultant action taken by the standby route processor is an attempt to re-synchronize.

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

Error Message %ASR1000_RP_DPIDB-3-DOWNLOADFAIL: Unable to download %s message to %s

Explanation An unexpected condition has occurred which resulted in a configuration not being sent to the reported 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_DPIDB-3-DYN_SYNC: Failed to process %s dynamic state

Explanation The incremental synchronization of the DPIDX configuration to the standby RP has failed to complete successfully. This implies that the configuration state between the active and standby RP is inconsistent.

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

Error Message %ASR1000_RP_DPIDB-3-EFPSTATSFAILED : EFP stats message data get error: (%d) for EFP %u on %s

Explanation An unexpected error occurred extracting fields from an EFP stats message.

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

Error Message %ASR1000_RP_DPIDB-3-FASTNOTIFY: Fast notify failed for [chars]

Explanation A fast notify message failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show interface** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_DPIDB-3-FRRLDFLOWIDDELETIONFAILED: Deletion of fast-reroute flow ID with manager failed

Explanation An unexpected condition has occurred that deletion of fast-reroute flow ID.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show interface** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_DPIDB-3-IDBBADTYPE: Datapath IDB type [dec] is not valid

Explanation An unexpected condition has occurred as the type of a datapath IDB is not valid.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show interface** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_DPIDB-3-IDBEXIST: Datapath IDB already exists in this mapping entry: %s-%d

Explanation An unexpected condition has occurred that an attempt is made to save datapath IDB in a mapping entry filled by another.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show interface** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_DPIDB-3-IDBNONEXIST: Datapath IDB does not exist in this mapping entry: %s-%d

Explanation Datapath IDB lookup points to empty mapping entry.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show interface** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_DPIDB-3-IDBNOTVAI: Invalid API call for [chars]

Explanation Failure in an internal API.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show interface** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_DPIDB-3-IDXALLOCF FAILED: Datapath IDB index allocation failed: %s

Explanation An unexpected condition has occurred as all the available of datapath IDB indices are used.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show interface** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_DPIDB-3-IDXBADRANGE: Datapath IDB index %d is not in a valid range

Explanation An unexpected condition has occurred as the index of a datapath IDB is not valid.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show interface** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_DPIDB-3-IDXDELETIONFAILED: Deletion of datapath IDB index from the database failed

Explanation An unexpected condition has occurred that deletion of datapath IDB indices failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show interface** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_DPIDB-3-IDXINSERTFAILED: Insertion of datapath IDB index %d into database failed

Explanation An unexpected condition has occurred that insertion of datapath IDB indices failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show interface** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_DPIDB-3-IDXLOOKUPFAILED: Lookup of datapath IDB index from the database failed (%s)

Explanation An unexpected condition has occurred that lookup of datapath IDB indices failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show interface** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_DPIDB-3-ISSU: %s %s failed; %s

Explanation An operation pertaining to the ISSU support for DPIDX failed to complete using either the CF or IPC transport context with the reason specified.

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

Error Message %ASR1000_RP_DPIDB-3-LIST: List [chars] failed for [chars]

Explanation List enqueue or removal failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show interface** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_DPIDB-3-NEGOTIATION: Failed to start ISSU %s session negotiation; %s

Explanation The ISSU negotiation with the peer failed to start for either the CF or IPC transport with the reason specified.

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

Error Message %ASR1000_RP_DPIDB-3-NOHWSUBBLOCK: HWIDB %s does not have a ASR1000 subblock

Explanation An unexpected condition has occurred that no Cisco ASR1000 subblock was previously allocated for a HWIDB.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show interface** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_DPIDB-3-NOSWSUBBLOCK: SWIDB %s does not have a ASR1000 subblock

Explanation An unexpected condition has occurred that no Cisco ASR1000 subblock was previously allocated for a SWIDB.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show interface** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_DPIDB-3-NULLTIMER: NULL timer

Explanation A timer is NULL.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show interface** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_DPIDB-3-PROGRESSION: Unable to inform RF of bulk sync completion; %s

Explanation The active route processor has sent a notification to the standby to inform of the completion of the bulk synchronization of the DPIDX configuration. The standby has failed to respond to the active informing that it received the notification noting the reason for the failure. The resultant action taken by the standby route processor is an attempt to re-synchronize.

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

Error Message %ASR1000_RP_DPIDB-6-READY: [chars] peer not ready, discarding [chars]

Explanation The synchronization attempt for the message has determined that the transport has lost communication with its peer. This is a normal situation which indicates that the standby route-processor is currently out of service implying a simplex redundancy mode.

Recommended Action No action is required.

Error Message %ASR1000_RP_DPIDB-3-RECEIVE: Message via %s is %s

Explanation An attempt to receive and process a versioned negotiation or synchronization message has failed due to an internal error being detected by the information received from the IPC or CF components.

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

Error Message %ASR1000_RP_DPIDB-3-REGISTRATION: ISSU %s failed for %s; %s

Explanation An ISSU registration for the set of initial capabilities and sessions failed due to the reason specified. This will have the effect of the DPIDX ISSU support being unavailable between peers.

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

Error Message %ASR1000_RP_DPIDB-3-RF : Datapath IDB RF operation failed - %s

Explanation Failure in some datapath ID RF activity.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show interface** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_DPIDB-3-RPC: Datapath IDB RPC operation failed - [chars]

Explanation Failure in some datapath ID RPC activity.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show interface** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_DPIDB-3-TRANSFORM : %s of %s via %s failed for dpidx %u

Explanation An attempt to either encode or decode a versioned synchronization message has failed due to an internal error encountered by the ISSU component.

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

Error Message %ASR1000_RP_DPIDB-3-TRANSMIT: Unable to send via %s %s %s %s; %s

Explanation An attempt to send a versioned negotiation or synchronization message has failed due to an internal error encountered by the IPC or CF components.

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

Error Message %ASR1000_RP_DPIDB-6-READY : %s peer not ready, discarding %s

Explanation The synchronization attempt for the message has determined that the transport has lost communication with its peer. This is a normal situation which indicates that the standby route-processor is currently out of service implying a simplex redundancy 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_DPIDB-6-RELOAD: %s, reloading %s

Explanation A synchronization attempt between the active and standby RP peers has failed with the reason indicated. The standby peer is reloaded in an attempt to re-synchronize when operating in a stateful redundant 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_DPIDB-6-TIMEOUT: Bulk sync is flow controlled by %s

Explanation The bulk synchronization of the DPIDX configuration to the standby RP has encountered a flow control condition which has effected a timeout awaiting the condition to clear. This will result in a reload of the standby RP to allow the bulk synchronization to restart.

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

ASR1000_RP_IF_FLOW_IDS Messages

Error Message %ASR1000_RP_IF_FLOW_IDS-3-BUFF_OFFSET_NULL: Unable to utilize the memory buffer provided by the Checkpoint Facility. This [chars] CF client has failed to Bulk Sync.

Explanation This error indicates the Checkpoint Facility is having problems recognizing its own buffer layout. If this occurs during Bulk Sync then Bulk Sync will terminate without completing. Otherwise the incremental Sync will fail.

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

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

Error Message %ASR1000_RP_IF_FLOW_IDS-3-CF_CANNOT_REGISTER: The call to add this [chars] CF client to the Checkpoint Facility failed with the error [chars]. This client is unable to proceed and will not be registered.

Explanation For some reason the Checkpoint Facility will not register this client. As a result the Standby will never receive synchronized state from this CF client on the Active RP, The system is not capable of SSO and HA 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_IF_FLOW_IDS-3-CF_SEND_BULK_NONBLOCKED: The Checkpoint Facility reported the error [chars] while attempting to send a message. Bulk Sync of this [chars] CF client is terminating.

Explanation This error indicates the Checkpoint Facility has internal problems related to IPC, and cannot perform a non-blocked send 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_IF_FLOW_IDS-3-CF_SEND_INCR_NONBLOCKED: The Checkpoint Facility reported the error [chars] while attempting to send a non-blocked message. The Incremental Sync transaction for this [chars] CF client cannot be sent to the Standby RP.

Explanation This error indicates the Checkpoint Facility has internal problems related to IPC.

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

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

Error Message %ASR1000_RP_IF_FLOW_IDS-3-DECODE: Decode via CF of %s failed

Explanation A message sent via the CF transport failed in its attempt to be decoded on the standby. The resultant action taken by the standby route processor is an attempt to re-synchronize.

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

Error Message %ASR1000_RP_IF_FLOW_IDS-3-DEFERRED_DURING_BULK_SYNC: Encountered error [chars] while trying to place an [chars] transaction on the Deferred list during Bulk Sync for the [chars] CF client.

Explanation Unable to cache a deferred transaction while Bulk Sync is underway. This can adversely impact SSO state on the Standby 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_IF_FLOW_IDS-3-ISSU_OP: %s %s failed; %s

Explanation An operation pertaining to the ISSU support for SPA MARMOT IDs failed to complete using the CF transport context with the reason specified.

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

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

Error Message %ASR1000_RP_IF_FLOW_IDS-3-NEGOTIATION: Failed to start ISSU [chars] session negotiation; [chars]

Explanation The ISSU negotiation with the peer failed to start for either the CF or IPC transport with the reason specified.

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

Error Message %ASR1000_RP_IF_FLOW_IDS-3-NO_BUFF_FOR_SYNC: The Checkpoint Facility reported the error [chars] during a request for a buffer length of [dec]. This [chars] CF client has failed to synchronize a transaction to the Standby RP.

Explanation This error indicates that the buffer management within the Checkpoint Facility has either run out of buffers, or has some other problem. If this occurs during Bulk Sync then Bulk Sync will terminate without completing. Otherwise the incremental Sync will fail.

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

Error Message %ASR1000_RP_IF_FLOW_IDS-3-RECEIVE: Client reports message CF is [chars]

Explanation An attempt to receive and process a versioned negotiation or synchronization message has failed due to an internal error being detected by the information received from the CF component.

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

Error Message %ASR1000_RP_IF_FLOW_IDS-3-REGISTRATION: ISSU [chars] failed for [chars]; [chars]

Explanation An ISSU registration for the set of initial capabilities and sessions failed due to the reason specified. This will have the effect of the SPA MARMOT ID ISSU support being unavailable between peers.

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

Error Message %ASR1000_RP_IF_FLOW_IDS-3-RF_ADD_CLIENT_FAILED: The RF facility failed to add this [chars] client, reason given is [chars].

Explanation This indicates the RF facility could not add the client.

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

Error Message %ASR1000_RP_IF_FLOW_IDS-3-RF_IF_ID_REGEN_ERROR: Error code [dec] encountered trying to regenerate interface flow-control identifier. If id [int] resides in slot/subslot/port ([int]/[int]/[int]).

Explanation The background process which performs Flow Control ID Pool regeneration encountered an error. As a consequence the Standby does not have valid ID pools and cannot progress to Active 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_IF_FLOW_IDS-3-RF_PEER_EVENT_BUFFER: This [chars] RF client is unable to acquire an event buffer to send an RF peer message, the error [chars] was returned.

Explanation This indicates the RF facility is unable to provide a message buffer needed to communicate with the RF peer. As a consequence the RF progression may be compromised.

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

Error Message %ASR1000_RP_IF_FLOW_IDS-3-RF_POOL_REGEN_ERROR: Id Pool Regeneration encountered error code [dec], cannot switchover.

Explanation The background process which performs Flow Control ID Pool regeneration encountered an error. As a consequence the Standby does not have valid Flow ID pools and cannot progress to Active 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

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

Error Message %ASR1000_RP_IF_FLOW_IDS-3-RF_POOL_REGEN_PROCESS_FAILED: The [chars] RF client Failed to create the Id Pool Regeneration process.

Explanation The background process which performs Flow Control ID Pool regeneration failed to start. As a consequence the Standby will never obtain the relevant SSO state to enable HA 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_IF_FLOW_IDS-3-RF_PROCESS_FAILED: This [chars] RF client Failed to create the Bulk Sync Process.

Explanation The background process which performs the RF Bulk Sync failed to be created. As a consequence the Standby will never obtain the relevant SSO state to enable HA 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_IF_FLOW_IDS-3-RF_SEND_PEER: This [chars] RF client encountered error [chars], when attempting to send a peer message.

Explanation This indicates the RF facility could not send a message to the RF peer. As a consequence the RF progression may be compromised.

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

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

Error Message %ASR1000_RP_IF_FLOW_IDS-3-RF_SPA_ID_REGEN_ERROR: Error code [dec] encountered trying to regenerate spa [chars] identifier in slot/subslot ([int]/[int])

Explanation The background process which performs Flow Control Id Pool regeneration encountered an error. As a consequence the Standby does not have valid Id pools and cannot progress to Active 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_IF_FLOW_IDS-3-SEND_FAIL_RELOAD: Checkpoint Facility Failed to send a [chars] transaction for this [chars] CF client. Reloading the Standby RP.

Explanation This indicates the underlying Checkpoint Facility could not deliver a message sent from the active RP to the standby RP. The process will automatically reload the standby 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_IF_FLOW_IDS-3-TRANSFORM: [chars] of [chars] via CF failed

Explanation An attempt to either encode or decode a versioned synchronization message has failed due to an internal error encountered by the ISSU component.

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

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

Error Message %ASR1000_RP_IF_FLOW_IDS-3-TRANSMIT: Unable to send via [chars] [chars] [chars] [chars]; [chars]

Explanation An attempt to send a versioned negotiation or synchronization message has failed due to an internal error encountered by the CF component.

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

Error Message %ASR1000_RP_IF_FLOW_IDS-4-DEF_LIST_REMOVE: Failed to remove one entry from the Deferred Sync list, for the [chars] CF client.

Explanation An unexpected condition occurred during list maintenance.

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

Error Message %ASR1000_RP_IF_FLOW_IDS-6-CFPEER_CANNOT_RECV: The Checkpoint Peer is not ready to receive messages. The Incremental Sync transaction for this [chars] CF client will not occur.

Explanation This error indicates the Checkpoint Facility has signalled the peer has gone away.

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

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

Error Message %ASR1000_RP_IF_FLOW_IDS-6-READY: [chars] peer not ready, discarding [chars]

Explanation The synchronization attempt for the message has determined that the transport has lost communication with its peer. This is a normal situation which indicates that the standby route-processor is currently out of service implying a simplex redundancy 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ASR1000_RP_MGMT Messages

Error Message %ASR1000_RP_MGMT-3-MSGCREATENULL : Cannot allocate [chars] TDL message

Explanation An unexpected condition in which IOS cannot allocate TDL message for Management 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_MGMTE-3-MSGTDLINITEROR: Management ethernet interface messaging module initialization failed: Unable to initialize messaging: [chars]

Explanation The Management Ethernet interface subsystem has failed to initialize the infrastructure for messaging with the Plugable Services Daemon. Configuration of management Ethernet modules cannot proceed.

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

Error Message %ASR1000_RP_MGMTE-3-PROCESS_CREATE_FAIL: Management ethernet statistics process creation failed

Explanation Cannot create IOS process for RP management Ethernet port statistics collection

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

ASR1000_RP_ONLINE_DIAG Messages

Error Message %ASR1000_RP_ONLINE_DIAG-3-MSGMAXCARDS: Online diagnostics maximum number of cards exceeded

Explanation An unexpected condition in which IOS has attempted to register more hardware cards for diagnostics than it expects the maximum to be.

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

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

Error Message %ASR1000_RP_ONLINE_DIAG-3-MSGOBNNULL: An unexpected condition in which IOS has received a null pointer that it expects to be non-null.

Explanation An unexpected condition has occurred while IOS is trying to perform online diagnostics work.

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

Error Message %ASR1000_RP_ONLINE_DIAG-3-MSGTDLERROR: Error processing TDL message. [dec]

Explanation An unexpected condition in which IOS has received a TDL message which it cannot 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ASR1000_RP_POS_SPA Messages

Error Message %ASR1000_RP_POS_SPA-4-ALLOCFAIL: Interface [dec]/[dec] allocation failed: [chars]

Explanation Required resources are unavailable.

Recommended Action Either upgrade system memory or reconfigure memory usage.

ASR1000_RP_SONET_ALARM Messages

Error Message %ASR1000_RP_SONET_ALARM-6-POS: [chars] [chars] [chars] [chars] [chars]

Explanation This message is generated whenever (a) an alarm is present in the system (and the alarm status has been reported to the RP) or (b) an alarm has been removed from the system (and the alarm status has been reported to the RP).

Recommended Action No action is required.

ASR1000_RP_SPA Messages

Error Message %ASR1000_RP_SPA-3-BAD_IFCOMTYPE: Bad ifcom message type=[int]

Explanation A SPA module passed down a message that the RP software was not prepared to handle.

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

Error Message %ASR1000_RP_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 %ASR1000_RP_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 %ASR1000_RP_SPA-3-ERROR : This message can take many forms. It provides information about a software error.

Explanation The SPA module passed down a logger message that is too long for the RP to handle.

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

Error Message %ASR1000_RP_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 %ASR1000_RP_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 %ASR1000_RP_SPA-3-FOREVER: cmd [int] to [chars] (slot [int]/[int]) took [int] usecs, done [hex]

Explanation A CCB command from the RP to a SPA module took longer than 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_SPA-3-FRR_CFG_REC_FAIL: Failed to record fast reroute configuration on [chars]: [chars]

Explanation This message is displayed when a fast reroute configuration is not properly recorded.

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

Error Message %ASR1000_RP_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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_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.

Explanation This message can take many forms. It provides information about a software error.

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

Error Message %ASR1000_RP_SPA-3-IFCFG_CMD_NOT_OWNER: Process '[chars]' waiting for interface configuration command ([hex]) to slot [int]/[int] without acquiring lock owned by process '[chars]'

Explanation A process on the RP sent an configuration command to the slot specified in the error message and a different process waited for the result. This could cause incorrect line card configuration states.

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

Error Message %ASR1000_RP_SPA-3-IFCFG_FOREVER: to [chars] (slot [int]/[int]) took [int] usecs, ret_val [int]

Explanation A interface configuration command from the RP to a SPA module took longer than 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_SPA-3-IFCFG_NO_UNIQUE_KEY: No unique-key generator registered for interface configuration command [int].

Explanation The High Availability component for SPA modules is unable to properly synchronize state information for the current configuration.

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

Error Message %ASR1000_RP_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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_SPA-3-IPCPORT: Failed to [chars] IPC port '[chars]', error [chars]

Explanation The linecard failed to create a port for communication with the Route Processor (ASR1000-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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_SPA-3-IPCPORTFAIL: Failed to open IPC port '[chars]' with error [chars]

Explanation The RP failed to open a port for communication with a SPA 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_SPA-3-IPCSENFFAIL: Failed to send IPC message [chars]

Explanation The RP failed to send a message to a SPA 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_SPA-3-MAX_SPA: Power to IPSEC-SPA-2G in %s is denied because it has exceeded the number allowed(%d)

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 %ASR1000_RP_SPA-3-MISSING_SPA_PKG_ERR: sipspa[chars] package is not installed for slot = [dec] and subslot = [dec], SPA bootup failed.

Explanation This message is displayed when attempting to bootup a SPA without installing a subpackage required for the same.

Recommended Action Download the sub-package required for the affected SPA from the Cisco CCO software download site and install the same. This SPA can be booted in sub-package mode only. Refer to the Cisco ASR platform documentation for obtaining and installing sub-packages.

Error Message %ASR1000_RP_SPA-3-MISSING_SPA_PKG_WARN: sipspa[chars] package is not installed in standby for slot = [dec] and subslot = [dec].

Explanation This message is displayed in standby console when attempting to bootup or restart or reload a WMA SPA without installing a subpackage in the standby RP, although the SPA is or will be operational due to prior wma spa package installation in active RP. If switchover takes place the WMA SPA will still be operational. But any subsequent soft or hard oir of the SPA will fail due to missing sub package required to boot up the SPA. Hence it is recommended to complete the WMA SPA package installation in standby also before switchover or immediately after switchover.

Recommended Action Download the sub-package required for the affected SPA from the Cisco CCO software download site and install the same for the standby RP as is done on active RP. Refer to the Cisco ASR platform documentation for obtaining and installing sub-packages.

Error Message %ASR1000_RP_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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_SPA-3-NULL_DATA_STRUCTURE : A SPA driver is not able to retrieve the data structure mentioned in the message. This indicates a software error.

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 %ASR1000_RP_SPA-3-PROGRESSION: Unable to inform RF of bulk sync completion; [chars]

Explanation The standby has failed to notify the active that its bulks synchronization of the SPA TSM has completed. The resultant action taken by the standby route processor is an attempt to re-synchronize.

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

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

Error Message %ASR1000_RP_SPA-3-SPA_NO_HOST_INFO : slot [dec] subSlot [dec], PID [chars]

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

Error Message %ASR1000_RP_SPA-3-UNSUPPORTED_SRVCS_SPA Service SPA (hex) in [dec]/[dec] is not supported. SPA bootstrap failed.

Explanation This message is displayed when attempting to bootstrap any service SPA in router running non K9 image, i.e., non-crypto image.

Recommended Action Download the K9 IOS XE sub-packages and the required sub-package for the given service SPA from the Cisco CCO software download site and install the same. This SPA can be booted in sub-package mode only. Refer to the Cisco ASR platform documentation for obtaining and installing sub-packages.

Error Message %ASR1000_RP_SPA-3-VC_FLOWID_ALLOC_FAIL: Failed to allocate a flow control identifier for VC [dec] under interface [chars]

Explanation The SPA driver is not able to allocate the datapath flow control identifier for the VC/interface specified in the message. This indicates a software error.

Recommended Action No action is required.

Error Message %ASR1000_RP_SPA-3-VC_INGID_ALLOC_FAIL: Failed to allocate a ingress identifier for VC [dec] interface [chars]

Explanation The SPA driver is not able to allocate the datapath ingress identifier for the VC/interface specified in the message. This indicates a software error.

Recommended Action No action is required.

Error Message %ASR1000_RP_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 %ASR1000_RP_SPA-4-CCB_PLAYBACK_ERROR: CCB playback failed for slot [dec].

Explanation The High Availability component for SPA modules failed to synchronize some new state information for the specified slot.

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

Error Message %ASR1000_RP_SPA-4-CCB_RECORD_ERROR: CCB record failed for slot [dec].

Explanation The High Availability component for SPA modules failed to record some new state information for the specified slot.

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

Error Message %ASR1000_RP_SPA-4-IFCFG_CMD_TIMEOUT: Interface configuration command ([hex]) to slot [int]/[int] timed out

Explanation The RP sent an configuration command to the slot specified in the error message and received no confirmation for the command.

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

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

Error Message %ASR1000_RP_SPA-4-IFCFG_DFLT_LIST_ERROR: For Interface Configuration command [int], default retval list search resulted [hex] for slot [int]/[int]

Explanation The High Availability component for SPA modules failed to synchronize some new state information for the specified slot.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show platform redundancy if-config default-retvals** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show platform redundancy if-config default-retvals** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_RP_SPA-4-IFCFG_PLAYBACK_ERROR: Interface Configuration command [int] playback failed for slot [int]/[int].

Explanation The High Availability component for SPA modules failed to synchronize some new state information for the specified slot.

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

Error Message %ASR1000_RP_SPA-4-IFCFG_RECORD_ERROR: Interface Configuration command [int] record failed for slot [int]/[int].

Explanation The High Availability component for SPA modules failed to record some new state information for the specified slot.

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

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

Error Message %ASR1000_RP_SPA-4-INCR_CFG_SYNC_FAIL: ASR1000 incremental running-config sync for [[dec]/[dec]] failed - [chars]([dec]), Reload Standby

Explanation The specified Cisco ASR 1000 Series Router incremental running-configuration synchronization failed.

Recommended Action Power cycle the redundant supervisor.

Error Message %ASR1000_RP_SPA-4-IPCFAILED: IPC failed to send RPC message to SPA module

Explanation The RP failed to send an RPC message via IPC to a SPA module.

Recommended Action No action is required.

Error Message %ASR1000_RP_SPA-4-LCLOG_PARSE_ERR: Error parsing logger message: [chars] from subslot [int]/[int]

Explanation The SPA module passed down a logger message that could not be parsed.

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

Error Message %ASR1000_RP_SPA-4-LCLOG_TOOLONG: Message too long from slot [int]/[int]: [int] bytes

Explanation The SPA module passed down a logger message that is too long for the RP to handle.

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

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

Error Message %ASR1000_RP_SPA-4-SEMAHOG: Process [dec] ([chars]) hogging [chars]! calling proc [dec] ([chars])

Explanation The RP waited too long for a reply to a command sent to a SPA module.

Recommended Action No action is required.

Error Message %ASR1000_RP_SPA-4-SPA_CMD_NO_RESP: [chars]: No response for interface configuration command [int]

Explanation A timeout occurred while 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 %ASR1000_RP_SPA-4-SPA_RESP_CMD_ERR: [chars]: Received response to interface configuration command [chars] with wrong return value [int].

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

Error Message %ASR1000_RP_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 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 synchronized. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

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

Error Message %ASR1000_RP_SPA-6-CARDRELOAD: Module [int] reload due to SPA insert in [int]/[int].

Explanation When inserting a SPA on this carrier card, the card is reset.

Recommended Action No action is required.

Error Message %ASR1000_RP_SPA-6-CTRLRSWITCH : switching controller type from [chars]([dec]) to [chars]([dec]) for subslot [int]/[int].

Explanation When ASR1000-SIP40 is inserted in the slot previously occupied by ASR1000-SIP10 or vice-versa the controller type of the card is overwritten to reflect the current SIP.

Recommended Action No action is required.

Error Message %ASR1000_SPA-6-TDLMSG_INCOMPATIBLE : Failed to copy message [chars]] not allowed for current domain.

Explanation Failure to marshal a message indicates an incompatibility with the intended recipient.

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. Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

ASR1000_RP_VTYMGT Messages

Error Message %ASR1000_RP_VTYMGT-3-MSGBIPCBUFFER: Unable to acquire a BIPC buffer of length [dec] for sending messages.

Explanation A message was to be sent by IOS, but no BIPC buffer was available. The message to be sent has been discarded and the associated operation failed.

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

Error Message %ASR1000_RP_VTYMGT-3-MSGBIPCERR: Unable to process received BIPC messages for Vty Management, error: [chars]

Explanation An unexpected condition has occurred while IOS was trying to process a received BIPC message for Vty Management.

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

Error Message %ASR1000_RP_VTYMGT-3-MSGBUILDERROR: Error '[dec]' building TDL Vty Management message '[chars]': [chars]

Explanation An unexpected condition has occurred while IOS is building a TDL response message for Vty Management.

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

Error Message %ASR1000_RP_VTYMGT-3-MSGDISPATCH: Unable to dispatch received TDL messages for Vty Management

Explanation An unexpected condition has occurred while IOS is trying to dispatch to the TDL message handler functions for received TDL messages for Vty Management.

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

Error Message %ASR1000_RP_VTYMGT-3-MSGDISPATCHNULL: Received NULL TDL message

Explanation An unexpected condition in which IOS has received a NULL TDL message for Vty Management.

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

Error Message %ASR1000_RP_VTYMGT-3-MSGENQUEUEERROR: Error queueing TDL Vty Management message '[chars]'

Explanation An unexpected condition has occurred when IOS attempted to queue a TDL response message for Vty Management.

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

Error Message %ASR1000_RP_VTYMGT-3-MSGERROR: Error '[dec]' handling a received TDL message '[chars]' for Vty Management: [chars]

Explanation An unexpected condition has occurred while IOS is processing a received Vty Management TDL message.

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

Error Message %ASR1000_RP_VTYMGT-3-MSGEXTAPPUPDATE: Unable to update external application data for line '[dec]'

Explanation An attempt to update the external application for a line failed unexpectedly. The line update failed and if the line number specified is valid, the line was released.

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

Error Message %ASR1000_RP_VTYMGT-3-MSGINVALIDFIELDINT: Invalid field '[chars]' in TDL message '[chars]' received: value '[int]' for Vty Management

Explanation A message with an invalid field value was received for Vty Management.

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

Error Message %ASR1000_RP_VTYMGT-3-MSGINVALIDFIELDSTR: Invalid field '[chars]' value '[chars]' in TDL message '[chars]' received for Vty Management

Explanation A message with an invalid field value was received for Vty Management.

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

Error Message %ASR1000_RP_VTYMGT-3-MSGMARSHALERROR: Error '[dec]' marshaling TDL Vty Management message '[chars]': [chars]

Explanation An unexpected condition has occurred while IOS is marshaling TDL response message for Vty Management.

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

Error Message %ASR1000_RP_VTYMGT-3-MSGMISSINGFIELD: Missing field '[chars]' in TDL Vty Management message '[chars]' received

Explanation A message missing a required field was received for Vty Management.

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

Error Message %ASR1000_RP_VTYMGT-3-MSGVTYCOUNT: Invalid vty count [dec] detected on initialization

Explanation Upon initialization, the Vty Management subsystem checks that the number of available vtys for the platform is valid.

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

Error Message %ASR1000_RP_VTYMGT-3-MSGVTYSVCINIT: Unable to initialize the Vty Management service listen port

Explanation The platform IPC services failed to register the Vty Management service's need for a listen port. The Vty Management service will be unable to process requests. IOS services will be unavailable to external access methods.

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

Error Message %ASR1000_RP_VTYMGT-3-SET_ACCESS_FAIL: Installing LIIN interface access control failed

Explanation This error happens when the Vty Management subsystem failed to set the access control function for the LIIN, possibly due to IOS out of memory or corruption. Persistent access features into IOS will not work.

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

ASR1000_SCHED Messages

Error Message %ASR1000_SCHED-3-AVL_INSERT_FAIL: Could not insert pid [dec] into process tree

Explanation An avl_insert() failed to add a process structure to the ASR1000 scheduler tree. This should never occur, as the tree is always searched first for the presence of 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

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

Error Message %ASR1000_SCHED-3-CALLED_FROM_INT: API call incorrectly made from interrupt level

Explanation An external routine provided by the Cisco ASR 1000 Series Router scheduler was incorrectly called from the context of an interrupt handler. This is not a supported use of the external routine; the calling code must be fixed.

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

Error Message %ASR1000_SCHED-3-NEGATIVE_DEPTH: Queue '[chars]' consumed more than it produced ([dec])

Explanation Based upon internal state derived from calls to `mcp_queue_produced()` and `mcp_queue_consumed()`, more data was consumed from a balanced queue than was produced into it. This is logically impossible, so the presence of this error generally indicates incorrect use of the two above mentioned routines.

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

Error Message %ASR1000_SCHED-3-NULLQ: Invalid API parameter

Explanation An external routine provided by the ASR1000 scheduler was incorrectly called with an invalid (NULL) pointer.

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

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

ASR1000_SERVICE_ENGINE Messages

Error Message %ASR1000_SERVICE_ENGINE-3-MSGINITFAIL: Initialization of interface %s failed

Explanation The initialization of the interface mentioned in the error message has failed.

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

Error Message %ASR1000_SERVICE_ENGINE-3-MSGOPENFAIL: Cannot open interface %s (%d)

Explanation During the creation of a Service-Engine interface, it is necessary to program the system parameters in the driver. The driver cannot be opened.

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

Error Message %ASR1000_SERVICE_ENGINE-3-MSGSETFAIL: Set id on interface %s (%d)

Explanation During the creation of a Service-Engine interface, it is necessary to program the system parameters in the driver. The failed to accept the programming.

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

ASR1000_SIP_CTE1_SPA Messages

Error Message %ASR1000_SIP_CTE1_SPA-3-TDL_ARG_ERR: Interface [dec]/[dec]/[dec]: Bad parameter in message from RP: [chars]

Explanation Bad parameter in message from RP.

Recommended Action Either try to configure the Shared Port Adapter at a later time, or reload the Card Carrier.

Error Message %ASR1000_SIP_CTE1_SPA-3-UNSUPERR: NULL

Explanation An internal error as resulted from an unsupported or unexpected 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ASR1000_SIP_POS_SPA Messages

Error Message %ASR1000_SIP_POS_SPA-4-ALLOCFAIL: SPA resource allocation failed for subslot [dec]/[dec] while [chars]

Explanation The SPA driver in the subslot specified in the message is not able to allocate a system resource. The required system resource 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_SIP_POS_SPA-3-APS: APS([dec]) [chars]

Explanation RP deadman timer expired on CC, CC is sending LAIS to far end.

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

ASR1000_SIP_SPA Messages

Error Message %ASR1000_SIP_SPA-3-APS_CFG_FAIL : Failed to configure APS on [chars]: [chars].

Explanation The SPA driver failed to configure APS on an interface.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %ASR1000_SIP_SPA-3-APS_PGP_FAIL : APS PGP Message send failed toslot/tobay [dec]: [dec].

Explanation APS PGP between working and protect has failed

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %ASR1000_SIP_SPA-3-ASR1000IPCALLOCFAIL: 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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>,

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

Error Message %ASR1000_SIP_SPA-3-BAD_IFCOMTYPE: Bad ifcom message type=[int]

Explanation The Route Processor (ASR1000-RP) passed down a message that the software was not prepared to handle.

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

Error Message %ASR1000_SIP_SPA-3-BADMALUCMD: Unsupported MALU command [dec], arg=[hex], pascb=[hex]

Explanation The Route Processor (ASR1000-RP) passed down a command that the software was not prepared to handle.

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

Error Message %ASR1000_SIP_SPA-3-BADMALUCMD2: Unsupported MALU cmd/arg0=[hex] [hex], arg1arg2=[hex] [hex], hwidb=[chars]

Explanation The Route Processor (ASR1000-RP) passed down a command that the software was not prepared to handle.

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

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

Error Message %ASR1000_SIP_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 %ASR1000_SIP_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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_SIP_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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_SIP_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. Search for resolved software issues using the Bug Search Tool at

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

Error Message %ASR1000_SIP_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 %ASR1000_SIP_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 %ASR1000_SIP_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 %ASR1000_SIP_SPA-3-FAST_NOTIFY_ERROR: Failed to send fast notification to [chars] for [chars] [chars].

Explanation The SPA driver failed to deliver a fast notification.

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

Error Message %ASR1000_SIP_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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_SIP_SPA-3-FRR_CFG_FAIL: Failed to configure fast reroute on [chars]: [chars].

Explanation The SPA driver failed to configure fast rerouting on an interface.

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

Error Message %ASR1000_SIP_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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_SIP_SPA-3-INVALID_ANYPHY: Bay [dec] - Invalid anyphy number [int] for vc [dec]

Explanation Interface has invalid anyphy number.

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

Error Message %ASR1000_SIP_SPA-3-INVALID_IF: Attempted to access HWIDB for port [int] on slot [dec] subSlot [dec]

Explanation The Cisco ASR 1000 Series Router 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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_SIP_SPA-3-IPCALLOCFAIL: Failed to allocate IPC buffer [chars]

Explanation The SPA failed to allocate a buffer for communication with the Route Processor (ASR1000-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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_SIP_SPA-3-IPCPORT: Failed to [chars] IPC port '[chars]', error [chars]

Explanation The linecard failed to create a port for communication with the Route Processor (ASR1000-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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_SIP_SPA-3-IPCPORTFAIL: Failed to open IPC port '[chars]' [chars] with error [chars]

Explanation The RP failed to open a port 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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_SIP_SPA-3-IPCSENDFAIL: Failed to send IPC message [chars]

Explanation The Linecard failed to send a message to the Route Processor (ASR1000-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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_SIP_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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_SIP_SPA-3-LINKREC_ERROR: Link record error - Bay [dec] vc [dec], error code [dec]

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

Error Message %ASR1000_SIP_SPA-3-LVLTRTOOBIG: Loveletter length exceeds max, [int] bytes

Explanation The ASR1000-SIP line card attempted to send a large message to the Route Processor (ASR1000-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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_SIP_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 allowable aggregated SPA bandwidth for the line card.

Error Message %ASR1000_SIP_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 %ASR1000_SIP_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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_SIP_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 %ASR1000_SIP_SPA-3-NODISPATCH: Dispatch vector Null, cmd=[dec], dintf=[dec]

Explanation No command dispatch vector was found for the specified interface.

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

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

Error Message %ASR1000_SIP_SPA-3-POWER: Bay [dec] 12V power is [chars]

Explanation SPA 12V power fault indicator.

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

Error Message %ASR1000_SIP_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. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_SIP_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 %ASR1000_SIP_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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_SIP_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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_SIP_SPA-3-SPA_INTF_ID_CC_ALLOC_FAILED: Failed to allocate interface identifiers for SPA (%s) in slot/bay: %u/%u

Explanation Failed to get CC buffer and flow control identifiers for the SPA in the specified subslot. Traffic cannot flow through the SPA under this failure condition. This can happen if the system runs out of available identifiers.

Recommended Action Try to reduce the number of interfaces configured in the system either by physically removing the SPAs or by changing the system configuration.

Error Message %ASR1000_SIP_SPA-3-SPI4_CONFIG_FAILURE: Bay [dec], spi4 configuration failure, error [dec]

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

Error Message %ASR1000_SIP_SPA-3-SPI4_INIT_FAILURE: Bay [dec] initialization failure

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

Error Message %ASR1000_SIP_SPA-3-SPI4_NOTSYNC: [chars]: Can not synchronize SPI4 bus (host: src [chars]in sync, sink [chars]in sync, spa: src [chars]in sync, sink [chars]in sync).

Explanation SPI4 bus between modular services card and SPA is not synchronized. It indicates either a not properly seated SPA, a hardware failure or an outdated ROMMON/FPGA image.

Recommended Action Ensure that the SPA is properly seated in its subslot and reseal it if required.

Error Message %ASR1000_SIP_SPA-4-MAX_BANDWIDTH : Total SPA bandwidth exceeds line card capacity of %lu 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 %ASR1000_SIP_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 %ASR1000_SIP_SPA-4-SPABUS: Subslot [dec], [chars] SPA BUS access failed. timeout=[int] err=[int] par=[int] err_c=[hex] addr=[hex] data = [hex]

Explanation SPABUS has reported an error.

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

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

Error Message %ASR1000_SIP_SPA-4-SPABUS2: Subslot [dec] SPA BUS access failed. No SPA present error

Explanation SPABUS has reported an error.

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

Error Message %ASR1000_SIP_SPA-6-LOGGERMSGTOOBIG : Logger message length ([int] bytes) exceeds the maximum allowed size

Explanation The carrier card attempted to send a large message to the Route Processor

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %ASR1000_SIP_SPA-6-OIR : Bay [dec] [chars] changed to [chars]

Explanation SPA OIR sequence.

Recommended Action No action is required.

ASR1000_SPA Messages

Error Message %ASR1000_SPA-3-CREATE_TDLH_FAILURE: Failed to create SPA [dec]/[dec] handle

Explanation Failed to create message handle for SPA communication.

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

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

Error Message %ASR1000_SPA-3-CREATE_TDLMSG_FAILURE: Failed to create [chars] message for [chars].

Explanation Failed to create/allocate necessary TDL message for SPA communication.

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

Error Message %ASR1000_SPA-3-CREATION_FAILURE: slot=[dec] subslot=[dec], spa_type=[hex], 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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_SPA-3-DIAG_CONFIG: [chars] did not complete [dec]/[dec]

Explanation An error has occurred during 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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

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

Error Message %ASR1000_SPA-3-DISPATCH_INIT_TDLH_FAILURE: Failed to initialize dispatch path for SPA [dec]/[dec] handle

Explanation Failed to initialize dispatch path handle for SPA communication.

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

Error Message %ASR1000_SPA-3-DOMAIN_TDLH_FAILURE: [chars], rc = [dec]

Explanation Failed to bind message handle for SPA communication.

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

Error Message %ASR1000_SPA-3-INVALID_CPU_NUM: cpu= [dec], max cpu = [dec]

Explanation An invalid CPU number is specified in one of the internal APIs.

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

Error Message %ASR1000_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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_SPA-3-INVALID_HANDLE: Failed to get a valid IPC handle for type %u, slot %d, subslot %d.

Explanation The client handle was found to be NULL for the given type/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/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_SPA-3-INVALID_HANDLE: Failed to get a valid IPC handle for type %u, slot %d, subslot %d.

Explanation The client handle was found to be NULL for the given type/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/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_SPA-3-INVALID_INDX_RANGE: index1= [dec], index2= [dec], maxIndex= [dec]

Explanation An invalid index range is specified in one of the internal APIs.

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

Error Message %ASR1000_SPA-3-INVALID_RP_SLOT_NUM: slot= [dec], max slot = [dec]

Explanation An invalid RP slot number is specified in one of the internal APIs.

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

Error Message %ASR1000_SPA-3-INVALID_SLOT_NUM: slot= [dec], max slot = [dec]

Explanation An invalid slot number is specified in one of the internal APIs.

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

Error Message %ASR1000_SPA-3-INVALID_SLOTUNIT_NUM: cardwide-port = [dec], max cardwide-port = [dec]

Explanation An invalid cardwide-port number is specified in one of the internal APIs.

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

Error Message %ASR1000_SPA-3-INVALID_SPA_TDL_CCAPI_USAGE:

Explanation Incorrect usage of an internal API that should only be used on CC.

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

Error Message %ASR1000_SPA-3-INVALID_SUBSLOT_NUM: subslot= [dec], max subslot = [dec]

Explanation An invalid subslot number is specified in one of the internal APIs.

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

Error Message %ASR1000_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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_SPA-3-NULL_SPA_PTR:

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

Error Message %ASR1000_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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_SPA-3-SENDCFGFAIL: Failed to send configuration for [chars] to carrier-card for subslot=[dec]/[dec]

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

Error Message %ASR1000_SPA-3-SETUP_TDLH_FAILURE: Failed to set the alloc/free handler for SPA [dec]/[dec] handle

Explanation Failed to set the alloc/free handler for SPA communication.

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

Error Message %ASR1000_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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_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.

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

ASR1000_SPA_ETHER Messages

Error Message %ASR1000_SPA_ETHER_DAMSEFLY-3-PLIM_QOS: Interface [chars], failed to apply PLIM QOS ([chars]), value = [hex], status = [hex]

Explanation Attempt to apply the configured input classification for the specified interface failed.

Recommended Action This indicates an internal software failure.

Error Message %ASR1000_SPA_ETHER_DAMSEFLY-3-UNSUPPORTED_XCVR: Transceiver type [chars] is not allowed on spa [chars], port [dec],

Explanation This transceiver is not allowed on the SPA.

Recommended Action Consult the documentation and ensure supported transceivers and plugged into the SPA.

Error Message %ASR1000_SPA_ETHER-3-TCAM_VLAN_ERROR: Failed to [chars] VLAN [dec] to/from interface [chars] (status = [dec])

Explanation The access to update the TCAM VLAN filtering table on the SPA failed. The error message indicates the SPA subslot and the affected interface and the VLAN entry that 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ASR1000_SPA_ETHER-3-TCAM_VLAN_TABLE_FULL: Failed to add VLAN [dec] to interface [chars]

Explanation The TCAM VLAN filtering table on the SPA is full. The error message indicates the SPA subslot and the affected interface and the VLAN entry that failed. The specified VLAN identifier will not be added to the TCAM table.

Recommended Action Try to remove some of the registered VLANs for the interface by changing the interface configuration. To verify the VLAN IDs currently in use by an interface, enter the **show vlans** command.

ASR1000_VMAN Messages

Error Message %ASR1000_VMAN-3-MSGDISPATCH: Unable to dispatch received TDL message from Virt-Manager

Explanation An unexpected condition has occurred while IOS was trying to dispatch a TDL message received from Virt-Manager.

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

Error Message %ASR1000_VMAN-3-MSGINITFAIL: Failed to initialize required vman resource: %s

Explanation During the initialization of the resources required by vman, a failure occurred. This has prevented appliances from being activated.

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

Error Message %ASR1000_VMAN-3-RSPMSGHDLR: Failed to deliver response message: %s

Explanation An unexpected condition has occurred while IOS was trying to deliver a response message to an appliance received from Virt-Manager.

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

ASR1000_WD Messages

Error Message %ASR1000_WD-2-HEARTBEAT_FAIL: Heartbeat is not emitted. Heartbeat count: [dec]

Explanation Failure in IOS to generate a heartbeat is an abnormal condition.

Recommended Action This message may be related to an abnormal configuration and system load, or transient high processing demand. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands, the stack trace, and your pertinent troubleshooting logs.

Error Message %ASR1000_WD-2-HOG_DETECT_FAIL: CPUHOG detection failed to start.

Explanation Failure in setting up CPUHOG detection mechanism is an abnormal condition.

Recommended Action This message may be related to an abnormal configuration and system load, or transient high processing demand. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands, the stack trace, and your pertinent troubleshooting logs.

ATMSPA Messages

Error Message %ATMSPA-3-DATA_ERROR: [chars] Error [hex] [chars]

Explanation A datapath protocol violation or sequence error has been detected.

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

Error Message %ATMSPA-3-FATAL_ERROR: occurred on [chars]. Resetting SPA

Explanation The SPA has been reset due to a critical error in one of its devices. The error could either be a single occurrence of an event or multiple occurrences within a period of time. The message text on the console or in the system log provides more information on the specific nature of the error.

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

Error Message %ATMSPA-3-FPD_VER_DEPENDENCY_NOTE: Cannot perform the requested FPD update operation because [chars] in subslot [int]/[int] has incompatible HW version [int].[int] with FPD image version [dec].[dec] for FPD ID [dec]. Only image version greater than [int].[int] can be used in the update operation of [chars] with HW version greater than [int].[int].

Explanation The version of the FPD image from the FPD image bundle or package is not compatible with the HW version of the target card.

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

Error Message %ATMSPA-3-GEN_ERROR: [chars] Error [hex] [chars]

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

Error Message %ATMSPA-3-HW_ERROR: [chars] Error [hex] [chars]

Explanation The specified hardware error has been detected.

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

Error Message %ATMSPA-2-INITFAIL: [chars] - Init Failed return code: [int]

Explanation The SPA failed to complete hardware initialization. One of the devices in the SPA failed to initialize successfully. Information about the failed device is specified in the message text on the console or in the system log.

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

Error Message %ATMSPA-3-KEEPALIVE_FAILURE: occurred on [chars]. Resetting SPA

Explanation One of the devices of the SPA failed to respond to keepalives due to which SPA has been reset. The message text on the console or in the system log provides more information on which device failed to respond.

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

Error Message %ATMSPA-3-QOS_ALLOC_FAILED: [chars] [chars] [chars]: [dec]

Explanation Traffic shaping parameters could not be configured because the number of unique shaping parameters that are configured on the PVCs or PVPs in this specified ATM SPA is over the maximum limit. The maximum number of unique shaping parameters that can be configured on the PVCs or PVPs is 4096.

Recommended Action Ensure that the total number of unique shaping parameters that are configured on both PVCs and PVPs does not exceed the maximum limit of 4096.

Error Message %ATMSPA-3-SW_ERROR: [chars] Error [hex] [chars]

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

Error Message %ATMSPA-3-VCQ_ERROR: [chars]: VC queue configuration failed due to un-initialized queue table(global identifier [dec])

Explanation Software configuration of a VC queue failed due to un-initialized queue table.

Recommended Action Attempt to perform a soft OIR operation by entering the command that is described in the shared port adapter software configuration guide. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMSPA-4-VCSETUP: [chars]: VC setup command received on the LC for an existing VC (VCD [dec])

Explanation A command to set up a VC has been received for a VC that has already been set up. The VC has already been configured by a previous setup VC command from the RP. A duplicate setup command may indicate that the RP did not receive a response from the LC for the previous setup command.

Recommended Action No action is required.

Error Message %ATMSPA-4-VCTEARDOWN: [chars]: VC tear down command received on the LC for a non-existing VC (VCD [dec])

Explanation The VC does not exist on the LC. Most likely, it has been torn down by a previous teardown command from RP. A duplicate teardown command may indicate that the RP did not receive a response from the LC for the previous teardown command.

Recommended Action No action is required.

Error Message %ATMSPA-4-VPSETUP: [chars]: VP setup command received on the LC for an existing VP (VPI [dec])

Explanation A command to set up a VP has been received for a VP that has already been set up. The VP has already been configured by a previous setup VP command from the RP. A duplicate setup command may indicate that the RP did not receive a response from the LC for the previous setup command.

Recommended Action No action is required.

Error Message %ATMSPA-4-VPTEARDOWN: [chars]: VP tear down command received on the LC for a non-existing VP (VPI [dec])

Explanation The VP does not exist on the LC. Most likely, it has been torn down by a previous teardown command from RP. A duplicate teardown command may indicate that the RP did not receive a response from the LC for the previous teardown command.

Recommended Action No action is required.

ATTN Messages

Error Message %ATTN-2-MBOX_REG_FAIL : return code [dec]

Explanation Registration of handler function for mailbox event failed mailbox event 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATTN-2-PROXY_INIT_FAIL_IPC_REG : return code [dec]

Explanation Initialization of attention proxy failed due to error registering IPC handler function.

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

Error Message %ATTN-3-PROXY_IPC_ALLOC_FAILED : [chars]

Explanation Allocation of an IPC packet buffer by the attention proxy 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATTN-3-PROXY_IPC_SEND_FAILED : [chars]

Explanation Transmission of an IPC message by the attention proxy 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATTN-3-PROXY_UNHANDLED_MSG : subtype [dec]

Explanation Attention proxy received a message with an unknown subtype.

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

Error Message %ATTN-3-SYNC_TIMEOUT : msec since last timeout %llu, missing packets [dec]

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

BACKUP_INTERFACES Messages

Error Message %BACKUP_INTERFACE-5-PREEMPT: Preempting interface %s in backup pair (%s, %s), preemption mode is %s

Explanation Preempting the current forwarding interface in the backup interface pair.

Recommended Action No action is required.

Error Message %BACKUP_INTERFACE-5-VLB_NON_TRUNK: Warning: Flexlink VLB is not allowed on non-trunk ports. Please configure %s to be a trunk port.

Explanation Flexlink VLB detects a non-trunk port.

Recommended Action No action is required.

BFD_MAP Messages

Error Message %BFD_MAP-3-MALLOC: Malloc failure %s

Explanation A malloc 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://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BFD_MAP-3-MALLOC_MAP: Malloc failure %s %s

Explanation malloc 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://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BFD_MAP-3-WAVL_DELETE: Wavl delete failed for %p

Explanation wavl delete 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://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BFD_MAP-3-WAVL_INIT_FAIL: Failed initializing wavl tree

Explanation wavl_init 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://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BFD_MAP-3-WAVL_INSERT_FAIL: Wavl insert failed %s %s

Explanation wavl insert 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://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

BINOS_LOGIN Messages

Error Message %BINOS_LOGIN-3-AUTHERR : The authentication process failed, [chars]

Explanation This error occurs when there is an error in the system that prevents the user from being successfully authenticated.

Recommended Action No action is required.

Error Message %BINOS_LOGIN-3-PWNOENT : No entry for user [chars] in passwd file

Explanation The username/password authenticated correctly, but the user's environment could not be established because the user's environment data is missing.

Recommended Action No action is required.

Error Message %BINOS_LOGIN-3-PAMERR : PAM error [chars] encountered.

Explanation The system encountered a PAM error.

Recommended Action No action is required.

Error Message %BINOS_LOGIN-6-PAMAUTHDENY : User was not authenticated

Explanation User was not authenticated.

Recommended Action No action is required.

Error Message %BINOS_LOGIN-6-PAMMAXTRIES : Maximum number of retries exceeded.

Explanation The user tried and failed too many times to login.

Recommended Action No action is required.

Error Message %BINOS_LOGIN-3-NOTROOT : login attempted to run without proper credentials.

Explanation login cannot be run without proper credentials.

Recommended Action No action is required.

Error Message %BINOS_LOGIN-3-NOTTY : login attempted to run without proper credentials.

Explanation login cannot be run without proper credentials.

Recommended Action No action is required.

BIPC Messages

Error Message %BIPC-3-BIPC_PERFORMANCE : buffer size request [int] failed

Explanation An internal buffer allocation has failed.

Recommended Action No action is required. If the problem persists, or router performance is noticeably degraded, contact Cisco technical 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BIPCMGR-3-INVALID_TDL_ERROR_ON_MARSHAL TDL : epoch error on marshal [int] unexpected: [chars]

Explanation The bipc manager has attempted to marshal a message to be sent. The TDL library has generated an error on marshal that is unexpected. The message was not sent.

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

BOOT Messages

Error Message %BOOT-0-DRV_INITFAIL : [chars] driver failed to initialize properly

Explanation A kernel driver that is critical to the functioning of the system failed to initialize properly.

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

Error Message %BOOT-0-DRV_LOADFAIL : Failed to load driver [chars] ([chars])

Explanation A kernel driver that was critical to the functioning of the system failed to load.

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

Error Message %BOOT-6-DRV_LOAD : Loaded driver [chars]

Explanation A kernel driver that was critical to the functioning of the system was successfully loaded.

Recommended Action No user action is necessary. This message indicates the system is functioning normally and is provided for informational purposes only.

Error Message %BOOT-3-APP_STARTFAIL : Failed to launch process [chars]

Explanation A process that does not affect the forwarding of network traffic failed to start.

Explanation If the failed process is not something that needs to be corrected, do not address this message. If the failed process needs to be addressed, install new software and reload the router.

Error Message %BOOT-0-APP_STARTFAILCRIT : Failed to launch a critical process [chars]

Explanation A process important to the chassis has failed.

Recommended Action Note the time of the message and investigate the error message logs to learn more about the problem. If the problem persists or cannot be resolved, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BOOT-6-APP_START : The process [chars] has started

Explanation The process has successful launched and begun executing.

Recommended Action No user action is necessary. This message indicates the system is functioning normally and is provided for informational purposes only.

Error Message %BOOT-3-DUAL_BOOT_MEMORY : Dual IOS boot indicated in ROMMON ([chars]), unavailable on [chars] RP

Explanation Running two IOS instances on the same RP is unavailable on route-processors with insufficient memory

Recommended Action Unset the specified ROMMON variable or increase the memory on the route-processor.

Error Message %BOOT-3-PARTIAL_CORE_CLEANUP_FAILURE : Partial core clean up failed for [chars]: [chars]

Explanation During RP boot, a failure occurred cleaning up incomplete core files.

Recommended Action Check the router file systems.

Error Message %BOOT-6-PARTIAL_CORE_REMOVED : Removed incomplete core file: [chars]

Explanation On boot of the RP, an incomplete core file was found and removed. Incomplete core files can happen for a variety of reasons, including the coincidental failure of the active RP while a core file is being generated.

Recommended Action No action required. This is not an error, it is an indication that the system is cleaning up a previous error.

BSHELL Messages

Error Message %BSHELL-6-BSHELL_UPGRADE_DETECTED : [[chars]] New software detected. Bshell instance restarting.

Explanation The diagnostic shell detected a new installation of diagnostic shell software. The diagnostic shell instance exits and restarts with the new software version.

Recommended Action This is an informational message only. No action is required.

Error Message %BSHELL-6-JOB_NOTFOUND : Job to cancel is not active

Explanation This error occurs if the job diagnostic shell is requested to cancel, is not active.

Recommended Action Check the status of the requested job.

Error Message %BSHELL-6-SMAN_CONNECTION_LOST : [[chars]] Shell Manager connection lost

Explanation The diagnostic shell was disconnected from the Shell Manager and the Shell Manager process is no longer available. This type of error is experienced if a software upgrade is in progress.

Recommended Action This is an informational message only. No action is required. Once the Shell Manager process has restarted, the diagnostic shell will reconnect.

Error Message %BSHELL-6-SMAN_CONNECTION_FAILED : [[chars]] Shell Manager connect failed: [chars]

Explanation The diagnostic shell is unable to connect to the Shell Manager, possibly because the Shell Manager process is no longer available. This type of error is experienced if a software upgrade is in progress.

Recommended Action No action is required. Once the Shell Manager process has restarted, the diagnostic shell will reconnect.

Error Message %BSHELL-6-SESSION_STARTED : [[chars]] bshell session started for user '[chars]'

Explanation A user has started a diagnostic shell session.

Recommended Action This is an informational message only. No action is required.

Error Message %BSHELL-6-SESSION_ENDED : [[chars]] bshell session ended for user '[chars]'

Explanation A user has exited a diagnostic shell session.

Recommended Action This is an informational message only. No action is required.

Error Message %BSHELL-3-EXEC_PREPARE_FAIL : [[chars]] Command execution prepare failed

Explanation The diagnostic shell was unable to prepare the requested interactive command for execution. The command failed.

Recommended Action Check the diagnostic shell trace file for more information on the underlying failure.

Error Message %BSHELL-3-EXEC_FAIL : [[chars]] Command execution failed

Explanation The diagnostic shell was unable to execute the requested interactive command.

Recommended Action Check the diagnostic shell trace file for more information on the underlying failure.

Error Message %BSHELL-3-EXEC_DIRECTIVE_FAIL : [[chars]] Command directive execution failed: [chars]

Explanation The diagnostic shell was unable to execute the requested directive.

Recommended Action Check the diagnostic shell trace file for more information on the underlying failure.

Error Message %BSHELL-3-TERMINAL_OPERATION_FAIL : [[chars]] Terminal [chars] [chars] failed: [chars]

Explanation The diagnostic shell was unable to get or set terminal properties. An attempt to change or act on terminal properties failed.

Recommended Action Restart the diagnostic shell and reattempt the failed operation.

Error Message %BSHELL-3-GET_HOSTNAME_FAIL : [[chars]] Get hostname failed: [chars]

Explanation The diagnostic shell was unable to read the hostname from the kernel.

Recommended Action No action is required. The diagnostic shell periodically checks for hostname changes to set the user prompt.

Error Message %BSHELL-3-SEND_MESSAGE_FAILED : [[chars]] Send message [chars] failed: [chars]

Explanation The diagnostic shell was unable to send a message to the Shell Manager.

Recommended Action Retry the operation or start a new diagnostic shell session.

Error Message %BSHELL-3-RECEIVE_MESSAGE_FAILED : [[chars]] Receive message [chars] failed: [chars]

Explanation The diagnostic shell was unable to receive a message from the Shell Manager.

Recommended Action Retry the operation or start a new diagnostic shell session.

CCE Messages

Error Message %CCE-3-CCE_IPV6_COMPR_CLASSIFY_FAIL : Dataplane IPV6 compression classification error for interface [chars]

Explanation The system experienced an internal software error. The dataplane was unable to complete processing of an IPv6 prefix classification request due to a miss on a TCAM lookup. This is likely due to a data initialization 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CCE-3-CCE_NON_TCAM_CLASSIFY : Dataplane classification error for interface [chars]

Explanation The system experienced an internal software error. The dataplane was unable to complete processing of a classification request because an invalid form of classification was selected. This is likely due to a data initialization 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CEF_PROXY Messages

Error Message %CEF_PROXY-3-PROXY_IPC_ADJ_IDX_FAILED : [hex]

Explanation Failed to get adjacency index from IPC 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CEF_PROXY-3-PROXY_IPC_ADJ_ID_HASH_FAILED :

Explanation Getting Hash Address failed.

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

Error Message %CEF_PROXY-3-PROXY_IPC_INIT_FAILED : [dec]

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

Error Message %CEF_PROXY-3-PROXY_IPC_OCE_CHAIN_PTR_FAILED : [hex]

Explanation Null OCE Chain pointer.

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

Error Message %CEF_PROXY-3-PROXY_IPC_PACKET_ALLOCATION_FAILED : [hex]

Explanation Failed to allocate packet buffer for IPC.

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

Error Message %CEF_PROXY-3-PROXY_IPC_PACKET_SEND_FAILED : [hex]

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

Error Message %CEF_PROXY-4-PROXY_IPC_INVALID_MSG : [hex]

Explanation Received an invalid IPC messages subtype.

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

CFC_LISP Messages

Error Message %CFC_LISP-3-NO_VIF: Unable to find %svirtual interface %s

Explanation An internal software error occurred.

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

CFT Messages

Error Message %CFT-3-HA_INVALID_MSG_LEN_RCVD : invalid [chars] rg [int] [int] expected [int] opcode [chars] [hex]

Explanation Standby received an invalid Firewall HA 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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %CFT-3-HA_INVALID_MSG_RCVD : invalid [chars] [hex] opcode [chars] [hex]

Explanation Standby received an invalid Firewall HA 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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %CFT-3-HA_INVALID_RG_RCVD : invalid [chars] opcode [chars] [dec] - rg [dec] : [dec]

Explanation Standby received an invalid Redundancy group

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %CFT_API-3-CFT_ERRMSG_MAX_MEMORY: %s %s %d

Explanation The maximum number of concurrent flows allowed has been exceeded. Some flows might not received the provisioned level of service.

Recommended Action This is the platform limit. Either lower the network load on this device or upgrade to a higher capacity platform. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

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

Error Message %CFT_API-3-CFT_ERRMSG_NO_MEMORY: %s %s %d

Explanation The system was unable to supply the requested memory for flow processing to continue.

Recommended Action Check the available memory on your system. Possible solutions include: disable some features; reduce other system activities to ease memory demands; upgrade to a larger memory 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/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CFT_API-3-CFT_ERRMSG_UNKNOWN: %s %s %d

Explanation The error message type does not match the possible enumerated definitions.

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

Error Message %CFT_API-4-CFT_ERRMSG_CLIENT_PRE_CREATE_PREVENTED: %s %s %d

Explanation Flow creation was prevented by a flow table client. This may be due to an explicit policy that is enabled.

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

Error Message %CFT_API-4-CFT_ERRMSG_FLOW_CREATION_PREVENTED: %s %s %d

Explanation Flow creation was denied by the system. A possible denial of service attack may have been detected.

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

Error Message %CFT_API-5-CFT_ERRMSG_NON_FIRST_IP_FRAGMENT: %s %s %d

Explanation The flow table was unable to process a TCP fragmented packet. Service for these packets may be unavailable.

Recommended Action Enable the virtual fragment reassembly (VFR) functionality. If fragmentation is excessive, try to identify the source in your network topology that is causing packet fragmentation. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CFT_API-5-CFT_ERRMSG_UNSUPPORTED_L3_PROTOCOL: %s %s %d

Explanation An unsupported layer 3 protocol was identified.

Recommended Action Flow based inspection does not support this protocol at this 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/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CFT_API-7-CFT_ERRMSG_CLIENT_API: %s %s %d

Explanation A CFT client may have a incorrectly accessed an API.

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

CGC Messages

Error Message %CGC-0-CGC_EMERG: %s

Explanation CGC_INTERNAL_ERROR

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

Error Message %CGC-1-CGC_ALERT: %s

Explanation CGC_INTERNAL_ERROR

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

Error Message %CGC-2-CGC_CRIT: %s

Explanation CGC_INTERNAL_ERROR

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

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

Error Message %CGC-3-CGC_ERR: %s

Explanation CGC_INTERNAL_ERROR

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

Error Message %CGC-4-CGC_WARNING: %s

Explanation CGC_INTERNAL_ERROR

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

Error Message %CGC-5-CGC_NOTICE: %s

Explanation Normal but significant conditions

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

Error Message %CGC-6-CGC_INFO: %s

Explanation Informational messages

Recommended Action No action is required.

Error Message %CGC-7-CGC_ASSERT: Assertion Failure (%s @%s:%d) : %s

Explanation CGC_INTERNAL_ERROR

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

CGM Messages

Error Message %CGM-3-CGM_FIPS_BYPASS_TEST : NIST bypass test failed for CGM object [chars].

Explanation Class-Group Manager Security Client database detected a discrepancy in a security sensitive object. This could be due to a hardware or software resource limitation or a software defect.

Recommended Action Check the logs for information on the relevant object download states. Remove the object or a parent object in question. If the problem persists reboot the forwarding processor (ESP)

CHASFS Messages

Error Message %CHASFS-3-NOCHASFSDIR : The directory [chars] does not exist.

Explanation No explanation.

Recommended Action No action is required.

Error Message %CHASFS-3-NOINOTIFY : The inotify device could not be opened. Error [dec].

Explanation This error occurs when there is an error in the system that prevents the notification facility from being accessed.

Recommended Action No action is required.

Error Message %CHASFS-3-NORESOLVE_LOCAL_OBJECT : Error resolving local FRU object:
[chars]

Explanation An application was not able to create a reference to an object in its local chassis file system.

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

Error Message %CHASFS-3-NOOPEN_PROPERTY : Error opening chassis file system object
[chars]: [chars]

Explanation An application was not able to open a an object in its local chassis file system.

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

CHUNK Messages

Error Message %CHUNK-3-BAD_CHUNK_MAGIC : head_chunk %

Explanation An invalid memory chunk magic was detected in a memory chunk element.

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

Error Message %CHUNK-3-CHUNK_BAD_REFcnt : refcnt=[dec] data=[hex]

Explanation The memory chunk manager detected a bad reference count.

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

Error Message %CHUNK-3-CHUNK_CORRUPT : chunk %

Explanation Memory corruption was detected by the memory chunk manager.

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

Error Message %CHUNK-3-INVALID_ELEM_SIZE : requested [int]

Explanation An invalid element size request was made of the memory chunk manager.

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

Error Message %CHUNK-3-SIBLING_ERR : Tried to destroy sibling memory chunk [hex]

Explanation An invalid sibling condition was hit in the Memory Chunk Manager.

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

CISL Messages

Error Message %CISL-1-DEVICE_CERT_NOT_PRESENT: Device Certificate used for licensing is not present

Explanation Device Certificate Not Present

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

CLOCK_RECOVERY Messages

Error Message %CLOCK_RECOVERY-6-CLOCK_ACTIVE: [chars] on module [dec]/[dec] is now active

Explanation This message indicates that a recovered or enhanced clock has become active.

Recommended Action No action is required.

Error Message %CLOCK_RECOVERY-4-CLOCK_FAILED: [chars] on module [dec]/[dec] failed

Explanation This message indicates that an active recovered or enhanced clock has failed.

Recommended Action No action is required.

CMAN_IDPROM_ENVMON Messages

Error Message %CMAN_IDPROM_ENVMON-3-CMAN_IDPROM_FIELD_INVALID : The idprom contains an invalid environmental monitoring field.

Explanation If this error occurs then parsing of the environmental monitoring data is aborted. Environmental monitoring will be either incomplete or absent entirely.

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

CMANCC Messages

Error Message %CMANCC-2-CRASHDUMP: Fatal error, calling crashdump, error: [dec] [chars]

Explanation A fatal condition has occurred causing IOS to crashdump. IOS will be restarted automatically.

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

Error Message %CMANCC-3-MSGDISPATCH: Unable to dispatch received message from Chassis Manager

Explanation An unexpected condition has occurred while IOS was trying to dispatch a message received from the Chassis Manager.

Recommended Action Verify that all local components are in the proper operational state. If any inconsistency is found, it may be corrected by off line and restart of the effected component (SPA, Carrier Card).

Error Message %CMANCC-3-MSGIPCERR: Unable to process received IPC messages from Chassis Manager, error: [chars]

Explanation An unexpected condition has occurred while IOS trying to process a received IPC message from Chassis Manager.

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

Error Message %CMANCC-3-UNEXPECTEDEVENT: UDI Auth Process received unknown event (maj %x, min %x).

Explanation UDI authorization process has registered to be notified when a process boolean change event occurs in the router. This message indicates that this process received an event it did not know how to handle.

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

CMANRP Messages

Error Message %CMANRP-2-CRASHDUMP: Fatal error, calling crashdump, error: [dec] [chars]

Explanation A fatal condition has occurred causing IOS to crashdump.

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

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

Error Message %CMANRP-3-CMSWVERINFO: Unable to process software version information using file %s. Reason: %s. Error: %d

Explanation An unexpected condition has occurred while IOS was trying to process the software version information file. As a result, version information may not be available to an SNMP Manager

Recommended Action No action is required.

Error Message %CMANRP-3-INVERR: Unable to process chassis inventory for file [chars], slot [dec], [chars], error [dec]. Some SPA's may not be fully configured

Explanation An unexpected condition has occurred while IOS is trying to process the chassis inventory on startup. IOS cannot determine the type and number of all Carrier Cards and SPA's present in the system. Some configuration relating to these SPA's may not be applied and leave the system in an inconsistent 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CMANRP-3-INVERRSPA: Unable to process chassis inventory for file [chars], SPA subslot [dec]/[dec], [chars], error [dec]. Some SPA's may not be fully configured

Explanation An unexpected condition has occurred while IOS is trying to process the chassis inventory on startup. IOS cannot determine the type and number of all Carrier Cards and SPA's present in the system. Some configuration relating to these SPA's may not be applied and leave the system in an inconsistent 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CMANRP-3-MSGDISPATCH: Unable to dispatch received TDL messages from Chassis Manager

Explanation An unexpected condition has occurred while IOS is trying to dispatch to the TDL message handler functions for received TDL messages from Chassis Manager.

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

Error Message %CMANRP-3-MSGDISPATCHNULL: Received NULL TDL message from IOS

Explanation An unexpected condition in which IOS has received a NULL TDL message from Chassis Manager.

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

Error Message %CMANRP-3-MSGIPCERR: Unable to process received IPC messages from Chassis Manager, error: [chars]

Explanation An unexpected condition has occurred while IOS is trying to process a received IPC message from Chassis Manager.

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

Error Message %CMANRP-6-CMHASTATUS: RP switchover, [chars]

Explanation RP switchover events received by chassis manager.

Recommended Action No action is required.

Error Message %CMANRP-6-CMSTATUS: Chassis Manager Process is [chars]

Explanation The current status of Chassis Manager Process.

Recommended Action No action is required.

Error Message %CMANRP-3-UDEVPERMS: An invalid permissions value, %s, was found in a udev file

Explanation The udev files for a particular filesystem contain a description the file system. If the permissions attribute is not recognized then this file system may run with incorrect permissions.

Recommended Action No action is required.

CMCC Messages

Error Message %CMCC-3-DDR_SINGLE_BIT_ERROR : Single-bit DRAM ECC error: mme: [int], sbe: [int], address: [hex], pid: [int], name: [chars]

Explanation The SIP DRAM experienced a single-bit error checking code (ECC) error.

Recommended Action No action is required. This error is usually self-correcting. If the problem persists, you may need to replace the SIP.

Error Message %CMCC-0-CPLD_INITIALIZATION : The SIP CPLD has failed initialization : [chars]

Explanation A SIP complex programmable logic device (CPLD) failed to initialize. This error could be caused by a hardware or software driver defect.

Recommended Action Examine the logs for CPLD driver or hardware errors. Verify that the software and CPLD versions are compatible.

Error Message %CMCC-0-CPLD_IOCTL : A CPLD driver I/O control has failed because [chars]

Explanation A complex programmable logic device (CPLD) I/O driver control has failed. This error could be caused by a hardware or software driver defect.

Recommended Action Examine the logs for CPLD driver and hardware errors. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software

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

Error Message %CMCC-0-C2W_INITIALIZATION : The SIP C2W has failed initialization because [chars]

Explanation The C2W bus on the SIP is used to read the shared port adapter (SPA) IDPROM. This error indicates that the SIP C2W bus failed to initialize.

Recommended Action Examine the logs for C2W driver errors. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CMCC-3-C2W_READ : An C2W read has failed because [chars]

Explanation An attempt to read the C2W bus has failed. This error could be caused by a hardware or software defect.

Recommended Action Examine the logs for C2W driver errors.

Error Message %CMCC-3-C2W_WRITE : An I2C write has failed because [chars]

Explanation An attempt to write to the inter-integrated circuit (I2C) has failed. This error could be caused by a hardware or software defect.

Recommended Action Examine the logs for I2C driver errors.

Error Message %CMCC-0-SERDES_INITIALIZATION : The SIP Serial Bridge ASIC has failed initialization because [chars]

Explanation The SIP serial bridge ASIC failed to initialize. This error could be caused by a hardware defect, software driver defect, or improper internal configuration.

Recommended Action Examine the logs for serial bridge ASIC driver and hardware errors. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the

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

Error Message %CMCC-0-SERDES_IOCTL : A Serial Bridge driver I/O control has failed because [chars]

Explanation A serial bridge driver I/O control has failed. This error could be caused by a hardware or software driver defect.

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

Error Message %CMCC-0-HT_INITIALIZATION : The SIP HyperTransport has failed initialization because [chars]

Explanation A SIP HyperTransport (HT) CPU bus failed to initialize. This error could be caused by a hardware defect or HT driver defect.

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

Error Message %CMCC-0-HT_IOCTL : A SIP HyperTransport driver I/O control has failed because [chars]

Explanation A physical layer interface module (PLIM) HyperTransport (HT) driver I/O has failed. This error could be caused by a hardware defect or HT driver defect.

Recommended Action Examine the logs for HT driver or hardware errors. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require

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

Error Message %CMCC-0-PLIM_INITIALIZATION : The PLIM has failed initialization because [chars]

Explanation The physical layer interface module (PLIM) failed to initialize. This error could be caused by a hardware defect or a PLIM driver defect.

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

Error Message %CMCC-0-HTDP_ENABLE : The HTDP initialization has failed because [chars]

Explanation The Hypertransport datapath failed to initialize. This error could be caused by a hardware defect or HTDP driver defect.

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

Error Message %CMCC-0-CPLD_INTR_ENABLE : The CPLD initialization has failed because [chars]

Explanation The CPLD interrupt enable failed to initialize. This error could be caused by a hardware defect or CPLD driver defect.

Recommended Action Examine the logs for CPLD driver or hardware errors. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require

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

Error Message %CMCC-0-PLIM_IOCTL : A PLIM driver I/O control has failed because [chars]

Explanation A physical layer interface module (PLIM) driver I/O has failed. This error could be caused by a hardware defect or a PLIM driver defect.

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

Error Message %CMCC-0-PLIM_HALT : A PLIM driver has critical error [chars], [dec], param [hex] param [hex]

Explanation A physical layer interface module (PLIM) HyperTransport (HT) driver I/O has failed. This error could be caused by a hardware defect or an HT driver defect.

Recommended Action Restart the SIP. If the problem persists, you may need to replace the PLIM.

Error Message %CMCC-3-PLIM_STATUS : A PLIM driver informational error [chars], param block[hex] param count[hex]

Explanation A physical layer interface module (PLIM) HyperTransport (HT) driver I/O has failed. This error could be caused by a hardware defect or an HT driver defect.

Recommended Action Examine the logs for PLIM or hardware errors.

Error Message %CMCC-3-IDPROM_ACCESS : Failed access or process an IDPROM because [chars]

Explanation The system failed to access an IDPROM or an IDPROM process failed. This error could be caused by a hardware defect, software defect, or incorrect IDPROM content.

Recommended Action Examine the logs for IDPROM or hardware errors.

Error Message %CMCC-3-IDPROM_SENSOR : One or more sensor fields from the idprom failed to parse properly because [chars].

Explanation One or more IDPROM sensors failed to parse. This error most likely occurred because of a checksum failure in the IDPROM.

Recommended Action Examine the logs for IDPROM or hardware errors.

Error Message %CMCC-3-NETWORK_CLOCK_CAL_FAIL : The SIP network clock jitter attenuator calibration fails

Explanation The SIP network clock jitter attenuator calibration cannot complete within certain time. This would incur some SPA LOS alarms or other error events for some SPA port types.

Recommended Action Restart the SIP

Error Message %CMCC-3-NETWORK_CLOCK_CAL_START : The SIP network clock jitter attenuator is calibrating

Explanation The SIP network clock jitter attenuator is calibrating after device unitization stage.

Recommended Action Calibration is required during startup and whenever a new reference clock is selected by the WAN PLL device. Restart the SIP if SPA LOS alarms are seen after this.

Error Message %CMCC-3-NETWORK_CLOCK_DH : The SIP network clock jitter attenuator has entered digital holdover

Explanation A SIP network clock jitter attenuator has entered digital holdover mode and certain SPAs may report LOS alarms.

Recommended Action Examine network clock configuration and ensure all network clock sources are operating correctly. Restart the SIP.

Error Message %CMCC-3-NETWORK_CLOCK_LOS : The SIP network clock jitter attenuator has lost signal

Explanation A SIP network clock jitter attenuator has lost signal from the WAN PLL and certain SPAs may report LOS alarms.

Recommended Action Examine network clock configuration and ensure all network clock sources are operating correctly. Restart the SIP.

Error Message %CMCC-0-CHASSIS_TYPE : The chassis type [chars] is invalid.

Explanation The system has detected an invalid chassis type. This error could be caused by a hardware defect, software defect, or incorrect IDPROM content.

Recommended Action Examine the logs for IDPROM or hardware errors. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some

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

Error Message %CMCC-0-CHASFS_OBJECT_CREATE : Failed to create chassis filesystem object [chars] because [chars]

Explanation The system failed to create a chassis filesystem object. This error could be caused by a software defect or a filesystem failure.

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

Error Message %CMCC-0-CHASFS_PROPERTY_CREATE : Failed to create chassis filesystem object [chars] property [chars] because [chars]

Explanation The system failed to create a chassis filesystem object property. This error could be caused by a software defect or a filesystem failure.

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

Error Message %CMCC-0-CHASFS_PROPERTY_GET : Failed to read chassis filesystem object [chars] property [chars] because [chars]

Explanation The system failed to read a chassis filesystem object property. This error could be caused by a software defect or a filesystem failure.

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

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

Error Message %CMCC-0-CHASFS_PROPERTY_SET : Failed to write chassis filesystem object [chars] property [chars] because [chars]

Explanation The system failed to write a chassis filesystem object property. This error could be caused by a software defect or a filesystem failure.

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

Error Message %CMCC-0-CHASFS_OBJECT_WATCH : Failed to watch chassis filesystem object [chars] because [chars]

Explanation The system failed to watch a chassis filesystem object. This error could be caused by a software defect or a filesystem failure.

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

Error Message %CMCC-0-CHASFS_OBJECT_NOT_PRESENT : Expected chassis filesystem object [chars][chars] not present.

Explanation The system was unable to find an expected chassis filesystem object. This error could be caused by a software defect or a filesystem failure.

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

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

Error Message %CMCC-0-CHASFS_PROPERTY_NOT_PRESENT : Expected chassis filesystem object [chars] property [chars] not present.

Explanation The system cannot locate a chassis filesystem object property. This error could be caused by a software defect or a filesystem failure.

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

Error Message %CMCC-0-CHASFS_LOCATION_TRANSLATE : Failed to translate a location to a chasfs object name because [chars]

Explanation The system failed to translate a data sensor location to the chassis filesystem (CHASFS) module. This error could be caused by a software defect.

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

Error Message %CMCC-0-PEER_INVALID : A peer table entry has invalid state.

Explanation An invalid state occurred in a peer table entry. This error could be caused by a software defect or system resource limitation.

Recommended Action Restart the SIP.

Error Message %CMCC-0-UIPEER_CREATE : Failed to create user interface peer.

Explanation The system failed to create a user interface peer. This error could be caused by a software defect or system resource limitation.

Recommended Action Restart the SIP.

Error Message %CMCC-0-SERVICES_INITIALIZATION : Failed to initialize general application services because [chars]

Explanation The system failed to initialize certain application services. This error could be caused by a software defect or system resource limitation.

Recommended Action Restart the SIP.

Error Message %CMCC-0-IPC_INITIALIZATION : IPC initialization failed because [chars]

Explanation An inter-process communication (IPC) initialization failed. This error could be caused by a software defect or system resource limitation.

Recommended Action Restart the SIP.

Error Message %CMCC-0-IPC_CONNECT_MASTER : IPC connection to the active RP failed because [chars]

Explanation The inter-process communication (IPC) connection to the active route processor (RP) failed. This error could be caused by a software defect or system resources limitation.

Recommended Action Restart the SIP.

Error Message %CMCC-0-IPC_CONNECTION_INVALID : An IPC connection has invalid state.

Explanation An inter-process communication (IPC) connection has an invalid state. This error could be caused by a software defect or system resource limitation.

Recommended Action Restart the SIP.

Error Message %CMCC-3-SPA_HOTSWAP_CKT_FAIL : SPA on bay [int] has tripped the Hot Swap Circuit during power-up.

Explanation The Hot Swap Circuit for the SPA bay has been tripped. This error could be caused by bad SPA hardware.

Recommended Action Examine the CMCC and PSM OIR logs. Verify whether the recovery reload could bring up the SPA.

Error Message %CMCC-5-SERDES_BLOCK_EVENT : A SerDes link informational error [chars], block [hex] count [hex]

Explanation A serial bridge I/O event has occurred. This event is not serious but is logged for diagnostic purposes.

Recommended Action No user action is required.

CMFP Messages

Error Message %CMRP--1-ACTIVE_SLOTBAY_BIAS : The configured active slot/bay bias [dec] is invalid.

Explanation The configured active slot/bay bias is not 0 or 1. The default value of 0 is used.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP--1-CRYPTOGRAPHIC_HW_MISMATCH : ESP[dec] does not support strong cryptography. Chassis will reload.

Explanation IOS software featuring strong cryptography is invalid for use with any non-strong-cryptography Embedded Service Processor. The router node will reload if this combination is encountered.

Recommended Action Install a non-strong-cryptography image of the RP IOS package or replace the indicated Embedded Service Processor with one that supports strong-cryptography

Error Message %CMRP--1-FRU_CPLD_INCOMPATIBLE : [chars] in slot [chars] has been held in reset as its CPLD firmware version is incompatible with [chars]

Explanation This FRU requires a newer CPLD firmware to function properly in this chassis

Recommended Action Upgrade the CPLD firmware on this FRU using the `upgrade hw-programmable CPLD file <pkg_file> slot <fru_slot> ` command. For more information, see http://www.cisco.com/en/US/docs/routers/asr1000/cpld/hw_fp_upgrade.html.

Error Message %CMRP--1-FRU_HWPRG_UPG_FAILED : Failed to [chars] [chars] hardware programmable on [chars] in [chars].

Explanation Upgrade hw-programmable failed to upgrade the CPLD/FPGA firmware on the given FRU

Recommended Action Reload the card and retry to program the hw-programmable. If the card fails to come up contact your Cisco technical support representative.

Error Message %CMRP--1-RP_CPLD_INCOMPATIBLE : All other cards in the system has been held in reset as the Active RP [chars] in slot [chars] has CPLD firmware version that is incompatible with [chars]

Explanation Active RP requires a newer CPLD firmware to function properly in this chassis

Recommended Action Upgrade the CPLD firmware on this FRU using the `upgrade hw-programmable CPLD file <pkg_file> slot <fru_slot> ` command. For more information, see http://www.cisco.com/en/US/docs/routers/asr1000/cpld/hw_fp_upgrade.html for more details.

Error Message %CMFP-3-DDR_SINGLE_BIT_ERROR : Single-bit DRAM ECC error: mme: [int], sbe: [int], address: 0x%08X, pid: [int], name: [chars]

Explanation A single-bit data corruption error has occurred in the forwarding processor (FP).

Recommended Action These errors are self-correcting. If the problem persists, the FP hardware may need to be replaced.

Error Message %CMFP-3-IDPROM_ACCESS : Failed access or process an IDPROM because [chars]

Explanation Access to an IDPROM failed due to a hardware or software defect, or incorrect IDPROM content.

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

Error Message %CMFP-3-IDPROM_SENSOR : One or more sensor fields from the idprom failed to parse properly because [chars].

Explanation Output from the IDPROM sensors failed to parse, commonly caused by a checksum failure in the IDPROM.

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

Error Message %CMFP-3-MASTERSHIP_UPDATE : An error ([chars]) has occurred while communicating the mastership role of this FP to the CPP. The FP is currently [chars]

Explanation An error occurred while communicating a change in the state (Active, Active with a Standby, or Standby) of the forwarding processor (FP). The error can cause an inconsistency of expected states between FPs and could affect the replication of state between the FPs.

Recommended Action Examine the system logs for errors. This error is usually temporary.

Error Message %CMFP-0-SPI4_MUX_HALT : SPI4 MUX driver has detected a critical error [chars]

Explanation A SPI4 MUX driver has failed or detected a critical hardware fault. This could be due to a hardware defect or driver defect.

Recommended Action The only corrective action is to restart the FP.

Error Message %CMFP-3-SPI4_MUX_STATUS : SPI4 MUX driver has detected a informational error [chars] (occurred [dec] time(s))

Explanation A SPI4 MUX driver has failed or detected a information hardware fault. This could be due to a hardware defect or driver defect.

Recommended Action Examine the logs for SPI4 MUX and hardware errors.

Error Message %CMFP-3-N2_FATAL_ERROR : An error has been detected on encryption processor: type [chars]

Explanation An error has been detected on encryption processor.

Recommended Action Check the chassis-manager logs for errors.

Error Message %CMFP-3-CPLD_ECSR_ERROR : An error has been detected on the ECSR bus

Explanation An error has been detected on the ECSR bus. This may cause problems when accessing the forwarding processor.

Recommended Action Some of these errors are catastrophic and others are not. If the FRU did not restart assume corrective action was taken. Check the chassis-manager logs for errors.

Error Message %CMFP-3-CPLD_ERP_ERROR : An error has been detected on the ERP bus (cause [dec], phase [dec])

Explanation An error has been detected on the ERP bus. This may cause problems when accessing the forwarding processor.

Recommended Action Some of these errors are catastrophic and others are not. If the FRU did not restart assume corrective action was taken. Check the chassis-manager logs for errors.

Error Message %CMFP-3-N2_DDR_MBE : The encryption processor has detected an uncorrectable multi-bit error in memory at address [dec]

Explanation The encryption processor has detected an uncorrectable multi-bit in memory. This could be due to a hardware defect.

Recommended Action Examine the logs for encryption processor hardware errors.

Error Message %CMFP-0-N2_DRV_ERROR : Crypto device driver has detected a critical error. [chars]: [chars]

Explanation A crypto device driver has failed or detected a critical hardware fault. This could be due to a hardware defect or driver defect.

Recommended Action The only corrective action is to restart the ESP

CMRP Messages

Error Message %CMRP-0-CPLD_INITIALIZATION : The RP CPLD has failed initialization because [chars]

Explanation The RP CPLD has failed to initialize. This could be due to a hardware or software driver defect.

Recommended Action Examine the hardware and CPLD driver logs and see if the logs provide information about a correctable problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-CPLD_IOCTL : A CPLD driver I/O control has failed because [chars]

Explanation A CPLD driver I/O control has failed. This could be due to a hardware or software driver defect.

Recommended Action Examine the hardware and CPLD driver logs and see if the logs provide information about a correctable problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-CPLD_INITIALIZATION : The RP CPLD has failed initialization because [chars]

Explanation The release of the software cannot support this chassis. It is likely the software release is old.

Recommended Action Collect the error log and the software version. Contact your Cisco technical support representative for instructions on obtaining the correct version of IOS-XE to run on this hardware.

Error Message %CMRP-0-I2C_INITIALIZATION : The RP I2C has failed initialization because [chars]

Explanation The RP I2C has failed to initialize. These components provide low-level communications between the RP and the other cards in the system.

Recommended Action Note the time of the error message and examine the logs for I2C errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-3-I2C_READ : An I2C read has failed because [chars]

Explanation An I2C read has failed. This could be due to a hardware or software defect.

Recommended Action Note the time of the error message and examine the logs for I2C errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-3-I2C_WRITE : An I2C write has failed because [chars]

Explanation An I2C write has failed. This could be due to a hardware or software defect.

Recommended Action Note the time of the error message and examine the logs for I2C errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-3-BITS_INITIALIZATION : The RP BITS E1/T1 interface has failed initialization because [chars]

Explanation The RP BITS E1/T1 interface has failed to initialize. This could be due to a hardware defect, a software driver defect or improper configuration.

Recommended Action Note the time of the error message and examine the logs for BITS driver or hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative

Error Message %CMRP-0-WANPLL_INITIALIZATION : The RP WAN PLL has failed initialization because [chars]

Explanation The RP WAN PLL has failed to initialize. This could be due to a hardware or software driver defect.

Recommended Action Note the time of the error message and examine the logs for WAN PLL or hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-DDR_INITIALIZATION : The RP DDR has failed initialization because [chars]

Explanation The RP DDR has failed to initialize. This could be due to a hardware or software driver defect.

Recommended Action Note the time of the error message and examine the logs for DDR or hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-3-DDR_SINGLE_BIT_ERROR : Single-bit DRAM ECC error: mme: [int], sbe: [int], address: 0x%08X, pid: [int], name: [chars]

Explanation The RP DRAM has single-bit ECC errors.

Recommended Action In most cases, the system self-corrects these single-bit ECC errors and no user action is necessary. If the problem persists, gather the console output with the error message along with the show tech-support command output and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-3-DUAL_IOS_STANDBY_BAY : Standby bay cannot be launched due to failure in bringing down existing processes (Attempts: [dec])

Explanation During standby bay shutdown, some related processes still remain running for an unexpectedly prolonged period of time. Chassis-manager has timed-out waiting for all related processes to shutdown. As a result, it is unable to notify Process-manager to restart the bay

Recommended Action Examine the logs for standby bay's Forwarding-manager (fman), Interface-manager (iman), Pluggable-Service-Daemon (psd) and IOS. Ascertain which of these processes is taking too long to shutdown and note the reason. Take corrective action based on the error noted in the log

Error Message %CMRP-3-FP_DOWNREV : [chars] has been held in reset because it is down-rev to the previous FP ([hex] -> [hex]) in the chassis. Reboot the router to bring it up.

Explanation The FP inserted is a lower version than the previous Active FP in the router. Downrev of FP is not supported.

Recommended Action Reboot the router.

Error Message %CMRP-0-SERDES_INITIALIZATION : The RP Serial Bridge ASIC has failed initialization because [chars]

Explanation The RP Serial Bridge ASIC has failed to initialize. This could be due to a hardware defect, software driver defect or improper internal configuration.

Recommended Action Note the time of the error message and examine the logs for Serial Bridge ASIC and hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-3-HWLIB_INITIALIZATION : The hardware library has failed to initialize because [chars]

Explanation This could be due to a hardware defect, software driver defect or improper internal configuration.

Recommended Action Note the time of the error message and examine the logs for CPLD hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-3-HWPRG_UPG_UNSUPP_SLOT : upgrade of hardware programmables on [chars] is not supported while in slot [chars]. Card will now be powered down.

Explanation upgrade of hw-programmable CPLD/FPGA not supported in the given slot. Move the card to a different slot and perform the upgrade

Recommended Action Move the card to a different slot and perform the upgrade

Error Message %CMRP-0-SERDES_IOCTL : A Serial Bridge driver I/O control has failed because [chars]

Explanation A Serial Bridge driver I/O control has failed. This could be due to a hardware or software driver defect.

Recommended Action Note the time of the error message and examine the logs for Serial Bridge driver or hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-SERDES_INTERRUPT_DISPATCH : Serial Bridge interrupt dispatch error: [chars]

Explanation Failed to dispatch an error interrupt from the Serial Bridge. This could be due to a software defect or inconsistent internal state.

Recommended Action Note the time of the error message and examine the logs for Serial Bridge errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-3-SERDES_ESI_INIT_FAIL : Serial Bridge ESI link [chars] between [chars] and [chars] failed to config

Explanation A Serial Bridge ESI link did not configure. This could be due to a software error.

Recommended Action Note the time of the error message and examine the logs for Serial Bridge and hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-3-SERDES_ESI_LOCK_FAIL : The Serial Bridge ESI link between [chars] and [chars] failed to lock

Explanation A Serial Bridge ESI link did not lock. This could be due to a hardware defect or a software configuration error.

Recommended Action Note the time of the error message and examine the logs for Serial Bridge and hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-3-PFU_INITIALIZATION : The RP has failed to initialize a Power Supply/Fan module controller because [chars]

Explanation The RP failed to initialize a Power Supply or Fan module controller. This could be due to a hardware defect or C2W access failure.

Recommended Action Note the time of the error message and examine the logs for C2W and hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-HT_INITIALIZATION : The RP HyperTransport has failed initialization because [chars]

Explanation The RP HyperTransport has failed initialization. This could be due to a hardware defect or HT driver defect.

Recommended Action Note the time of the error message and examine the logs for HT driver and hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-HT_IOCTL : A RP HyperTransport driver I/O control has failed because [chars]

Explanation A RP HyperTransport driver I/O has failed. This could be due to a hardware defect or HT driver defect.

Recommended Action Note the time of the error message and examine the logs for HT driver and hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-6-HT_STATUS : R[dec] hypertransport configured for F[dec] active

Explanation The RP HyperTransport driver was properly configured for a newly active FP.

Recommended Action No user action is necessary. This is an informational message indicating normal system operation.

Error Message %CMRP-0-EHSA_INITIALIZATION : EHSA initialization has failed because [chars]

Explanation EHSA has failed initialization. This could be due to a hardware or software defect.

Recommended Action Note the time of the error message and examine the logs for EHSA and hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-EHSA_STATE_GET : Failed to get EHSA state because [chars]

Explanation Failed to get EHSA state. This could be due to a hardware or software defect.

Recommended Action Note the time of the error message and examine the logs for EHSA and hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-EHSA_STATE_SET : Failed to set EHSA state because [chars]

Explanation Failed to set EHSA state. This could be due to a hardware or software defect.

Recommended Action Note the time of the error message and examine the logs for EHSA and hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-3-IDPROM_ACCESS : Failed to access or process IDPROM '[chars]': [chars]

Explanation Failed access or process an IDPROM. This could be due to a hardware defect, software defect or incorrect IDPROM content.

Recommended Action Note the time of the error message and examine the logs for IDPROM and hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-3-IDPROM_SENSOR : One or more sensor fields from the idprom failed to parse properly because [chars].

Explanation One or more sensor fields from the IDPROM failed to parse properly. This problem is often the result of a checksum failure in the IDPROM.

Recommended Action Note the time of the error message and examine the logs for IDPROM and hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-3-INCOMPATIBLE_FRU : [chars] in slot [chars] is not compatible with [chars] and so it is disabled

Explanation The Product ID read from the FRU IDPROM is invalid for this hardware configuration.

Recommended Action Remove the FRU from the chassis. Review the Hardware and Software Compatibility Matrix in IOS XE release notes to determine currently supported configurations.

Error Message %CMRP-0-CHASSIS_TYPE : The chassis type [chars] is invalid.

Explanation The chassis type is invalid. This could be due to a hardware defect, software defect or incorrect IDPROM content.

Recommended Action Note the time of the error message and examine the logs for IDPROM and hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-CHASSIS_UNSUPPORTED : This software does not support the [chars] chassis type.

Explanation The chassis type is not supported by the software version.

Recommended Action Install a version of the software that supports the chassis type.

Error Message %CMRP-0-CHASSIS_STATUS : Failed to get chassis hardware status because [chars]

Explanation The system failed to get the chassis hardware status.

Recommended Action Note the time of the error message and examine the logs for CPLD driver or hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-3-SENSOR_INITIALIZATION : Failed to initialize sensor monitoring because [chars].

Explanation Sensor monitoring failed to initialize.

Recommended Action Note the time of the error message and examine the logs for IDPROM and hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-3-SENSOR_TYPE : The sensor type is [dec] is invalid.

Explanation A sensor type is invalid. This could be due to a hardware defect, software defect or incorrect IDPROM content.

Recommended Action Note the time of the error message and examine the logs for IDPROM and hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-CHASFS_OBJECT_CREATE : Failed to create chassis filesystem object [chars] because [chars]

Explanation The hardware failed to create a chassis filesystem object.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-3-CHASFS_OBJECT_DESTROY : Failed to destroy chassis filesystem object [chars] because [chars]

Explanation A chassis filesystem object that should have been destroyed was not destroyed.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-CHASFS_PROPERTY_CREATE : Failed to create chassis filesystem object [chars] property [chars] because [chars]

Explanation A chassis filesystem property was not properly created.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-3-CHASFS_PROPERTY_DESTROY : Failed to destroy chassis filesystem property [chars]/[chars] because [chars]

Explanation A chassis filesystem property that should have been destroyed was not destroyed.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-CHASFS_PROPERTY_GET : Failed to read chassis filesystem object [chars] property [chars] because [chars]

Explanation A chassis filesystem property was not properly read by the system.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-CHASFS_PROPERTY_SET : Failed to write chassis filesystem object [chars] property [chars] because [chars]

Explanation A chassis filesystem property failed to write.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-CHASFS_OBJECT_WATCH : Failed to watch chassis filesystem object [chars] because [chars]

Explanation A chassis filesystem object was not watched because of the reason stated in the error message.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-CHASFS_OBJECT_NOT_PRESENT : Expected chassis filesystem object [chars] not present.

Explanation A chassis filesystem object expected to be present is not. This could be due to a software defect or filesystem failure.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-CHASFS_PROPERTY_NOT_PRESENT : Expected chassis filesystem object [chars] property [chars] not present.

Explanation A chassis filesystem object property expected to be present is not. This could be due to a software defect or filesystem failure.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-CHASFS_LOCATION_TRANSLATE : Failed to translate a location to a chasfs object name because [chars]

Explanation The chassis manager failed to translate a location to a chasfs object name.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-INVALID_ARGUMENT : A system function was given an invalid argument.

Explanation A system function was given an invalid argument. This is due to a software defect.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-ROLE_ADDRESS_UPDATE : Failed to update role-based EOBC IP addresses because [chars].

Explanation The system failed to update a role-based EOBC IP address for the reason stated in the message line.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-ACTIVE_SLOTBAY_BIAS : The configured active slot/bay bias [int] is invalid.

Explanation The configured active slot/bay bias is not 0 or 1. The default value of 0 is used.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-EVENT_LIBRARY : An event facility initialization or maintenance function failed because [chars]

Explanation An event facility initialization or maintenance function failed. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-PEER_TABLE : A peer table initialization or maintenance function failed because [chars]

Explanation A peer table initialization or maintenance function failed. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-3-PEER_INVALID : A peer table entry has invalid state.

Explanation A peer table entry has an invalid state. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-UIPEER_CREATE : Failed to create user interface peer.

Explanation The system failed to create a user interface peer.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-SLOTS_INITIALIZATION : Failed to initialize chassis slot information because [chars]

Explanation The system failed to initialize the chassis slot information.

Recommended Action Note the time of the error message and examine the logs for IDPROM or software errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-SLOT_INVALID : A card absolute slot number cannot be determined for this chassis type

Explanation An absolute slot number is invalid. This could be due to a software defect or incorrect IDPROM content.

Recommended Action Note the time of the error message and examine the logs for IDPROM or software errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-SIGNAL_INITIALIZATION : Failed to initialize signals because [chars]

Explanation The system failed to initialize signals.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-SERVICES_INITIALIZATION : Failed to initialize general application services because [chars]

Explanation The system failed to initialize application services.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-INTERNALS_INITIALIZATION : Failed to initialize internal state because [chars]

Explanation The system failed to initialize the internal state for the reason mentioned in the error message.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-FP_MASTERSHIP_SET : Failed to set FP mastership because [chars]

Explanation The router failed to establish ESP mastership.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-3-RP_MASTERSHIP_SET : Failed to set RP mastership [chars] because [chars]

Explanation The router failed to establish RP mastership.

Recommended Action Reload the router.

Error Message %CMRP-0-RESOLVE_FRU : Failed to determine [chars] card because [chars]

Explanation The router failed to determine a FRU state.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-IPC_INITIALIZATION : IPC initialization failed because [chars]

Explanation IPC initialization failed. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-IPC_CONNECT_MASTER : IPC connection to the active RP failed because [chars]

Explanation IPC connection to the active RP failed. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-IPC_CONNECTION_INVALID : An IPC connection has invalid state.

Explanation An IPC connection has an invalid state. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-MQIPC_INITIALIZATION : MQIPC initialization failed because [chars]

Explanation MQIPC initialization failed. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-MQIPC_ADVANCE : Failed to advance MQIPC queue because [chars]

Explanation The MQIPC initialization failed.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-MESSAGE_REGISTER : Failed to register with active RP because [chars]

Explanation The active RP failed to register.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-MESSAGE_RESPONSE : An invalid message response was received because [chars]

Explanation An invalid message response was received. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-MESSAGE_RELAY : Failed to relay a message because [chars]

Explanation Failed to relay a message. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-3-PFU_MISSING : The platform does not detect a power supply in slot [dec]

Explanation There is no power supply in one of the power supply slots.

Recommended Action Insert a power supply into the empty slot. The router requires two power supplies because the fans in the power supply are needed to cool the router.

Error Message %CMRP-3-PFU_OIR : Failed to handle a [chars] oir event for PEM in slot [dec], [chars]

Explanation A power supply was inserted or removed into or from a router and the software did not properly handle the event.

Recommended Action Force an RP switchover if the system is configured with two RPs. If a switchover does not correct the problem or cannot be performed, reloading the router should resolve the issue.

Error Message %CMRP-3-PFU_FAN : Failed to handle fan failure for [chars] in slot [dec], [chars]

Explanation One or more fans have failed and the system is unable to properly handle the fan failure.

Recommended Action Force an RP switchover if the system is configured with two RPs. If a switchover does not correct the problem or cannot be performed, reloading the router should resolve the issue.

Error Message %CMRP-3-PFU_FAILURE : Failed to handle power supply failure for [chars] in slot [dec], [chars]

Explanation A power supply has failed and the system is unable to properly handle the failure.

Recommended Action Force an RP switchover if the system is configured with two RPs. If a switchover does not correct the problem or cannot be performed, reloading the router should resolve the issue.

Error Message %CMRP-3-PEM_REMOVE_SHUT : The system will shut down in [dec] minutes

Explanation A power supply has been removed and the router will shutdown to protect itself from overheating in the amount of time stated in the error message.

Recommended Action Reinsert a power supply into the power supply slot as soon as possible. The second power supply is required because the fans in the power supply are essential in monitoring router temperature.

Error Message %CMRP-6-FP_HA_STATUS F[dec] redundancy state is [chars]

Explanation The ESP has transitioned into a new High Availability state.

Recommended Action No user action is necessary. This is an informational message.

Error Message %CMRP-6-FP_HA_SB_NOTREADY FP switchover: F[dec] [chars]

Explanation The standby ESP is not ready for a switchover.

Recommended Action No user action is necessary.

Error Message %CMRP-3-FRU_NOPARTNUM : Cannot get part number for [chars]: [chars].

Explanation The FRU IDPROM cannot be read or does not contain a valid part number field.

Recommended Action The FRU IDPROM should be repaired.

Error Message %CMRP-3-FRU_HWPRG_UPG_SUCCESS : Hardware programmable [chars] on [chars] in slot [chars] was successfully programed. Card will now be powercycled.

Explanation The hw-programmable CPLD/FPGA was upgraded successfully

Recommended Action No action is required. This is informational message

Error Message %CMRP-3-FRU_HWPRG_UPG_UNSUPP : Upgrade of hardware programmable [chars] on [chars] in slot [chars] is not supported. Card will now be powered down.

Explanation upgrade of hw-programmable CPLD/FPGA not supported.

Recommended Action No action is required. This is informational message

Error Message %CMRP-3-FRU_INVPARTNUM : [chars] has been held in reset because the part number %08X is invalid.

Explanation The FRU IDPROM contains an invalid part number.

Recommended Action The FRU IDPROM should be repaired or the board replaced.

Error Message %CMRP-3-FRU_INCOMPATIBLE : [chars] has been held in reset: [chars] is incompatible with [chars]

Explanation The part number read from the FRU IDPROM is invalid for this chassis type.

Recommended Action Remove the FRU from the chassis.

Error Message %CMRP-3-UNSUPPORTED_FRU : [chars] in slot [chars] is not supported with [chars] and so it is disabled

Explanation The Product ID read from the FRU IDPROM is not supported in this router. This is due to either chassis or RP limitation indicated in the console log

Recommended Action Remove the FRU from the chassis. Review the Hardware and Software Compatibility Matrix in IOS XE release notes to determine currently supported configurations.

Error Message %CMRP-3-UNSUPPORTED_PEM : [chars] in slot [chars] is not supported with [chars] and it needs to be replaced immediately

Explanation The Product ID read from the PEM IDPROM is not supported in this hardware configuration. It will be allowed to continue but immediate replacement is required

Recommended Action Remove the PEM from the chassis and replace it with a supported PEM. Review the Hardware and Software Compatibility Matrix in IOS XE release notes to determine currently supported configurations.

Error Message %CMRP-3-WANPLL_SETUP : Failed to setup the [chars] of the RP WAN PLL because [chars]

Explanation Failed to setup the RP WAN PLL appropriately. This could be due to a hardware defect of the device.

Recommended Action Note the time of the error message and examine the logs for WAN PLL related hardware errors. Check if the issue is transient or repeatable. If the problem is not recoverable collect the output of the error message and the chassis- manager and IOS logs. Provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-3-RP_MISMATCH : [chars] has been held in reset because the part number differs from that of the active RP

Explanation The part number read from the FRU IDPROM is not compatible with part number of the active RP; therefore, it may not act as a standby.

Recommended Action Remove the FRU from the chassis.

Error Message %CMRP-3-FP_LESSTHAN : [chars] has been held in reset because it is down-rev to the active and cannot act as a standby.

Explanation The part number read from the FP IDPROM is not compatible with part number of the active FP; therefore, it may not act as a standby.

Recommended Action Remove the FP from the chassis.

Error Message %CMRP-3-PWR_FAULT : Shutting down [chars] because power fault on primary is [chars] and secondary is [chars]

Explanation The FRU has been shutdown as a result of a power issue.

Recommended Action Check to ensure the router is receiving power. Otherwise, note the time of the error message and examine the logs for power-related errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-PWR_FAULT_INITIALIZATION : Power fault monitor initialization has failed because [chars]

Explanation The power fault monitor has failed to initialize.

Recommended Action Note the time of the error message and examine the Chassis Manager logs. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-RESOURCE : Resource allocation failed in [chars] because [chars]

Explanation The system is unable to allocate the requested resource.

Recommended Action In most cases, this message is seen as a result of a temporary resource issue. Retry the request for the resource when the system is experiencing lower traffic volumes. If the message persists, reload the router using the reload command.

Error Message %CMRP-6-RP_SWITCH_SB_SYNC : RP switchover: [chars]

Explanation The RP switch synchronization timer expired.

Recommended Action No user action is necessary.

Error Message %CMRP-3-RP_SWITCH_SB_NOT_READY : RP switchover: [chars]

Explanation An RP switchover occurred when the standby RP was not ready. The standby RP reset.

Recommended Action No user action is necessary. Allow the standby RP to reset.

Error Message %CMRP-0-SYSPAGE_WRITE_ERROR : The syspage chassis-type write has failed because [chars]

Explanation The syspage chassis-type write failed. This could be due to a software defect.

Recommended Action Note the time of the error message and examine the Chassis Manager logs. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-3-HWMOD_FAIL hw-module [chars] command for slot [chars] failed ([chars])

Explanation The last **hw-module** command that was entered failed to complete.

Recommended Action Retry the command. If the retry of the command fails, reload the router. If reloading the router fails to resolve the problem, note the time of the error message and examine the Chassis Manager logs. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-3-RP_SB_RELOAD : Reload of Standby RP failed: [chars]

Explanation A request to reload the standby RP failed.

Recommended Action Manually reload the standby RP. If that fails, configure SSO or RPR and then attempt the reload. If the problem persists, note the time of the error message and examine the Chassis Manager logs. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, show redundancy state, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-6-RP_SB_RELOAD_REQ : Reloading Standby RP: [chars]

Explanation A requested reload of Standby RP has been requested.

Recommended Action No action is necessary.

Error Message %CMRP-3-RP_RESET : RP is resetting : [chars]

Explanation This RP is resetting due to the reason specified.

Recommended Action No action is necessary.

Error Message %CMRP-6-DUAL_IOS_STARTING : Software redundant IOS configured; starting standby in [int] seconds.

Explanation Chassis manager received notification that IOS software redundancy has been configured. The standby IOS will be started in the time specified.

Recommended Action No action is necessary.

Error Message %CMRP-6-DUAL_IOS_STOPPING : Bringing down standby IOS

Explanation Chassis manager received notification to stop the standby IOS instance. This may be for a redundancy mode change. Depending on the reason, the standby may be subsequently restarted.

Recommended Action No action is necessary.

Error Message %CMRP-6-DUAL_IOS_REBOOT_REQUIRED : Configuration must be saved and the chassis must be rebooted for IOS redundancy changes to take effect

Explanation Chassis manager received notification that IOS software redundancy has been configured. For these changes to take effect, the system must be restarted.

Recommended Action Reload the chassis.

Error Message %CMRP-6-SINGLE_IOS_REBOOT_RECOMMENDED : Configuration must be saved and the chassis should be rebooted for optimal single-IOS execution

Explanation Chassis manager received notification that IOS software redundancy has been unconfigured. For optimal runtime resource allocation, the system must be restarted.

Recommended Action Reload the chassis.

Error Message %CMRP-3-CHASSIS_MONITOR_FRU_BOOT_STATUS : Reloading [chars] because the FRU boot status is unknown

Explanation The time at which the FRU started booting is not available. This time is used to check the boot status of the FRU.

Recommended Action Remove the FRU from the chassis if the FRU is continuously reloaded.

Error Message %CMRP-3-CHASSIS_MONITOR_FRU_BOOT_RETRIES_EXCEEDED : [chars] has been held in reset because it has failed to successfully boot in [dec] tries

Explanation The FRU has failed to successfully boot in the maximum allowable attempts and is held in reset.

Recommended Action Remove the FRU from the chassis if the FRU continuously fails to boot.

Error Message %CMRP-3-CHASSIS_MONITOR_ONLINE_TIME_EXCEEDED : Reloading [chars] because it has failed to come online

Explanation A FRU has failed to come online within the maximum boot time.

Recommended Action Remove the FRU from the chassis is the FRU is continuously reloaded.

Error Message %CMRP-3-CHASSIS_MONITOR_READY_TIME_EXCEEDED : Reloading [chars] because it has failed to become ready for packet processing

Explanation The FRU failed to become ready within the maximum ready time. This message applies to FP FRUs. A switchover will be performed is another FP is available.

Recommended Action Remove the FRU from the chassis is the FRU is continuously reloaded.

Error Message %CMRP-3-CHASSIS_MONITOR_ONLINE_TIME_IGNORED : [chars] exceeded online time but will not be reset because fault ignore is configured

Explanation The FRU failed to come online within the maximum online time. This message applies to all FRUs. A reload will not be performed because fault ignore is configured.

Recommended Action No action is necessary.

Error Message %CMRP-3-CHASSIS_MONITOR_READY_TIME_IGNORED : [chars] exceeded ready time but will not be reset because fault ignore is configured

Explanation The FRU failed to become ready within the maximum ready time. This message applies to FP FRUs. A switchover and/or reload will not be performed because fault ignore is configured.

Recommended Action No action is necessary.

Error Message %CMRP-3-CHASSIS_FRU_FAULT_IGNORED_ISSET : CMAN_IGNORE_FRU_FAULTS is set. Some FRU faults will be ignored and FRU may not restart due to a fault

Explanation Debug variable will prevent a FRU from being restarted due to some faults.

Recommended Action No action is necessary.

Error Message %CMRP-3-CHASSIS_FRU_FAULT_IGNORED : CMAN_IGNORE_FRU_FAULTS is set. [chars]: [chars]

Explanation Debug variable will prevent a FRU from being restarted due to some faults.

Recommended Action No action is necessary.

Error Message %CMRP-6-TEST_SPA_OIR_ONLINE_OPS : SPA [dec]/[dec] oir online status is set to [chars]

Explanation Test command executed to either allow/deny the SPA coming online.

Recommended Action If the card does not come online, execute the test command to allow the SPA to come online.

Error Message %CMRP-6-TEST_SPA_OIR_ONLINE_INSERT_DENIED : SPA [dec]/[dec] oir insert is denied

Explanation Test command executed disallowing the SPA to be inserted.

Recommended Action Execute the test command allowing the insertion of the SPA for normal operation.

Error Message %CMRP-6-CRYPTOGRAPHIC_HW_MISMATCH : ESP[dec] does not support strong cryptography. Chassis will reload.

Explanation IOS software featuring strong cryptography is invalid for use with any non-strong-cryptography Embedded Service Processor. The router node will reload if this combination is encountered.

Recommended Action Install a non-strong-cryptography image of the RP IOS package or replace the indicated Embedded Service Processor with one that supports strong-cryptography

Error Message %CMRP-3-INVENTORY_INITIALIZATION : [chars] inventory file could not be read. FRU may need a reload to initialize properly, [chars]

Explanation The FRU inventory file could not be read. The file can possibly be corrupt. The FRU will possibly not initialize properly. The FRU should reset automatically. If it does not, it should be reloaded manually. If the error persists, the FRU will need to be replaced.

Recommended Action Wait a few minutes. If FRU does not reset automatically, it should be manually reloaded. If error persists, the FRU needs to be replaced.

Error Message %CMRP-5-PRERELEASE_HARDWARE : [chars] is pre-release hardware

Explanation The board does not have an official production part number.

Recommended Action Immediately contact Cisco for a replacement board.

CMRP_ENVMON Messages

Error Message %CMRP_ENVMON-3-TEMP_FRU_SHUTDOWN_PENDING : WARNING: [chars] temperature sensor on [chars] is in a shutdown FRU state. FRU shutdown will occur in [dec] minutes.

Explanation The FRU is overheating and will be shut down in order to protect the components.

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

Error Message %CMRP_ENVMON-3-TEMP_SYS_SHUTDOWN_PENDING : WARNING: [chars] temperature sensor on [chars] is in a shutdown FRU state. System shutdown will occur in [dec] minutes.

Explanation The FRU is overheating and will be shut down in order to protect the components.

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

Error Message %CMRP_ENVMON-3-TEMP_FRU_SHUTDOWN_NOW : WARNING: [chars] temperature sensor on [chars] is in a shutdown FRU state. FRU shutdown now.

Explanation The FRU is overheating and will be shut down in order to protect the components.

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

Error Message %CMRP_ENVMON-3-TEMP_SYS_SHUTDOWN_NOW : WARNING: [chars] temperature sensor on [chars] is in a shutdown FRU state. System shutdown now.

Explanation The FRU is overheating and will be shut down in order to protect the components.

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

Error Message %CMRP_ENVMON-3-TEMP_WARN_CRITICAL : WARNING: [chars] temperature sensor on [chars] is in a critical state reading [dec]

Explanation The FRU is overheating and will be shut down in order to protect the components.

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

CMRP_PFU Messages

Error Message %CMRP_PFU-6-PFU_INSERTED : [chars] inserted. System shutdown aborted.

Explanation When either a PEM or a FM are removed, the system lacks sufficient cooling capacity. To prevent damage, the system will automatically shut down unless it is replaced. This message serves as notice that the module has been replaced within the required time.

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

Error Message %CMRP_PFU-3-PFU_SHUTDOWN : Shutting down system now because the PEM in slot [dec] was removed and not replaced.

Explanation When either a PEM or a FM are removed, the system lacks sufficient cooling capacity. To prevent damage, the system will automatically shut down unless it is replaced.

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

Error Message %CMRP_PFU-3-PFU_SLOT_VACANT : The platform does not detect a power supply in slot [dec]

Explanation There is no power supply in one of the power supply slots.

Recommended Action Insert a power supply into the empty slot.

Error Message %CMRP_PFU-3-PFU_FANS_DEAD_SHUTDOWN : Shutting down system now because the fans in slot [dec] have all failed.

Explanation When the fans fail then system does not have sufficient cooling capacity. To prevent damage, the system will automatically shut down.

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

Error Message %CMRP_PFU-3-TEMP_FRU_SHUTDOWN : [chars] temperature sensor on [chars] is in a shutdown FRU state. FRU shutdown will occur in [dec] minutes.

Explanation The FRU is overheating and will be shut down in order to protect the components.

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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>,

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

Error Message %CMRP_PFU-3-TEMP_SYSTEM_SHUTDOWN : [chars] temperature sensor is in a shutdown system state. System shutdown will occur in [dec] minutes.

Explanation The system is overheating and will be shut down in order to protect the components.

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

Error Message %CMRP_PFU-3-PFU_FANS_DEAD : The fans in the [chars] in slot [dec] have all failed.

Explanation The system is in danger of overheating because none of the fans in one of the PEMs are working properly.

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

Error Message %CMRP_PFU-3-PFU_FAN_DEAD : WARNING: Fan [dec] in the [chars] in slot [dec] has failed.

Explanation A fan is not functioning properly.

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

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

Error Message %CMRP_PFU-3-PFU_IDPROM_READ_ERR : Could not read the PEM/FM idprom in slot P[dec]. The system will run without environmental monitoring for this component

Explanation The idprom contains information required in order to properly operate the environmental monitoring subsystems. The idprom could not be read, therefore no monitoring will take place.

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

Error Message %CMRP_PFU-3-PFU_IDPROM_CORRUPT : The PEM/FM idprom could be read, but is corrupt in slot P[dec] The system will run without environmental monitoring for this component

Explanation The idprom contains information required in order to properly operate the environmental monitoring subsystems. The idprom could not be read, therefore no monitoring will take place.

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

Error Message %CMRP_PFU-3-SHUTDOWN_FAILURE : The system attempted to shut itself down, but failed because [chars]

Explanation The system reached a condition where it should be shut down, but the shutdown call failed. The system should be manually rebooted.

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

Error Message %CMRP_PFU-3-PFU_ZONE_SHUTDOWN : Shutting down system now because PEMs in slot [dec] and [dec] in the same zone failed.

Explanation When both PEMs in a single zone fail, that part of the router will be power down but not the other half. Hence the system is forcibly shutdown.

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

CPPBQS Messages

Error Message %CPPBQS-3-QMOVEFAIL : CPP [dec] schedule [chars] queue move failed (%#x) - SEID=%#x SID=%#X

Explanation A CPP BQS schedule queue move operation failed.

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

Error Message %CPPBQS-3-QMOVESTUCK : QFP [dec] schedule [chars] queue move operation is not progressing as expected - seq [int]

Explanation A QFP schedule queue move operation is not proceeding as expected and can lead to packet drops. The most likely cause of a queue move operation getting stuck is having a rate based queue that has packets enqueued on it that are not being serviced very frequently or being starved due to higher priority queues causing an oversubscription of the physical output interface.

Recommended Action No action is required if QMOVEDONE message is also displayed following QMOVESTUCK. If a QMOVEDONE or QMOVEPROC message is not displayed following QMOVESTUCK, then collect the data from the following show commands: **show platform**, **show platform hardware qfp <active|standby> bqs status**, **show platform hardware qfp <active | standby> bqs qmove info**, **show platform hardware qfp <active | standby> bqs qmove child**, **show platform hardware qfp <active | standby> bqs qmove flush**. Open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show platform**, **show platform hardware qfp <active|standby> bqs status**, **show platform hardware qfp <active | standby> bqs qmove info**, **show platform hardware qfp <active | standby> bqs qmove child**, and **show platform hardware qfp <active | standby> bqs qmove flush** commands and your pertinent troubleshooting logs.

Error Message %CPPBQS-3-REARENTFAIL : CPP [dec] schedule [chars] rearent failed (%#x) - SEID=%#X SID=%#x

Explanation A CPP BQS schedule rearent operation failed.

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

Error Message %CPPBQS-4-QLIMITEXCEEDED : CPP [dec] QoS Queue limit [int] exceeded at [int].

Explanation Max number of QoS queues supported on CPP has been exceeded. Configuration failure is possible, causing unpredictable results.

Recommended Action Reduce the size of the QoS configuration.

Error Message %CPPBQS-4-QMOVEDONE : CPP [dec] schedule [chars] queue move done

Explanation A CPP BQS schedule queue move operation was not proceeding in a timely manner and flagged as being stuck, but has since completed.

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

Error Message %CPPBQS-4-QMOVEPROC : QFP [dec] schedule [chars] queue move in progress seq [int]

Explanation A QFP BQS schedule queue move operation is not proceeding or is proceeding at a slow rate which can lead to packet drops. The most likely cause of a queue move operation getting stuck is having a rate based queue that has packets enqueued on it that are not being serviced very frequently or being starved due to higher priority queues causing an oversubscription of the physical output interface.

Recommended Action No action is required if QMOVEDONE message is also displayed following QMOVEPROC. If QMOVEDONE message is not displayed or you continue to see QMOVEPROC messages displayed, then collect the data from the following **show** commands: **show platform show platform hardware qfp <active | standby> bqs status**, **show platform hardware qfp <active | standby> bqs qmove info**, **show platform hardware qfp <active | standby> bqs qmove child**, **show platform hardware qfp <active | standby> bqs qmove flush**. Open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show platform show platform hardware qfp <active | standby> bqs status**, **show platform hardware qfp <active | standby> bqs qmove info**, **show platform hardware qfp <active | standby> bqs qmove child**, and **show platform hardware qfp <active | standby> bqs qmove flush** commands and your pertinent troubleshooting logs.

Error Message %CPPBQS-4-QMOVESTUCK : CPP [dec] schedule [chars] queue move stuck

Explanation A CPP BQS schedule queue move operation is not proceeding or is proceeding at a slow rate which can lead to packet drops. The most likely cause of a queue move operation getting stuck is having a rate based queue that has packets enqueued on it that is not being serviced very frequently or being starved due to higher priority queues causing an oversubscription of the physical output interface.

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

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

Error Message %CPPBQS-4-SRTMEMLOW : CPP [dec] HW [chars]:[chars] schedule resources depleted - [dec]%% available

Explanation CPP BQS HW schedule resources have dropped below critical threshold.

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

Error Message %CPPBQS-6-QLIMITOK : CPP [dec] QoS Queue limit [int] was exceeded and is now within platform specifications at [int].

Explanation Max number of QoS queues supported on CPP was exceeded. It is now within platform specifications.

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

CPPDRV Messages

Error Message %CPPDRV-2-HALT : [chars]([dec]) Interrupt : [chars] Seq:%03d Halt bit set.

Explanation A Serious CPP hardware error has occurred.

Recommended Action No action is required.

Error Message %CPPDRV-3-ALLOC_NOTF : CPP[dec]: Failed to Allocate: ([chars])

Explanation A function failed to allocate data.

Recommended Action No action is required.

Error Message %CPPDRV-3-CLEANUP_NOTF : Failed to Cleanup: ([chars])

Explanation A function failed to cleanup data.

Recommended Action No action is required.

Error Message %CPPDRV-3-DESTROY_NOTF : Failed to destroy connection :([chars])

Explanation A function failed to destroy a connection.

Recommended Action No action is required.

Error Message %CPPDRV-3-FATAL_ACQUIRE_LOCK : CPP[dec]: ([hex]) Failed to acquire memory lock [chars]

Explanation SW failed to acquire shared memory lock.

Recommended Action No action is required.

Error Message %CPPDRV-3-FATAL_ALLOCATE : CPP[dec]: ([hex]) Failed to allocate [chars] - [chars]

Explanation Failed to allocate data.

Recommended Action No action is required.

Error Message %CPPDRV-3-FATAL_ATTACH : CPP[dec]: ([hex]) FAILED: to attach [chars]

Explanation Device Failed to attach.

Recommended Action No action is required.

Error Message %CPPDRV-3-FATAL_CPP_SUBDEV_ACCESS : CPP[dec].[dec]: An access error has been reported. Error count [int].

Error Message The system has reported an error while accessing a CPP subdevice

Error Message No action is required.

Error Message %CPPDRV-3-FATAL_CREATE : ([hex]) Failed to create [chars] - [chars]

Explanation Failed to create device.

Recommended Action No action is required.

Error Message %CPPDRV-3-FATAL_CREATE_ID : CPP[dec]: ([hex]) Failed to create [chars]
- [chars]

Explanation Failed to create device.

Recommended Action No action is required.

Error Message %CPPDRV-3-FATAL_GET_DETAILS : CPP[dec]: ([hex]) Failed to get [chars]
details - [chars]

Explanation Failed to get device details.

Recommended Action No action is required.

Error Message %CPPDRV-3-FATAL_INIT : ([hex]) Failed to initialize [chars] - [chars]

Explanation Failed to initialize device.

Recommended Action No action is required.

Error Message %CPPDRV-3-FATAL_INIT_ID : CPP[dec]: ([hex]) Failed to initialize
[chars] - [chars]

Explanation Failed to initialize device.

Recommended Action No action is required.

Error Message %CPPDRV-3-FATAL_INTERNAL : CPP[dec]: ([hex]) Internal Error [chars]

Explanation Internal coding error.

Recommended Action No action is required.

Error Message %CPPDRV-3-FATAL_INTERRUPT_CLEAR : CPP[dec]: ([hex]) Failed to clear
[chars] interrupt

Explanation Failed to clear an interrupt node.

Recommended Action No action is required.

Error Message %CPPDRV-3-FATAL_INTERRUPT_HANDLER : CPP[dec]: ([hex]) Failed to
register [chars] interrupt handler - [chars]

Explanation Failed to register interrupt handler.

Recommended Action No action is required.

Error Message %CPPDRV-3-FATAL_INTERRUPT_INIT : CPP[dec]: ([hex]) Failed to initialize [chars] interrupt - [chars]

Explanation Failed to initialize an interrupt.

Recommended Action No action is required.

Error Message %CPPDRV-3-FATAL_INTERRUPT_OPEN : CPP[dec]: ([hex]) Failed to access [chars] interrupt node - [chars]

Explanation Failed to open an interrupt.

Recommended Action No action is required.

Error Message %CPPDRV-3-FATAL_MEM_CLEAR : CPP[dec]: ([hex]) Failed to clear memory [chars]

Explanation SW failed to clear memory location.

Recommended Action No action is required.

Error Message %CPPDRV-3-FATAL_MEM_SIZE : CPP[dec]: ([hex]) Failed to acquire memory size [chars]

Explanation SW failed to acquire the size of a block of memory.

Recommended Action No action is required.

Error Message %CPPDRV-3-FATAL_MEM_WRITE : CPP[dec]: ([hex]) Failed to write to memory [chars]

Explanation SW failed to write to a memory location.

Recommended Action No action is required.

Error Message %CPPDRV-3-FATAL_PLAT_DB : CPP[dec]: ([hex]) Platform failure accessing [chars]

Explanation Platform DB query failed.

Recommended Action No action is required.

Error Message %CPPDRV-3-FATAL_RELEASE_LOCK : CPP[dec]: ([hex]) Failed to release memory lock [chars]

Explanation SW failed to release shared memory lock.

Recommended Action No action is required.

Error Message %CPPDRV-3-FATAL_UN SUPPORT : CPP[dec]: ([hex]) - unsupported CPP TYPE.
CPP TYPE:[dec]

Explanation Unsupported CPP type.

Recommended Action No action is required.

Error Message %CPPDRV-3-HOT : [chars]([dec]) Interrupt : [chars] Seq:%03d repeating
interrupt has been disabled.

Explanation A repeating hardware interrupt has been disabled.

Recommended Action No action is required.

Error Message %CPPDRV-3-INIT_NOTF : Failed to initialize: ([chars])

Explanation A function failed to initialize.

Recommended Action No action is required.

Error Message %CPPDRV-3-INIT_NOTF_ID : CPP[dec]: Failed to initialize: ([chars])

Explanation A function failed to initialize.

Recommended Action No action is required.

Error Message %CPPDRV-3-LOCKDOWN : [chars]([dec]) CPP Driver LOCKDOWN due to fatal
error.

Explanation A fatal error has caused the driver to LOCKDOWN.

Recommended Action No action is required.

Error Message %CPPDRV-3-TCAM_PERR : [chars]([dec]) TCAM Parity error TCAM device
#[dec] at offset 0x%08X.

Explanation A Parity error has occurred in a TCAM device.

Recommended Action No action is required.

Error Message %CPPDRV-3-TCAM_PERR_FAILURE : [chars]([dec]) Failed to correct TCAM
Parity error. Parity error detection disabled.

Explanation Failed to correct a TCAM Parity error and further detection has been disabled.

Recommended Action No action is required.

Error Message %CPPDRV-4-ADRSPC_LIMIT : Address space limit [int] KB reached, mapping block [chars] size [int] dynamically, over limit space: [int] KB

Explanation The process indicated tried to map more of the Forwarding Engine's address space than was allocated for it. A slower access method will be used instead. This will lower the performance of some operations which require accesses to the Forwarding Engine.

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

Error Message %CPPDRV-4-CORE_TABLE : CPP[dec] specific core dump table '[chars]' not found, using minimal fallback table '[chars]' instead

Explanation The QFP configuration found on this board did not match any of the tables which define which data has to be collected if a fatal error is detected. Instead a minimal table is used which covers most of the QFP registers. The QFP is fully operational.)msgdef_recommended_action

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

Error Message %CPPDRV-6-ACCTRC16B : Access CPP [dec] address 0x%0811X (Blk/Off:[dec]/0x%0811X) [chars] %3d bytes 0x%01611X_01611X flags 0x%02X

Explanation A CPP access was traced.

Recommended Action No action is required.

Error Message %CPPDRV-6-ACCTRC8B : Access CPP [dec] address 0x%0811X (Blk/Off:[dec]/0x%0811X) [chars] %3d bytes 0x%01611X flags 0x%02X

Explanation A CPP access was traced.

Recommended Action No action is required.

Error Message %CPPDRV-6-INTR : [chars]([dec]) Interrupt : [chars]

Explanation A CPP hardware interrupt has occurred.

Recommended Action No action is required.

CPPEXMEM Messages

Error Message %CPPEXMEM-3-NOMEM : CPP [dec] [chars] memory allocation ([chars]) failed

Explanation An allocation for a CPP memory resource has failed due to running out of memory.

Recommended Action No action is required.

Error Message %CPPEXMEM-3-NOMEM : CPP [dec] [chars] memory allocation ([chars]) failed

Explanation An allocation for a CPP memory resource has failed due to running out of memory.

Recommended Action No action is required.

Error Message %CPPEXMEM-4-LOWMEM : CPP [dec] [chars] memory low - [dec] percent depleted

Explanation A CPP memory resource has dropped below a critical level.

Recommended Action No action is required.

Error Message %CPPEXMEM-4-LOWMEM : CPP [dec] [chars] memory low - [dec] percent depleted

Explanation A CPP memory resource has dropped below a critical level.

Recommended Action No action is required.

Error Message %CPPEXMEM-5-MEM : CPP [dec] [chars] memory recovered - [dec] percent depleted

Explanation A CPP memory resource has recovered above the low threshold level.

Recommended Action No action is required.

Error Message %CPPEXMEM-5-MEM : CPP [dec] [chars] memory recovered - [dec] percent depleted

Explanation A CPP memory resource has recovered above the low threshold level.

Recommended Action No action is required.

CPPFPM Messages

Error Message %CPPFPM-6-FMANACLLOGMISSMSG : access-list logging datapath rate-limited or missed [int] packet[chars]

Explanation Some packet matching logs were missed because the access list log messages were rate-limited or no access list log buffers were available.

Recommended Action No action is required.

Error Message %CPPFPM-6-IPACCESSLOGDP : list [chars] [chars] [chars] [chars] [chars]-> [chars] ([int]/[int]), [int] packet[chars]

Explanation A packet matching the log criteria for the given access list was detected.

Recommended Action No action is required.

Error Message %CPPFPM-6-IPACCESSLOGNP : list [chars] [chars] [int] [chars] [chars]-> [chars], [int] packet[chars]

Explanation A packet matching the log criteria for the given access list was detected.

Recommended Action No action is required.

Error Message %CPPFPM-6-IPACCESSLOGP : list [chars] [chars] [chars] [chars]([int]) [chars]-> [chars]([int]), [int] packet[chars]

Explanation A packet matching the log criteria for the given access list was detected.

Recommended Action No action is required.

CPPHA Messages

Error Message %CPPHA-3-BULKSYNC : bulk sync processing failed to complete

Explanation The CPP bulk synchronization processing failed on the standby.

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

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

Error Message %CPPHA-3-CDMDONE : CPP [dec] microcode crashdump creation completed.

Explanation The CDM has completed generating microcode crashdump.

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

Error Message %CPPHA-3-FAILURE : CPP [dec] failure [chars] detected

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

Error Message %CPPHA-3-FAULT : CPP:[dec] desc:[chars] det:[chars] class:[chars] sev:[chars] id:[dec] cppstate:[chars] res:[chars] flags:[hex] cdmflags:[hex]

Explanation A CPP fault has occurred.

Recommended Action No action is required.

Error Message %CPPHA-3-FAULTCRASH : CPP [dec] unresolved fault detected, initiating crash dump.

Explanation A unresolved fault detected, initiating crash dump.

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

Error Message %CPPHA-3-FAULTRATE : CPP:[dec] desc:[chars] det:[chars] class:[chars] sev:[chars] id:[dec] cppstate:[chars] res:[chars] flags:[hex] cdmflags:[hex]

Explanation A CPP fault has occurred.

Recommended Action No action is required.

Error Message %CPPHA-3-INITFAIL : CPP [dec] initialization failed - [chars] (%#x)

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

Error Message %CPPHA-3-NOCDM : CPP [dec] CDM not running.

Explanation The CDM process is not running.

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

Error Message %CPPHA-6-SYSINIT : CPP HA system [chars].

Explanation CPP system initialization state.

Recommended Action No action is required.

Error Message %CPPHA-7-READY : CPP [dec] loading and initialization complete

Explanation A CPP has been successfully loaded and initialized, ready to be configured for forwarding packets.

Recommended Action No action is required.

Error Message %CPPHA-7-START : CPP [dec] [chars] image [chars]

Explanation A CPP is being started with the specified image.

Recommended Action No action is required.

Error Message %CPPHA-7-SYSREADY : CPP client process [chars] ([dec] of [dec]) ready.

Explanation A CPP Client process has started and registered with CPP HA Server.

Recommended Action No action is required.

CPP_BQS Messages

Error Message %CPP_BQS-2-MPASS_FS_REG : CPP BQS PROXY feature special vector [dec] registration failed (result: [dec])

Explanation The system experienced an internal software error. CPP multipass registration of a feature special processing vector for BQS Proxy failed. The BQS proxy will not be fully functional while this condition 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPP_BQS-2-PROXY_IPC_INIT_FAILED : CPP BQS Proxy IPC interface initialization failure (result: [dec]).

Explanation The system experienced an internal software error. CPP BQS initialization detected that the Proxy IPC interface initialization failed. The BQS Proxy will not be functional while this condition 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPP_BQS-3-CARVE : [chars]: size [int] SW carved out memory region initialization failed.

Explanation A BQS proxy failed to initialize the software memory region.

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

Error Message %CPP_BQS-3-CMD_ACTIVE : CPP BQS Proxy Command, correlator [int]

Explanation A BQS Proxy command was received, but the correlator was still in use. Command was not processed.

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

Error Message %CPP_BQS-3-INIT_FAILED : CPP BQS RM Proxy, region [chars]

Explanation BQS proxy failed due initialize or resize software managed 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPP_BQS-3-INVALID_SUBTYPE : CPP BQS RM Proxy subtype [int]

Explanation BQS proxy failed because of receiving invalid sub-type or failed to allocate ipc response buffer.

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

Error Message %CPP_BQS-3-PROXY_IPC_SEND : failure: [chars]

Explanation BQS Proxy send response failed, response was dropped.

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

Error Message %CPP_BQS-3-RESIZE : CPP BQS Proxy Memory Manager, region [chars]

Explanation BQS proxy failed to resize software managed 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPP_BQS_QMOVE-3-PROXY_COMPLETE : Proxy Operation: [chars]

Explanation Operation that was flagged as timed out, has now completed.

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

Error Message %CPP_BQS_QMOVE-3-PROXY_ERROR : Proxy Operation Failed: [chars]

Explanation BQS Proxy operation failed.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %CPP_BQS_QMOVE-3-PROXY_TIMEOUT : Proxy Operation: [chars] node_id [hex] data [hex] data [hex]

Explanation BQS Proxy operation timeout. Proxy will continue to retry 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>,

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

CPP_FM Messages

Error Message %CPP_FM-3-CPP_FM_FIPS_BYPASS_TEST : NIST bypass test failed for CPP_FM object [chars].

Explanation Classification Feature Manager Security Client database detected a discrepancy in a security sensitive object. This could be due to a hardware or software resource limitation or a software defect.

Recommended Action Check the logs for information on the relevant object download states. Remove the object or a parent object in question. If the problem persists reboot the forwarding processor (ESP).

Error Message %CPP_FM-4-CPP_FM_FIELD_IGNORED : Matching on field type [int] ([chars] value [int] ([hex])) not supported for client [chars] ([int]), rule oid: [chars], seqnos: %llu, %llu, %llu: RULE *IGNORED*

Explanation User is trying to use a classification criterion not supported by the feature. For example, user is trying to apply a with a class matching matched on an IPv6 ACL that contains a match on flow-label. The entire rule (e.g. ACE) containing the unsupported criterion is ignored. In our example, only the ACEs containing match on flow label are ignored. All other ACEs are still downloaded to CPP.

Recommended Action No action is required.

CPP_FR Messages

Error Message %CPP_FR-2-PROXY_IPC_INIT_FAILED : Frame Relay Proxy IPC interface initialization failure (result: [dec]).

Explanation The system experienced an internal software error. FR initialization detected that the Proxy IPC interface initialization failed. The FR interfaces may not function properly while this condition 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

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

Error Message %CPP_FR-3-INV_PROXY_MSG : CPP FR Proxy received invalid IPC message ID [dec]

Explanation The system experienced an internal software error. CPP FR Proxy received an invalid message ID. This 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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPP_FR-3-PROXY_IPC_ALLOC_FAIL : CPP Frame Relay Proxy response to msg id [int] lost due to buffer allocation failure

Explanation The system experienced an internal software error. CPP Frame Relay Proxy message processing detected a IPC buffer allocation failure during response 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CPP_IPHC_PROXY Messages

Error Message %CPP_IPHC_PROXY-3-INVALID_IPC_INPUT : [chars] CPP IPHC Client Proxy failure

Explanation IPHC proxy failed because of receiving invalid sub-type or failed to allocate ipc response buffer.

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

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

CPP_LDN Messages

Error Message %CPP_LDN-2-PROXY_IPC_INIT_FAILED : CPP LDN Proxy IPC interface initialization failure (result: [dec]).

Explanation The system experienced an internal software error. CPP LDN initialization detected that the Proxy IPC interface initialization failed. The LDN Proxy will not be functional while this condition 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPP_LDN-3-PROXY_GPM_RSRC_FAIL : failure: [chars]

Explanation LDN Proxy failed in performing a GPM 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPP_LDN-3-PROXY_IPC_INVALID : failure: [dec]

Explanation LDN Proxy received an invalid IPC msg from the client.

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

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

Error Message %CPP_LDN-3-PROXY_IPC_SEND : failure: [chars]

Explanation LDN Proxy send response failed, response was dropped.

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

CPP_MLP Messages

Error Message %CPP_MLP-3-PROXY_IPC_INIT_FAILED : CPP MLP Proxy IPC interface initialization failure

Explanation A Cisco Quantum Flow Processor function failed in an attempt to initialize MLP. The MLP bundle interfaces will not be functional while this condition 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPP_MLP-4-EARLY_RX_CLEANUP : CPP MLP Early Receive cleanup error ([chars])

Explanation A Cisco Quantum Flow Processor function failed in an attempt to cleanup multilink early receive.

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

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

Error Message %CPP_MLP-4-EARLY_RX_INIT : CPP MLP Early Receive initialization error ([chars])

Explanation A Cisco Quantum Flow Processor function experienced a multilink early receive error. This could cause lost MLP encapsulated packets during member link or bundle bring up and possibly cause a failure to complete member link or bundle initialization.

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

Error Message %CPP_MLP-4-INV_PROXY_MSG : CPP MLP Proxy received invalid Message ID [dec]

Explanation A Cisco Quantum Flow Processor error in which an invalid MLP message ID was received.

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

Error Message %CPP_MLP-4-PROXY_B_TX_IDLE_LINK_TRANSITION : CPP MLP Proxy ([chars] [chars]) invalid Bundle state [chars] ([dec]) for

Explanation A Cisco Quantum Flow Processor error in which a multilink idle-link transition invalid bundle state was received.

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

Error Message %CPP_MLP-4-PROXY_DUP_LINK_ID : CPP MLP Proxy ([chars] [chars]) duplicate Link ID [dec] for interface [chars]

Explanation A Cisco Quantum Flow Processor error in which a duplicate MLP proxy message link ID was received. The associated MLP bundle interface or member link interface may not be functional while this condition 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPP_MLP-4-PROXY_INV_BUFFER_LIMIT : CPP MLP Proxy ([chars] [chars]) indicated an invalid Rx buffer limit

Explanation A Cisco Quantum Flow Processor error in which an invalid MLP buffer limit was reached. The associated MLP bundle interface may not be functional while this condition 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPP_MLP-4-PROXY_INV_BUNDLE_STATE : CPP MLP Proxy ([chars] [chars]) invalid Bundle state [chars] ([dec]) for

Explanation A Cisco Quantum Flow Processor error involving an invalid MLP bundle state. The associated MLP bundle interface may not be functional while this condition 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPP_MLP-4-PROXY_INV_CLASS_INFO : CPP MLP Proxy ([chars] [chars]) invalid Class Info (Base: 0x%08x, Num: [dec])

Explanation A Cisco Quantum Flow Processor error involving invalid MLP proxy class information. The associated MLP bundle interface may not be functional while this condition 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPP_MLP-4-PROXY_INV_LINK_ID : CPP MLP Proxy ([chars] [chars]) invalid Link ID [dec] for interface [chars]

Explanation A Cisco QuantumFlow Processor error in which an invalid MLP proxy message link ID was received. The associated MLP bundle interface or member link interface may not be functional while this condition 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPP_MLP-4-PROXY_INV_LINK_STATE : CPP MLP Proxy ([chars] [chars]) invalid Link state [chars] ([dec]) for interface

Explanation A Cisco QuantumFlow Processor error involving an invalid MLP Proxy link state. The associated MLP bundle member link interface may not be functional while this condition 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPP_MLP-4-PROXY_INV_LOST_FRAG_TO : CPP MLP Proxy ([chars] [chars]) indicated an invalid lost fragment timeout ([dec]) for interface [chars]

Explanation A Cisco QuantumFlow Processor error in which an invalid MLP proxy lost fragment timeout was detected. The associated MLP bundle interface may not be functional while this condition 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPP_MLP-4-PROXY_INV_MRRU : CPP MLP Proxy ([chars] [chars]) invalid MRRU [dec] for interface [chars]

Explanation A Cisco Quantum Flow Processor error in which an MLP proxy message contained an invalid MRRU interface. The associated MLP bundle interface may not be functional while this condition 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPP_MLP-4-PROXY_INV_RX_TX_INTF_VALUE : CPP MLP Proxy ([chars] [chars]) invalid Rx/Tx interface value [dec] for interface [chars]

Explanation A Cisco Quantum Flow Processor error in which an MLP proxy contained an invalid Rx/Tx interface value. The associated MLP bundle or member link interface may not be functional while this condition 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPP_MLP-4-PROXY_INV_TX_LINK_FRAG_SIZE : CPP MLP Proxy ([chars] [chars]) indicated an invalid Tx Link optimal fragment size ([dec]) for interface [chars]

Explanation A Cisco Quantum Flow Processor error in which an MLP Proxy contains an invalid Tx link optimal fragment size. The associated MLP bundle member link interface may not be functional while this condition 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPP_MLP-4-PROXY_INV_TX_LINK_WEIGHT : CPP MLP Proxy ([chars] [chars]) indicated an invalid Tx Link weight

Explanation A Cisco Quantum Flow Processor error in which an MLP proxy message indicated an invalid Tx link weight. The associated MLP bundle member link interface may not be functional while this condition 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

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

Error Message %CPP_MLP-4-PROXY_IPC_ALLOC_FAIL : CPP MLP Proxy ([chars]) response lost due to buffer allocation failure (Interface [chars])

Explanation A Cisco Quantum Flow Processor error in which an MLP proxy response was lost due to buffer allocation failure. The associated MLP bundle or member link interface may not be functional while this condition 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPP_MLP-4-PROXY_LAI_TX_IDLE_LINK_TRANSITION : CPP MLP Proxy ([chars] [chars]) invalid Link state [chars] ([dec]) for interface [chars]/[chars]

Explanation A Cisco Quantum Flow Processor error involving an invalid link state while performing an idle-link transition. The associated MLP bundle or member link interface may not be functional while this condition 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPP_MLP-4-PROXY_LIA_TX_IDLE_LINK_TRANSITION : CPP MLP Proxy ([chars] [chars]) invalid Link state [chars] ([dec]) for interface [chars]/[chars]

Explanation A Cisco Quantum Flow Processor error involving an invalid link state while performing an idle-link transition. The associated MLP bundle or member link interface may not be functional while this condition 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 Search Tool at

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

Error Message %CPP_MLP-4-PROXY_MAX_FRAGS_UNDEFINED : CPP MLP Proxy ([chars] [chars])
max fragments undefined for interface [chars]

Explanation A Cisco Quantum Flow Processor MLP Proxy error in which the maximum fragments parameter was undefined. The associated MLP bundle or member link interface may not be functional while this condition 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPP_MLP-4-PROXY_NULL_BUNDLE : CPP MLP Proxy ([chars] [chars]) NULL
Bundle sub-block for interface [chars]

Explanation A Cisco Quantum Flow Processor error in which there is an MLP proxy was received with a null bundle sub-block. The associated MLP bundle or member link interface may not be functional while this condition 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPP_MLP-4-PROXY_NULL_LINK : CPP MLP Proxy ([chars] [chars]) NULL Member Link sub-block for interface [chars]

Explanation A Cisco Quantum Flow Processor error in which there is an MLP proxy was received with a null member-link sub-block. The associated MLP bundle or member link interface may not be functional while this condition 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPP_MLP-5-PROXY_IPC_ALLOC_FAIL2 : CPP MLP Proxy ([chars]) response lost due to buffer allocation failure (Interface [chars])

Explanation A Cisco Quantum Flow Processor error in which an MLP proxy response was lost due to buffer allocation failure. The associated MLP bundle or member link interface may not be functional while this condition 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPP_MLP-5-PROXY_SYNC : CPP MLP Proxy ([chars] [chars]) Bundle/Link sync issue with interface [chars]

Explanation A Cisco Quantum Flow Processor experienced an error in which there is an invalid MLP proxy bundle or link interface synchronization.

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

CPP_NAT_PROXY Messages

Error Message %CPP_NAT_PROXY-3-INVALID_IPC_INPUT : number of instances is invali

Explanation The NAT proxy has received an IPC with an unexpected format/data.

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

Error Message %CPP_NAT_PROXY-3-INVALID_IPC_SUBTYPE : subtype is [dec]

Explanation The NAT proxy has received an IPC with an unexpected subtype.

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

Error Message %CPP_NAT_PROXY-3-NAT_INIT_FAIL : nat init failure rc= [dec]

Explanation The NAT proxy has experienced a failure when trying to initialize NAT.

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

Error Message %CPP_NAT_PROXY-3-NAT_SEND_IPC_FAIL : rc= [dec]

Explanation The NAT proxy has experienced a failure when trying to send an IPC.

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

CPP_PFR_PROXY Messages

Error Message %CPP_PFR_PROXY-3-INVALID_IPC_SUBTYPE : subtype is [dec]

Explanation The PFR proxy has received an IPC with an unexpected subtype.

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

Error Message %CPP_PFR_PROXY-3-PFR_INIT_FAIL : pfr init failure rc= [dec]

Explanation The PFR proxy has experienced a failure when trying to initialize PFR.

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

Error Message %CPP_PFR_PROXY-3-PFR_IPC_PAK_ALLOC_FAILED : rc= [dec]

Explanation Allocation of PFR IPC response packet 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPP_PFR_PROXY-3-PFR_SEND_IPC_FAIL : rc= [dec]

Explanation The Pfr proxy has experienced a failure when trying to send an IPC.

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

CPPOSLIB Messages

Error Message %CPPOSLIB-3-CLEAN_NOTIFY : Failed to cleanup: ([chars])

Explanation A function failed to cleanup data.

Recommended Action No action is required.

Error Message %CPPOSLIB-3-ERROR_NOTIFY : [chars] encountered an error

Explanation Print error message to console.

Recommended Action No action is required.

Error Message %CPPOSLIB-3-GET_NOTIFY : Failed to get data: ([chars])

Explanation A function failed to get data.

Recommended Action No action is required.

Error Message %CPPOSLIB-3-INIT_NOTIFY : Failed to initialize: ([chars])

Explanation A function failed to initialize.

Recommended Action No action is required.

Error Message %CPPOSLIB-3-REGISTER_NOTIFY : Failed to register: ([chars])

Explanation A function failed to register.

Recommended Action No action is required.

CPPTCAMRM Messages

Error Message %CPPTCAMRM-6-HIGH_WATER_MARK : TCAM resources in the system is limited.

Explanation The TCAM device has limited number of free cells left to allocate.

Recommended Action No action is required.

Error Message %CPPTCAMRM-6-HIGH_WATER_MARK : TCAM resources in the system is limited.

Explanation The TCAM device has limited number of free cells left to allocate.

Recommended Action No action is required.

Error Message %CPPTCAMRM-6-LOW_WATER_MARK : There is sufficient TCAM resources in the system.

Explanation The TCAM device has sufficient number of free cells left.

Recommended Action No action is required.

Error Message %CPPTCAMRM-6-LOW_WATER_MARK : There is sufficient TCAM resources in the system.

Explanation The TCAM device has sufficient number of free cells left.

Recommended Action No action is required.

Error Message %CPPTCAMRM-6-TCAM_RSRC_ERR : Allocation failed because of insufficient TCAM resources in the system.

Explanation The TCAM device has no free cells to accommodate the current allocation request.

Recommended Action No action is required.

CRYPTO Messages

Error Message %CRYPTO-3-IKE_PAK_IN_Q_TIME_LIMIT_EXCEED: Pak spent too much time in the IKE input queues

Explanation An incoming IKE packet spent too much time in the IKE input queues. This can happen when the IKE subsystem is under heavy load, due to a lot of peers trying to setup SAs simultaneously, and IKE is not able to handle all the incoming packets, in a timely manner.

Recommended Action It is important to understand why many peers are simultaneously trying to setup SAs at the same time. If possible, try to avoid or minimize such network conditions.

Error Message %CRYPTO-3-NOSOCKET: Unable to open %s

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

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration and restart crypto isakmp process

Error Message %CRYPTO-6-PRNG_SEED_KEY_ERROR: Pseudo-random number generator seed and seed key was identical

Explanation The X9.17 random number specification requires us to check for the same value appearing as the seed and the seed key. This message indicates that the condition was discovered.

Recommended Action The X9.17 random number will occasionally produce this condition, and this is not a problem. However if this message occurs frequently, the system should be manually reloaded. If the message is persistent across reloads, copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CRYPTO-6-RANDOM: A pseudo-random number was generated twice in succession

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

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

Error Message %CRYPTO_RSA_ISSU-3-INIT: Crypto RSA ISSU client initialization failed to %s. Error: %d (%s)

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

Error Message %CRYPTO_RSA_ISSU-3-INVALID_SESSION: Crypto RSA ISSU client does not have a valid registered session.

Explanation Crypto RSA ISSU client does not have a valid registered session. When there is a problem with the session the standby unit cannot be brought up.

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

Error Message %CRYPTO_RSA_ISSU-3-MSG_NOT_OK: Crypto RSA ISSU client message type %d is not compatible

Explanation Crypto RSA ISSU client received an incompatible message from the peer unit. Since the message is not compatible it cannot be processed by this unit

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

CTS Messages

Error Message %CTS-0-AUTHZ_OUT_OF_MEM: %s failed to create %s due to insufficient memory

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

Error Message %CTS-0-CTS_EMERG: %s

Explanation CTS_INTERNAL_ERROR

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

Error Message %CTS-0-IFC_OUT_OF_MEM: %s failed to create %s due to insufficient memory

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

Error Message %CTS-1-CTS_ALERT: %s

Explanation CTS_INTERNAL_ERROR

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

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

Error Message %CTS-1-CTS_CRED_ACTION_NEEDED: CTS credentials are missing or inconsistent in the redundant keystore. Please re-configure cts credentials or execute cts change-password.

Explanation A redundant keystore was detected as either not containing any CTS credentials, or having a different set of credentials as contained in the active keystore. This means that CTS authentication will fail upon switchover unless remedial action is taken before then. Either use the cts credentials ... CLI to re-configure the CTS device-id and password, or use the cts change-password ... CLI to initiate a password change with the AAA server. Either of these actions will cause the device-id and password to be inserted in both the active and redundant keystores.

Error Message %CTS-2-CTS_CRIT: %s

Explanation CTS_INTERNAL_ERROR

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

Error Message %CTS-3-ACL_UNCONFIGURED: Access-list %s has been dynamically unconfigured from CTS policy because it has been %s.

Explanation An access-list configured as defining CTS L3 traffic or exemption policy has been deleted or modified so that it can no longer be used for defining CTS policy. It has therefore been removed from the CTS layer3 policy configuration.

Error Message %CTS-3-AUTHZ_ADD_DATA_FAILED: %s failed to add %s to %s

Explanation An error occurred while CTS Authz attempted to build its database.

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

Error Message %CTS-3-AUTHZ_DATA_CREATE_FAILED: %s failed to create %s

Explanation An error occurred while CTS Authz attempts to create an 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 %CTS-3-AUTHZ_DATA_EXCEEDS_LIMIT: %s encountered %s(%d) exceeds max(%d)

Explanation Data exceeds maximum limits allowed.

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

Error Message %CTS-3-AUTHZ_DATA_FAILED: %s failed to obtain %s

Explanation An error occurred while CTS Authz attempted to get/create a data structure

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

Error Message %CTS-3-AUTHZ_DATA_NULL: %s encounters NULL %s

Explanation An unexpected NULL pointer/data 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.

Error Message %CTS-3-AUTHZ_DATA_UNINIT: %s appears uninitialized

Explanation CTS Authz unexpectedly encountered an uninitialized data

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

Error Message %CTS-3-AUTHZ_FAILED_SYNC_RCV: Standby failed receive sync msg(%s)

Explanation An error occurred while the Standby is receiving sync data from the Active.

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

Error Message %CTS-3-AUTHZ_GENERIC_FAILURE: %s %s

Explanation CTS Authz encountered internal error.

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

Error Message %CTS-3-AUTHZ_INSTALL_FAILED: %s failed to install %s %s

Explanation An error occurred while CTS Authz attempted to program the policy.

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

Error Message %CTS-3-AUTHZ_INVALID_DATA: %s encountered invalid %s

Explanation CTS Authz encountered an unexpected invalid data 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 %CTS-3-AUTHZ_NOT_SUPPORTED: %s encountered %s not unsupported

Explanation CTS encountered an unsupported data type or feature. This could be due to incompatibility

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

Error Message %CTS-3-AUTHZ_POLICY_FAIL_TO_REMOVE: Failed to remove %s policy from the authorization dbase

Explanation An error occurred while CTS attempted to remove the specified policy from its database. This could result in an action not being 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 %CTS-3-AUTHZ_POLICY_INGRESS_FAILED: Failed to %s Ingress policy for %s

Explanation An error occurred while CTS attempted to acquire or install anIngress policy from the ACS.

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

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

Error Message %CTS-3-AUTHZ_POLICY_INTERNAL_FAILED: Failed to acquire/install policy for %s due to internal error

Explanation An error occurred while CTS attempted to acquire/install a policy which may be caused by internal software error

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

Error Message %CTS-3-AUTHZ_POLICY_PEER_DOWNLOAD_FAILED: Failed to download peer policy for %s

Explanation An error occurred while CTS attempted to acquire peer policy from the ACS.

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

Error Message %CTS-3-AUTHZ_POLICY_RBACL_ACE_FAILED: Failed to %s%s RBACL '%s' for SGT=%d due to ACE '%s' error

Explanation An error occurred in the ACE while CTS attempted to acquireRBACL policy from the ACS.

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

Error Message %CTS-3-AUTHZ_POLICY_RBACL_FAILED: Failed to %s%s RBACL %s for SGT=%d

Explanation An error occurred while CTS attempted to acquire RBACL policy from the ACS.

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

Error Message %CTS-3-AUTHZ_POLICY_WILDCARD_FAILED: Failed to download default/unknown policy

Explanation An error occurred while CTS attempted to acquire wildcard policy from the ACS.

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

Error Message %CTS-3-AUTHZ_SYNC_FAILED: Failed to send %s sync msg(%s) to Standby

Explanation An error occurred while CTS Authz is performing a sync to the Standby.

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

Error Message %CTS-3-CTS_ERR: %s

Explanation CTS_INTERNAL_ERROR

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

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

Error Message %CTS-3-DOT1X_CONFIG_FAILED: Failed to configure dot1x for int(%s)

Explanation An error occurred while CTS attempts to configure dot1x for a CTS link

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

Error Message %CTS-3-DOT1X_FORCE_PORT_AUTHORIZED_FAILED: Failed to force dot1x port authorized for int(%s)

Explanation An error occurred while CTS attempts to force dot1x port authorized on a CTS link

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

Error Message %CTS-3-DOT1X_INIT_FAILED: Failed to initialize dot1x for int(%s)

Explanation An error occurred while CTS attempts to initialize dot1x for a CTS link

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

Error Message %CTS-3-DOT1X_PAE_FAILED: Failed to %s dot1x PAE(%s) for int(%s)

Explanation An error occurred while CTS attempts to start/stop dot1x PAE(s) for a CTS link

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

Error Message %CTS-3-GCM_NO_LICENSE: CTS link %s is being shut down: please install MACSec Encryption License (<http://www.cisco.com/go/license>)

Explanation A MACSec Encryption License is required to use gcm-encryption on secure links. All CTS links configured to run gcm-encryption will be held in administratively down state until the gcm-encryption is removed from the interface configuration or until a MACSec Encryption License is installed.

Recommended Action Either install a MACSec Encryption License or configure all CTS interfaces with cipher modelists that do not include gcm.

Error Message %CTS-3-GENERIC_FAILURE: %s %s

Explanation CTS Core encountered internal error.

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

Error Message %CTS-3-GLOBAL_DOT1X_DISABLED: Global dot1x config is currently disabled - CTS will not run

Explanation Global dot1x is not enabled and hence, CTS will not run

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

Error Message %CTS-3-IFC_DATA_DESC_DECODE_FAILED: %s failed to decode the data-descriptori - swidb unknown

Explanation An error occurred while the system attempted to decode the data-descriptor in order to obtain the swidb

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

Error Message %CTS-3-IFC_DATA_DESC_ENCODE_FAILED: %s failed to encode the data-descriptor for int(%s)

Explanation An error occurred while the system attempted to encode the swidb into the data-descriptor

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

Error Message %CTS-3-IFC_DATA_NULL: %s encounters NULL %s

Explanation An unexpected NULL pointer/data 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.

Error Message %CTS-3-IFC_LINK_OBJ_FAILED: %s failed to get link_obj for int(%s)

Explanation An error occurred while CTS IFC attempts to access the link 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 %CTS-3-IFC_SYNC_FAILED: Failed to send %s sync msg(%s) to Standby

Explanation An error occurred while CTS IFC is performing a sync to the Standby.

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

Error Message %CTS-3-IFC_SYNC_FAILED_2: %s, Failed to send %s sync msg(%s) to Standby

Explanation An error occurred while CTS IFC is performing a sync to the Standby.

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

Error Message %CTS-3-INVALID_ACL: Access-list %s invalid for CTS policy: %s.

Explanation An access-list configured as defining CTS L3 traffic or exemption policy cannot be used because of the specified reason.

Error Message %CTS-3-INVALID_MSGID_RCV: %s received invalid HA/ISSU msgId(%d)

Explanation CTS Core encountered an unexpected invalid HA/ISSU message ID.

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

Error Message %CTS-3-LSC_CA_STORE_FAIL: Failed to install certificate of CA that issued our locally-significant certificate

Explanation An error occurred while installing the certificate of our issuing CA. When this error occurs, the locally-significant certificate will be discarded and CTS will continue to use its password credentials for authentication.

Error Message %CTS-3-LSC_ENROLL_FAIL: Failed to set re-enrollment attributes for CTS locally-significant certificate.

Explanation An error occurred while setting the re-enrollment attributes for the new CTS certificate. When this error occurs, the new certificate will be discarded and CTS will continue to use its password credentials for authentication.

Error Message %CTS-3-LSC_STORE_FAIL: Failed to install newly-provisioned locally-significant certificate.

Explanation An error occurred while installing our locally significant certificate to be used for CTS. This means that we cannot be authenticated using a certificate. If a CTS password is available, we will continue to authenticate using the password.

Error Message %CTS-3-POLICY_COA_RBACL_FAILED: Failed to complete request for update-rbacl (%s-%s)

Explanation An error occurred while CTS attempted to service a Change of Authorization request for the update-rbacl command

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

Error Message %CTS-3-POLICY_COA_SGT_FAILED: Failed to complete CoA request for update-sgt (%s)

Explanation An error occurred while CTS attempted to service a Change of Authorization request for the update-sgt command

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

Error Message %CTS-3-POLICY_HA_PROC_FAIL: Error starting up HA switchover Policy refresh process.

Explanation A failure has occurred in switchover which has prevented the policy refresh process to be launched. User should manually refresh policies via the `cts refresh policy` command.

Recommended Action Issue command `cts refresh policy` and verify policy timers are active. If timers do not start, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %CTS-3-POLICY_INSTALL_FAIL: An error occurred while trying to program the hardware (error code %d)

Explanation An error occurred while trying to program the hardware to implement the configured policy.

Error Message %CTS-3-PORT_AUTHORIZED_FAILED: Failed to authorize Port for int(%s)

Explanation Port failed to be authorized on a CTS link.

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

Error Message %CTS-3-PP_CTS_EC_NOT_CTS: Physical port is not configured for CTS, but port-channel is.

Explanation Physical port cannot join the channel-group (port-channel) unless CTS configs match the channel.

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

Error Message %CTS-3-PP_CTS_MODE_EC_MISMATCH: Physical port CTS mode does not match the port-channel's CTS mode.

Explanation Physical port cannot join the port-channel unless their CTS modes match.

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

Error Message %CTS-3-PP_CTS_TIMER_REAUTH_EC_MISMATCH: Cannot bundle interface. CTS Reauth Timer mismatch. %s = %d %s = %d

Explanation Physical port cannot join the port-channel if CTS timer reauthentication values differ.

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

Error Message %CTS-3-PP_NOT_CTS_EC_CTS: Physical port is configured for CTS, but port-channel is not.

Explanation Physical port cannot join the channel-group (port-channel) unless their CTS configs match.

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

Error Message %CTS-3-ROOT_CA_STORE_FAIL: Could not install the CTS trusted-root certificate.

Explanation An error occurred while installing the CTS trusted-root certificate. This means that CTS cannot validate AAA servers' certificates received during EAP-FAST exchanges.

Error Message %CTS-3-SEND_MSG_TO_CORE_FAILED: Failed to send msg(%d) to core process

Explanation An error occurred while CTS attempts to send a message event to the core 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 %CTS-3-SSO_NO_LICENSE: CTS GCM links are being shut down. Please install a MACSec Encryption License on the new active supervisor (<http://www.cisco.com/go/license>)

Explanation A MACSec Encryption License is required to use gcm-encryption on secure links. If the active supervisor has a license but the standby does not, then links may run GCM encryption. However on switchover all links running GCM will be shut down because the new active does not have a License.

Recommended Action Either install a MACSec Encryption License (<http://www.cisco.com/go/license>) on each of the redundant supervisors or configure all CTS interfaces with cipher modelists that do not include gcm.

Error Message %CTS-3-STDBY_NO_LICENSE: CTS link %s may be shut down on switchover: please install MACSec Encryption License on the standby supervisor (<http://www.cisco.com/go/license>)

Explanation A MACSec Encryption License is required to use gcm-encryption on secure links. If the active supervisor has a license but the standby does not, then links may run GCM encryption. However on switchover all links running GCM will be shut down because the new active does not have a License.

Recommended Action Either install a MACSec Encryption License or configure all CTS interfaces with cipher modelists that do not include gcm.

Error Message %CTS-3-SXP_BINDING_ERR: Binding %s- %s

Explanation SXP binding update 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 %CTS-3-SXP_CONN_STATE_CHG_OFF: Connection %s-%d state changed from %s to Off.

Explanation SXP Connection with the specified instance number changed state.

Recommended Action No action is required.

Error Message %CTS-3-SXP_LISTENER: Fail to start global listening socket after TCP process restart.

Explanation SXP on this device can not accept SXP connection setup request from the remote devices.

Recommended Action Disable and enable SXP feature to see if the global listening socket can be restarted.

Error Message %CTS-3-SXP_MSG_PARSE: Connection %s %s

Explanation An error occurred while parsing SXP message.

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

Error Message %CTS-4-CTS_WARNING: %s

Explanation CTS_INTERNAL_ERROR

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

Error Message %CTS-4-NO_PROV_SECRET: No shared secret available for provisioning PAC from server %i.

Explanation We are unable to provision or reprovision a CTS PAC because we do not have a configured RADIUS shared secret for the server and there are no valid unexpired PACs that can be used to secure the re-provisioning exchange.

Error Message %CTS-4-PAC_EXP_UNAVAIL: Credential lifetime of PAC (%s) unavailable, no refresh scheduled.

Explanation A PAC in the keystore is missing the Credential Lifetime field in its PAC-info. Since the expiration time is unavailable, we do not know when to schedule a refresh for this PAC.

Error Message %CTS-4-SXP_INTERNAL: CTS SXP %s

Explanation The CTS SXP system encountered internal 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 %CTS-5-CTS_NOTICE: %s

Explanation Normal but significant conditions

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

Error Message %CTS-5-PASSWORD_CHANGE_ONE: CTS password in the keystore has been renamed %s.

Explanation An MSCHAPv2 change-password sequence has been successfully executed and the old password is being renamed for fallback use. This is the first of a 2-part operation. Next the new password will be renamed to become the active password.

Error Message %CTS-5-PASSWORD_CHANGE_TWO: A new CTS password has been installed as %s in the keystore.

Explanation A new CTS password has been installed in the keystore following a successful MSCHAPv2 change-password sequence. The old password has been saved for fallback use.

Error Message %CTS-5-ROOT_CA_STORE_DONE: A trusted-root certificate to be used for CTS has been installed.

Explanation A CTS trusted-root certificate was received from a AAA server during an EAP-FAST enrollment. This certificate will be used for validating all AAA servers' certificates received from here on.

Error Message %CTS-5-SXP_BINDING_ADD: Binding %s- added to SXP database.

Explanation Binding added to the SXP database.

Recommended Action No action is required.

Error Message %CTS-5-SXP_BINDING_CHG: Binding %s- changed: old connection instance number:%d, old sgt:%d.

Explanation Binding changed in the SXP database.

Recommended Action No action is required.

Error Message %CTS-5-SXP_BINDING_DEL: Binding %s- deleted in SXP database.

Explanation Binding deleted in the SXP database.

Recommended Action No action is required.

Error Message %CTS-5-SXP_BINDING_FWD: Binding %s- is forwarded to the peer.

Explanation SXP forwarded binding to the peer.

Recommended Action No action is required.

Error Message %CTS-5-SXP_BINDING_REQ: SXP received binding forwarding request (%s) binding %s.

Explanation SXP received a binding forwarding request.

Recommended Action No action is required.

Error Message %CTS-5-SXP_BINDING_UPD: Binding %s %s. Update binding manager.

Explanation SXP updated binding manager with the binding change.

Recommended Action No action is required.

Error Message %CTS-5-SXP_DFT_PASSWORD_CHANGE: CTS SXP password changed.

Explanation The SXP system password has been changed.

Recommended Action No action is required.

Error Message %CTS-5-SXP_DFT_SRCIP_CHG: SXP default source IP is changed %i -- %i.

Explanation SXP default source IP is changed on this device.

Recommended Action No action is required.

Error Message %CTS-5-SXP_STATE_CHANGE: CTS SXP %s

Explanation The SXP feature has changed operational state. SXP feature is functioning only when the feature is enabled.

Recommended Action No action is required.

Error Message %CTS-5-SXP_VRF_DEL: SXP Connection configuration in VRF:%s is removed.

Explanation A VRF is removed, the connections configured in this VRF should be removed.

Recommended Action No action is required.

Error Message %CTS-6-CTS_INFO: %s

Explanation Informational messages

Recommended Action No action is required.

Error Message %CTS-6-DOT1X_FORCE_PORT_AUTHORIZED_SUCCESS: Successfully forced dot1x port authorized for int(%s)

Explanation Port has been put to FORCE AUTHORIZED on a CTS link

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

Error Message %CTS-6-DOT1X_PAE_CONFIG: %s dot1x PAE(%s) for int(%s)

Explanation The interface has been configured for dot1x PAE(s)

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

Error Message %CTS-6-IFC_CACHE_APPLIED: Cache data applied for int(%s)

Explanation Inform the user that the CTS link is brought up using cache data

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

Error Message %CTS-6-POLICY_COA_DONE: Command %s=%s completed

Explanation A Change of Authorization request has been serviced

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

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

Error Message %CTS-6-POLICY_COA_NO_ACTION: Command %s=%s has no change

Explanation A Change of Authorization request has been received, but no action was taken due to the system is already in possession of the requested data

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

Error Message %CTS-6-POLICY_COA_NO_SESSION: Command %s=%s has no session associated

Explanation A Change of Authorization request has been received for information that the system is not in possession of

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

Error Message %CTS-6-POLICY_COA_RBACL_REQUEST: Command %s=%s-%s

Explanation A Change of Authorization request command is received for update-rbacl

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

Error Message %CTS-6-POLICY_COA_SGT_REQUEST: Command %s=%s

Explanation A Change of Authorization request command is received for update-sgt

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

Error Message %CTS-6-PORT_AUTHORIZED_SUCCESS: Port authorized for int(%s)

Explanation Port has been authorized on a CTS link

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

Error Message %CTS-6-PORT_UNAUTHORIZED: Port unauthorized for int(%s)

Explanation Port has been unauthorized on a CTS link

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

Error Message %CTS-6-SXP_CONFIG: Connection %s %s

Explanation A SXP configuration error occurred. The connection can not be setup correctly.

Recommended Action Ensure that the connection configure on both ends have the matched mode, IP addresses.

Error Message %CTS-6-SXP_CONN_STATE_CHG: Connection %s-%d state changed from %s to %s.

Explanation SXP Connection with the specified instance number changed state.

Recommended Action No action is required.

Error Message %CTS-6-SXP_SRC_IP: Source IP address (%s %i) does not belong to this device.

Explanation An error occurred while using this source IP address to set up SXP connection.

Recommended Action Re-configure SXP connection to have a valid source IP address.

Error Message %CTS-6-SXP_TIMER_START: Connection %s %s timer started.

Explanation The specified SXP timer started.

Recommended Action No action is required.

Error Message %CTS-6-SXP_TIMER_STOP: Connection %s %s timer stopped.

Explanation The specified SXP timer stopped.

Recommended Action No action is required.

Error Message %CTS-7-CTS_ASSERT: Assertion Failure (%s @%s:%d) : %s

Explanation CTS_INTERNAL_ERROR

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

Error Message %CTS_HA-3-CHKPT_REG_FAIL: CTS HA add CTS checkpoint client failure.

Explanation CTS HA failed to add checkpoint client. No CTS data will be synced to Standby in this case.

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

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

Error Message %CTS_HA-3-RECEIVE_FAILED: CTS HA failed to process message received from Active device. CTS component Id %d, message Id %d, max header size %d, size %d, max message size %d.

Explanation CTS HA client on Standby device failed to process checkpoint message. CTS state between the active device and the Standby device is not identical.

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

Error Message %CTS_HA-3-SEND_FAILED: CTS HA failed to send checkpoint message. CTS component Id %d, message Id %d, header size %d, max header size %d, message size %d, max size %d.

Explanation The CTS HA client failed to send a checkpoint CTS state between the active device and the standby device is not identical.

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

Error Message %CTS_HA_ISSU-3-CAP_INVALID_SIZE: CTS HA empty tlv size.

Explanation Received empty tlv list during capability negotiation.

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

Error Message %CTS_HA_ISSU-3-CAP_NOT_COMPATIBLE: CTS HA capability not compatible

Explanation CTS HA failed during capability negotiation.

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

Error Message %CTS_HA_ISSU-3-GET_BUFFER: CTS HA ISSU client failed to get buffer for message. Error: %d (%s)

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

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

Error Message %CTS_HA_ISSU-3-INIT: CTS HA ISSU client initialization failed to %s. Error: %d (%s)

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

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

Error Message %CTS_HA_ISSU-3-MSG_NOT_COMPATIBLE_WITH_PEER: Message %d in component %d is not compatible with the peer.

Explanation Message not compatible with the peer.

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

Error Message %CTS_HA_ISSU-3-SEND_NEGO_FAILED: CTS HA ISSU client failed to send negotiation message. Error: %d (%s)

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

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

Error Message %CTS_HA_ISSU-3-SESSION_REGISTRY: CTS HA ISSU client failed to register session information. Error: %d (%s)

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

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

Error Message %CTS_HA_ISSU-3-SESSION_UNREGISTRY: CTS HA ISSU client failed to unregister session information. Error: %d (%s)

Explanation The CTS HA ISSU client failed to unregister session information.

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

Error Message %CTS_HA_ISSU-6-INCOMPAT: CTS HA ISSU client negotiation results incompatible

Explanation The CTS HA ISSU client message version is not compatible on Active and Standby. No CTS data will be synced to Standby in this case

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

DATA_DESCR Messages

Error Message %DATA_DESCR-3-ENTRY_EXPIRED: Found expired message entry for descriptor %u-%u/%u/%u/%u

Explanation Data descriptors are used to encode an interface index in a compact fashion for transfer between redundant route processor units. An error occurred during the processing of a data descriptor. The failure most likely occurred because of a software error. The numeric error code in the message output identifies the failing data descriptor index. The system state between the Active and Standby units might not be properly synchronized.

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

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

Error Message %DATA_DESCR-3-ENTRY_EXPIRED: Found expired message entry for descriptor %u-%u/%u/%u/%u

Explanation HAWKEYE log message.

Recommended Action No action is required.

DMB Messages

Error Message %DMB-0-DMB_EMERG: %s

Explanation DMB_INTERNAL_ERROR

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

Error Message %DMB-1-DMB_ALERT: %s

Explanation DMB_INTERNAL_ERROR

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

Error Message %DMB-2-DMB_CRIT: %s

Explanation DMB_INTERNAL_ERROR

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

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

Error Message %DMB-3-DMB_ERR: %s

Explanation DMB_INTERNAL_ERROR

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

Error Message %DMB-4-DMB_WARNING: %s

Explanation DMB_INTERNAL_ERROR

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

Error Message %DMB-5-DMB_NOTICE: %s

Explanation Normal but significant conditions

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

Error Message %DMB-6-DMB_INFO: %s

Explanation Informational messages

Recommended Action No action is required.

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

Explanation DMB_INTERNAL_ERROR

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

Error Message %DWDWM-3-CONFIG_OVERHEAD_TTI: Failed to config %s%s slot %d rc = %d

Explanation The LC driver could not configure the tail traceidentifier for the optical data or transport unit

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

DROP Messages

Error Message %DROP-3-DOUBLE_DROP : First drop error cause [int] update stat cause [int] trace: [hex] [hex]

Explanation The drop infrastructure was called for a packet that was previously 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DROP-3-RESERVED : [chars]

Explanation An invalid drop cause was passed to the drop infrastructure.

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

DWL Messages

Error Message %DWL-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 mis configuration 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.

DYNCMD Messages

Error Message %DYNCMD-3-CHAINADDFAIL: Parse chain link add failed for '[chars]'

Explanation An error has occurred when a dynamic command is being added to the IOS command set. The commands specified will not be available.

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

Error Message %DYNCMD-3-CHAINDELFAIL: Parse chain link delete failed for '[chars]'

Explanation An error has occurred when a dynamic command is being removed from the IOS command set. The commands specified will not be available.

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

Error Message %DYNCMD-3-FLAGSINUSE: New feature flags list [int] invalid while feature flags in use [int]

Explanation IOS received a message to set the feature flags for the CLI. The message received to set the feature flags changed the number of feature flags which is unexpected. The message is ignored.

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

Error Message %DYNCMD-3-FLAGSINVALID: New feature flag list values ([int]) different than expected ([int])

Explanation IOS received a message to set the feature flags for the CLI. The message received does not contain the number of feature flag values that the message list size indicated.

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

Error Message %DYNCMD-3-INIT: Dynamic command subsystem failed to initialize '[chars]'

Explanation Some features depend on portions of the dynamic command infrastructure. Such features will be unavailable.

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

Error Message %DYNCMD-3-LINKINVALIDALT: Link alternate node message received for node '[chars]', which cannot have an alternate.

Explanation IOS received a message to add a command into the CLI. One of the messages to link nodes instructed IOS to link nodes which would result in an invalid construction.

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

Error Message %DYNCMD-3-LINKINVALIDTRANS: Link transition '[chars]' message received for node '[chars]', which cannot have such a transition.

Explanation IOS received a message to add a command into the CLI. One of the messages to link nodes instructed IOS to link nodes which would result in an invalid construction.

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

Error Message %DYNCMD-3-LINKOUTOFSEQ: Create node message received when in mode '[chars]'

Explanation IOS received a message to add a command node into the CLI. The message was received out of sequence.

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

Error Message %DYNCMD-3-LINKUNKNOWNACCEPTNODE: Link node message received for unknown accept ([chars]) node '[int]'

Explanation IOS received a message to add a command into the CLI. One of the messages to link nodes referenced a node unknown to IOS.

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

Error Message %DYNCMD-3-LINKUNKNOWNALTNODE: Link node message received for unknown alternate node '[int]'

Explanation IOS received a message to add a command into the CLI. One of the messages to link nodes referenced a node unknown to IOS.

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

Error Message %DYNCMD-3-LINKUNKNOWNNODE: Link node message received for unknown node '[int]'

Explanation IOS received a message to add a command into the CLI. One of the messages to link nodes referenced a node unknown to IOS.

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

Error Message %DYNCMD-3-MSGBIPCBUFFER: Unable to acquire a BIPC buffer for sending messages.

Explanation A message was to be sent by IOS, but no BIPC buffer was available. The message to be sent has been discarded and the associated operation failed.

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

Error Message %DYNCMD-3-MSGBIPCERR: Unable to process received BIPC messages for Dynamic Commands, error: [chars]

Explanation An unexpected condition has occurred while IOS was trying to process a received BIPC message for Dynamic Commands.

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

Error Message %DYNCMD-3-MSGBUILDERERROR: Error '[dec]' building TDL message '[chars]' to send to the Shell Manager

Explanation An unexpected condition has occurred while IOS is building a TDL message to send to the Shell Manager

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

Error Message %DYNCMD-3-MSGDISPATCH: Unable to dispatch received TDL messages for Dynamic Commands

Explanation An unexpected condition has occurred while IOS is trying to dispatch to the TDL message handler functions for received TDL messages for Dynamic Commands.

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

Error Message %DYNCMD-3-MSGDISPATCHNULL: Received NULL TDL message

Explanation An unexpected condition in which IOS has received a NULL TDL message for Dynamic Commands.

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

Error Message %DYNCMD-3-MSGENQUEUEERROR: Error queueing TDL message '[chars]' to send to the Shell Manager

Explanation An unexpected condition has occurred when IOS attempted to queue a TDL message to send to the Shell Manager.

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

Error Message %DYNCMD-3-MSGERROR: Error '[chars]' handling a received TDL message '[chars]' for Dynamic Commands

Explanation An unexpected condition has occurred while IOS is processing a received Dynamic Command TDL message.

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

Error Message %DYNCMD-3-MSGINVALIDFIELDINT: Invalid field '[chars]' in TDL message '[chars]' received: value '[int]' for Dynamic Commands

Explanation A message with an invalid field value was received for Dynamic Command creation.

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

Error Message %DYNCMD-3-MSGINVALIDFIELDSTR: Invalid field '[chars]' value '[chars]' in TDL message '[chars]' received for Dynamic Commands

Explanation A message with an invalid field value was received for Dynamic Command creation.

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

Error Message %DYNCMD-3-MSGMARSHALERROR: Error '[dec]' marshaling TDL message '[chars]' to send to the Shell Manager

Explanation An unexpected condition has occurred while IOS is marshaling TDL message to send to the Shell Manager.

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

Error Message %DYNCMD-3-MSGMISSINGFIELD: Missing field '[chars]' in TDL message '[chars]' received from the Shell Manager

Explanation A message missing a required field was received from the Shell Manager.

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

Error Message %DYNCMD-3-NODEDUPLICATE: Create node message received for duplicate node '[int]'

Explanation IOS received a message to add a command into the CLI. One of the command nodes to be created has an identifier of an existing node. The new node is ignored.

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

Error Message %DYNCMD-3-NODEOUTOFSEQ: Create node message received when in mode '[chars]'

Explanation IOS received a message to add a command node into the CLI. The message was received out of sequence.

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

Error Message %DYNCMD-3-NODETYPEUNKNOWN: Create node message received for unknown node type '[dec]', '[chars]'

Explanation IOS received a message to add a command into the CLI. One of the command nodes to be created is of a type unknown to IOS.

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

Error Message %DYNCMD-3-PKGERR_LOG_FAIL : Failed to log errors for package '[chars]'

Explanation An error has occurred updating the command set for a newly installed package. The commands which failed to transfer could not be saved for further analysis.

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

Error Message %DYNCMD-3-PKGHANDLER_FILE_REMOVE: Package '[chars]' failed to remove: [chars] ([chars])

Explanation An error has occurred when a package was attempting to remove a file. This should never fail.

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

Error Message %DYNCMD-3-PKGHANDLER_FILE_WRITE: Package '[chars]' failed to write: [chars] ([chars])

Explanation An error has occurred when a package was attempting to write a file. The configuration for the package could not be propagated to associated components.

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

Error Message %DYNCMD-3-PKGINT_API: Package interface failure for package '[chars]': [chars]

Explanation Some features' configuration depends on a packaging infrastructure. Packaged configuration for the specified package will be unavailable.

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

Error Message %DYNCMD-3-PKGINT_ARG: Incorrect argument type for package '[chars]', operation '[chars]': [chars] ([int])

Explanation An error has occurred loading the command set for a newly installed package. The package is not compatible with the running IOS instance.

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

Error Message %DYNCMD-3-PKGINT_ARGS: Incorrect argument count for package '%s', operation '%s': %d not %d

Explanation An error has occurred loading the command set for a newly installed package. The package is not compatible with the running IOS instance.

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

Error Message %DYNCMD-3-PKGINT_ARG_NUMBERVAL: Invalid argument value for package '[chars]', operation '[chars]': [int] ([int])

Explanation An error has occurred loading the command set for a newly installed package. The package is not compatible with the running IOS instance.

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

Error Message %DYNCMD-3-PKGINT_ARG_OPAQUEVAL : Invalid argument value for package '[chars]', operation '[chars]': %p ([int])

Explanation An error has occurred loading the command set for a newly installed package. The package is not compatible with the running IOS instance.

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

Error Message %DYNCMD-3-PKGINT_ARGS: Incorrect argument count for package '[chars]', operation '[chars]': [dec] not [dec]

Explanation An error has occurred loading the command set for a newly installed package. The package is not compatible with the running IOS instance.

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

Error Message %DYNCMD-3-PKGINT_DIR_CREATE : Package integration failed to create directory: [chars] ([chars])

Explanation An error has occurred when attempting to create a package export directory. This should never fail.

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

Error Message %DYNCMD-3-PKGINT_DIR_MOVE : Package integration failed to move directory: [chars] to [chars] ([chars])

Explanation An error has occurred when attempting to move a package export directory. This should never fail.

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

Error Message %DYNCMD-3-PKGINT_DIR_OPEN : Package integration failed to open directory: [chars] ([chars])

Explanation An error has occurred when attempting to open a package export directory. This should never fail.

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

Error Message %DYNCMD-3-PKGINT_DIR_REMOVE : Package integration failed to remove directory: [chars] ([chars])

Explanation An error has occurred when attempting to remove a package export directory. This should never fail.

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

Error Message %DYNCMD-3-PKGINT_FILE_OPEN : Package integration failed to open file: [chars] ([chars])

Explanation An error has occurred when attempting to open a file in a package export directory. This should never fail.

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

Error Message %DYNCMD-3-PKGINT_FILE_REMOVE : Package integration failed to remove: [chars] ([chars])

Explanation An error has occurred when attempting to remove a package export file. This should never fail.

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

Error Message %DYNCMD-3-PKGINT_INSTALL: Failed to install '[chars]': [chars]

Explanation Some features' configuration depends on a packaging infrastructure. Packaged configuration for the specified package will be unavailable.

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

Error Message %DYNCMD-3-PKGINT_LOAD: Failed to load '[chars]': [chars]

Explanation Some features' configuration depends on a packaging infrastructure. Packaged configuration for the specified package will be unavailable.

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

Error Message %DYNCMD-3-PKGINT_LOCK: Failed to acquire package list lock for '[chars]': [chars]

Explanation An error occurred when a configuration package was being installed or removed. This may indicate a timeout which may be a temporary condition.

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

Error Message %DYNCMD-3-PKGINT_OFFSET: Invalid offset argument for package '[chars]', operation '[chars]': [chars] ([int])

Explanation An error has occurred loading the command set for a newly installed package. The package is not compatible with the running IOS instance.

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

Error Message %DYNCMD-3-PKGINT_PKGLOCK: [chars] failed to acquire package lock for '[chars]'

Explanation An error occurred when locking a configuration package. The package needs to be locked for processing configuration commands or timer-based processing of configuration data.

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

Error Message %DYNCMD-3-PKGINT_SYMBOL: Package [chars] incompatible: symbol '[chars]' is of type [chars], expected [chars]

Explanation Some features' configuration depends on a packaging infrastructure. Packaged configuration for the specified package will be unavailable.

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

Error Message %DYNCMD-3-PKGINT_UNLOCK: Failed to release the package list lock:
[chars]

Explanation An error occurred when a configuration package was being installed or removed. This should not occur.

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

Error Message %DYNCMD-3-PKGINT_VALIDATE: Failed to validate '[chars]': [chars]

Explanation Some features' configuration depends on a packaging infrastructure. Packaged configuration for the specified package will be unavailable.

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

Error Message %DYNCMD-3-PKGNODE_ADD_FAIL: Parse node add failed for package
'[chars]', [chars] ([int])

Explanation An error has occurred loading the command set for a newly installed package. The node could not be added and the command set for the package will not be available.

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

Error Message %DYNCMD-3-TREETOP: Unable to link top-level keyword '[chars]' into parse tree

Explanation IOS received a message to add a command into the CLI. The appropriate location to link in the command could not be found.

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

Error Message %DYNCMD-3-TREETOPNOTKW: The top-level parser transition '[chars]' is not a keyword

Explanation IOS received a message to add a command into the CLI. The top-level node must be a keyword node.

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

Error Message %DYNCMD-7-CMDSET_LOADED: The Dynamic Command set has been loaded from the Shell Manager

Explanation IOS has completed loading the set of commands published and processed by components running in packages other than the IOS package.

Recommended Action No action is required.

Error Message %DYNCMD-7-CMDSET_UNLOADED: The Dynamic Command set from the Shell Manager has been unloaded

Explanation IOS has completed unloading the Dynamic Command set. This should only occur when a new package has been installed and should shortly be followed by a message indicating that the new Dynamic Command set has been loaded.

Recommended Action No action is required.

Error Message %DYNCMD-7-PKGINT_INSTALLED: The command package '[chars]' has been successfully installed

Explanation IOS has completed installation of the specified command package. Configuration commands for the package are now available.

Recommended Action No action is required.

Error Message %DYNCMD-7-PKGINT_UNINSTALLED: The command package '[chars]' has been successfully uninstalled

Explanation IOS has completed uninstallation of the specified command package. Configuration commands for the package are no longer available.

Recommended Action No action is required.

E_CFM Messages

Error Message %E_CFM-3-CROSS_CONNECTED_SERVICE: Continuity Check message is received from remote MEP mpid %d with service MA name %s %s MAC: %e for service MA name %s of domain %s level %u.

Explanation The Continuity Check message whose MA name or MA level is different from what is locally configured on the device for the given EVC or VLAN, thereby indicating that there is a potential for having a cross-connected service in the network.

Recommended Action Configure the CFM MA name or MA level properly across the network.

ECFM_HSBY Messages

Error Message %ECFM_HSBY-5-FAIL: Communication lost with remote ODU for link protection group %d on %s

Explanation Communication was lost with the remote outdoor unit (ODU) due to either a CC message timeout or the interface going down.

Recommended Action No action is required.

Error Message %ECFM_HSBY-5-FAILOVER: Failover from %s to %s in link protection group %d.

Explanation The active outdoor unit (ODU) in the link protection group either has sent a message to the indoor unit (IDU) indicating a failure or communication with the ODU was lost. The IDU has failed over to the standby ODU.

Recommended Action No action is required.

Error Message %ECFM_HSBY-5-KO: Remote ODU for link protection group %d on %s has indicated a failure

Explanation The remote outdoor unit (ODU) has raised its Sender KO flag indicating a failure.

Recommended Action No action is required.

Error Message %ECFM_HSBY-5-OK: Remote ODU for link protection group %d on %s is now ok.

Explanation The previously failed remote outdoor unit (ODU) has recovered.

Recommended Action No action is required.

Error Message %ECFM_HSBY-5-PORT_ACTIVE: %s link protection group %d now forwarding traffic

Explanation The remote outdoor unit (ODU) connected to this interface is now active. This interface is now forwarding traffic to/from the remote ODU.

Recommended Action No action is required.

Error Message %ECFM_HSBY-5-SUSPEND: Remote ODU for link protection group %d on %s is now suspended.

Explanation The remote outdoor unit (ODU) has requested monitoring of CC messages be temporarily suspended.

Recommended Action No action is required.

EMD Messages

Error Message %EMD-3-PFU_INITIALIZATION : The RP has failed to initialize a Power Supply/Fan module controller because [chars]

Explanation The route processor (RP) failed to initialize a power supply or a fan module controller. This error could be caused by a hardware defect or a C2W access failure.

Recommended Action Examine the logs for C2W and hardware errors.

Error Message %EMD-3-IDPROM_ACCESS : Failed access or process an IDPROM because [chars]

Explanation The system failed to access an IDPROM or an IDPROM process failed. This error can occur from a hardware defect, software defect, or incorrect IDPROM content.

Recommended Action Examine the logs for IDPROM and hardware errors.

Error Message %EMD-3-IDPROM_SENSOR : One or more sensor fields from the idprom failed to parse properly because [chars].

Explanation One or more IDPROM sensor fields failed to parse properly. The most likely reason is a checksum failure in the IDPROM from incorrect IDPROM content.

Recommended Action Examine the logs for IDPROM and hardware errors.

Error Message %EMD-3-SENSOR_INITIALIZATION : Failed to initialize sensor monitoring because [chars].

Explanation The system failed to initialize an IDPROM sensor monitoring process. This error can occur from a hardware defect, software defect, or incorrect IDPROM content.

Recommended Action Examine the logs for IDPROM and hardware errors.

Error Message %EMD-0-EVENT_LIBRARY : An event facility initialization or maintenance function failed because [chars]

Explanation An event facility initialization or maintenance function failed. This error could be due to a software defect or system resource limitation.

Recommended Action Restart the card.

Error Message %EMD-0-RESOLVE_FRU : Failed to determine [chars] card because [chars]

Explanation The system was unable to determine a card state. This error could be due to a software defect or system resource limitation.

Recommended Action Restart the card.

Error Message %EMD-0-SERVICES_INITIALIZATION : Failed to initialize general application services because [chars]

Explanation The system failed to initialize the application services. This error could be due to a software defect or system resource limitation.

Recommended Action Restart the card.

ENVIRONMENT Messages

Error Message %ENVIRONMENT-3-RPS_FAILED: %s %s %s %s

Explanation Only one power supply was detected for system in dual power mode or power supply is failing

Error Message %ENVIRONMENT-3-UNDERTEMP: %s %s %s %s

Explanation The chassis inside temperature is below the minimum temperature threshold

ENVIRONMENTAL Messages

Error Message %ENVIRONMENTAL-1-ALERT: [chars], Location: [chars], State: [chars], Reading: [dec] [chars]

Explanation One of the sensors in the system is reading an out of normal value.

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

Error Message %ENVIRONMENTAL-1-SENSORFAIL: [chars], Location [chars], State: fail

Explanation One of the sensors in the system has detected a failure condition from which it cannot recover. This sensor is no longer reporting readings to the environmental monitoring subsystem.

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

Error Message %ENVIRONMENTAL-1-SENSOROK: [chars], Location: [chars], State: normal

Explanation One of the sensors in the system had been in a failure condition but is now operating normally.

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

Error Message %ENVIRONMENTAL-3-CHASFSERR: Sensor [chars] on FRU [chars] has an invalid chasfs device state [chars]

Explanation The system does not understand the state that the sensor is reporting. This is most likely a filesystem corruption or ISSU problem. You may try rebooting the router to see if the problem corrects itself.

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

Error Message %ENVIRONMENTAL-3-TDLERROR: Error processing TDL message. [dec]

Explanation An unexpected condition in which IOS has received a TDL message which it cannot 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ENVIRONMENTAL-5-SENSOROK: %s, Location: %s, State: normal

Explanation One of the sensors in the system had been in a failure condition but is now operating normally.

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

ERM Messages

Error Message %ERM-6-NOTIFY: Owner: %s(%01lx), User: %s(%01lx), Threshold Type: %s, Level: %s, Direction: %s, Limit: %u, Usage: %u, Policy ID: %d

Explanation A notification has been sent out by the resource owner because of a threshold violation.

Recommended Action This is just informational message only. This message appears because a threshold has been violated. Use the **show running** command and look for the configuration under the resource manager mode and check the thresholds that has been set. This is just a notification that the threshold has been violated - no action is taken to stop the resource exhaustion.

Error Message %ERM-6-NOTIFY: Owner: %s(%01lx), User: %s(%01lx), Threshold Type: %s, Level: %s, Direction: %s, Limit: %u, Usage: %u, Policy ID: %d

Explanation HAWKEYE log message .

Recommended Action No action is required.

ERSPAN Messages

Error Message %ERSPAN-3-MEM_INIT_FAILED : Allocation of [chars] memory failed for ERSPAN

Explanation ERSPAN Initialization of channel pool 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

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

Error Message %ERSPAN-3-PKT_REPLICA_INIT_FAILED : Register to Generic Packet Replication failed for ERSPAN

Explanation ERSPAN Initialization of packet replication registration 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ESF Messages

Error Message %ESF_MPLS-3-EREVENT: %s

Explanation An internal software error occurred.

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

Error Message %ESF_MPLS-3-ESF_FIB_ADD_FAILED: Attempt to add ESF tagged route %i/%d Table %lu failed

Explanation An internal software error occurred.

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

ESS_FEATURE Messages

Error Message %ESS_FEATURE-3-ESF_STUB : CPP ESS per-session feature ([chars]) executes stub entry in [chars] direction

Explanation The system experienced an internal software error. CPP ESS per-session feature stub entry got executed. The packet will be 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ESS_IPSUB Messages

Error Message %ESS_IPSUB-3-ESS_IPSUB_STUB : CPP ESS IPSUB executes stub entry in [chars] direction

Explanation The system experienced an internal software error. CPP ESS IPSUB stub entry got executed. The packet will be 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ESS_IPSUB-3-FSOL_THROTTLE_ERR : Allocation of [chars] memory failed for ESS IP Subscriber

Explanation Allocation of memory resource demanded by ESS IPSUB FSOL throttle failed. This is a serious problem at the ESS IPSUB FSOL initialization for throttling.

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

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

ESS_PROXY Messages

Error Message %ESS_PROXY-2-IPC_THROTTLE_ERR : Allocation of [chars] memory failed for ESS Proxy unsolicited event throttling

Explanation Allocation of memory resource demanded by ESS Proxy throttle failed. This is a serious problem at the ESS Proxy IPC initialization for unsolicited event throttling.

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

Error Message %ESS_PROXY-2-KA_CHANNEL_ALLOC_FAILED : CPP ESS Proxy Session Keepalive channel creation failure.

Explanation The system experienced an internal software error. CPP ESS Proxy Session Keepalive detected that the channel creation failed. CPP ESS proxy session keepalive will not be functional while this condition 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ESS_PROXY-2-KA_PKT_REPLICA_REG_FAILED : CPP ESS Proxy Session Keepalive packet replication registration failure (result: [dec]).

Explanation The system experienced an internal software error. CPP ESS Proxy Session Keepalive detected that the packet replication registration failed. CPP ESS proxy session keepalive will not be functional while this condition 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ESS_PROXY-2-KA_PKT_TMPL_BFR_ALLOC_FAILED : CPP ESS Proxy Session Keepalive packet template allocation failure ([chars] buffer length: [dec]).

Explanation The system experienced an internal software error. CPP ESS Proxy Session Keepalive detected that the packet template buffer allocation failed. CPP ESS proxy session keepalive will not be functional while this condition 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ESS_PROXY-2-KA_TIMER_INIT_FAILED : CPP ESS Proxy Session Keepalive timer initialization failure.

Explanation The system experienced an internal software error. CPP ESS Proxy Session Keepalive detected that the timer initialization failed. CPP ESS proxy session keepalive will not be functional while this condition 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

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

Error Message %ESS_PROXY-2-PROXY_IPC_INIT_FAILED : CPP ESS Proxy IPC interface initialization failure (result: [dec]).

Explanation The system experienced an internal software error. CPP ESS Proxy initialization detected that the IPC interface initialization failed. CPP ESS proxy will not be functional while this condition 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ESS_PROXY-3-PROXY_BAD_MSG : CPP ESS Proxy received bad length message type [dec]

Explanation The system experienced an internal software error. CPP ESS Proxy received a corrupted message from control plane. This 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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ESS_PROXY-3-PROXY_INV_MSG : CPP ESS Proxy received invalid message type [dec]

Explanation The system experienced an internal software error. CPP ESS Proxy received an invalid message type from control plane. This 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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>,

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

Error Message %ESS_PROXY-3-PROXY_IPC_ALLOC_FAILED : CPP ESS Proxy [chars] message lost due to message buffer allocation failure.

Explanation The system experienced an internal software error. CPP ESS Proxy message processing detected a message buffer allocation failure. The message is lost as the result of this 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ESS_PROXY-3-PROXY_IPC_NO_HDLR : CPP ESS Proxy received unregistered message type [dec]

Explanation The system experienced an internal software error. CPP ESS Proxy received a message from control plane but there is no registered handler. The message is lost as the result of this 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ESS_PROXY-3-PROXY_IPC_SEND_FAILED : CPP ESS Proxy [chars] message lost due to message sent failure (result: [dec]).

Explanation The system experienced an internal software error. CPP ESS Proxy message processing detected a message sent failure. The message is lost as the result of this 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the

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

ESS_SWITCH Messages

Error Message %ESS_SWITCH-3-ESS_STUB : CPP ESS switching ([chars]) feature executes stub entry in [chars] direction

Explanation The system experienced an internal software error. CPP ESS Switching feature stub entry got executed. The packet will be 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ESS_SWITCH-3-STATS_INVALID_PTR : CPP ESS Switching invalid statistics block for session [chars].

Explanation The system experienced an internal software error. CPP ESS Switching session contains an invalid statistics block. The session statistics are lost.

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

ETHERNET_PMLACP Messages

Error Message %ETHERNET_PMLACP-3-PEER_ICCP_VERSION_INCOMPATIBLE: Peer ICCP version %d is incompatible with local ICCP version %d.

Explanation P-mLACP peer is running with a different version of ICCP. Incompatible ICCP would prevent P-mLACP from working properly.

Recommended Action Reboot peer with identical IOS version would correct the issue. Compatible ICCP version between different IOS images can still be achieved by doing `show lacp multichassis load-balance group` on the both devices to check if ICCP versions are compatible. If ICCP versions are incompatible, repeat IOS image loading and CLI above until a compatible image is loaded.

Error Message %ETHERNET_PMLACP-3-SYS_CFG_DUPL_ID: Remote P-mLACP peer has duplicate P-mLACP node-id %d

Explanation A remote P-mLACP peer is configured with the same P-mLACP node-id as this device.

Recommended Action Reconfigure the P-mLACP node-id to be unique between the two devices with the `mlacp node-id` configuration command. Refer to the P-mLACP configuration section of the Cisco IOS documentation for more information on configuring P-mLACP.

Error Message %ETHERNET_PMLACP-3-SYS_CFG_INVALID_ID: Received invalid P-mLACP node-id %d from peer

Explanation A remote P-mLACP peer is configured with an invalid P-mLACP node-id.

Recommended Action Reconfigure the peer to send a valid P-mLACP node-id with the `mlacp node-id` configuration command. Refer to the P-mLACP configuration section of the Cisco IOS documentation for more information on configuring P-mLACP.

Error Message %ETHERNET_PMLACP-4-CORE_CONNECTED: P-mLACP has recovered from a core isolation failure. Attempting to recover %d ports in redundancy group %u

Explanation P-mLACP has recovered from core isolation and has attempted to recover the ports in the redundancy group.

Recommended Action This message may not require any action. However the `show lacp multi-chassis load-balance group` and `show lacp multi-chassis load-balance port-channel` commands may be used to verify the state of the P-mLACP port-channels. Reference the P-mLACP section of the IOS documentation for details on core isolation failures and related configuration commands.

Error Message %ETHERNET_PMLACP-4-CORE_ISOLATION: P-mLACP Core isolation failure: Attempting to failover %d ports in redundancy group %u

Explanation P-mLACP has detected isolation from the core and has attempted to failover.

Recommended Action Use the **show redundancy interchassis** command to determine which core facing interface has triggered the isolation failure. Correct the failure for the given interface, this will clear the P-mLACP core isolation failure. Reference the P-mLACP section of the IOS documentation for more information on core isolation failures and related configuration commands.

Error Message %ETHERNET_PMLACP-4-ICRM_CLIENT_RECV_BAD_LEN: Received an P-mLACP TLV with bad length %d, total message length %d

Explanation The P-mLACP TLV length is longer than the total message length.

Recommended Action Issue the **show version** command on the local and remote devices to get the versions of IOS that are running. Reference the P-mLACP section of the IOS documentation to verify that P-mLACP is compatible between the IOS versions on the two devices. If the versions are compatible and the message still appears then please contact your Cisco technical support representative. Provide the representative with the exact message being seen as well as the output of the following commands, **show version**, **show run**, **show lacp multi-chassis load-balance group**, and **show lacp multi-chassis load-balance port-channel**.

Error Message %ETHERNET_PMLACP-4-ICRM_CLIENT_RECV_NO_TYPELEN: Received an P-mLACP TLV without a type and/or length field (%d)

Explanation P-mLACP received an improperly formatted TLV from the peer. As a result the local and peer devices may have mismatched state data.

Recommended Action Issue the **show version** command on the local and remote devices to get the versions of IOS that are running. Reference the P-mLACP section of the IOS documentation to verify that P-mLACP is compatible between the IOS versions on the two devices. If the versions are compatible and the message still appears then please contact your Cisco technical support representative and provide the representative with the exact error message being seen as well as the versions of IOS from both devices.

Error Message %ETHERNET_PMLACP-4-ICRM_CLIENT_RECV_REJ: Received rejected P-mLACP TLV from peer with message ID %d

Explanation A remote P-mLACP peer has rejected an P-mLACP TLV.

Recommended Action Issue the **show version** command on the local and remote devices to get the versions of IOS that are running. Reference the P-mLACP section of the IOS documentation to verify that P-mLACP is compatible between the IOS versions on the two devices. If the versions are compatible and the message still appears then please contact your Cisco technical support representative and provide the representative with the exact error message being seen as well as the versions of IOS from both devices.

Error Message %ETHERNET_PMLACP-4-PEER_DISCONNECT: An P-mLACP peer has disconnected from redundancy group %u, attempting to reconnect

Explanation P-mLACP has detected that a peer device from the specified redundancy group has disconnected. P-mLACP will attempt to reconnect to the device until successful.

Recommended Action This message is typically caused by a configuration event on the peer router, and so no action may be necessary. However if this message is unexpected then issue the **show redundancy interchassis** command on both the local and peer P-mLACP devices to determine which peer member IP has lost communication. Use this information to further debug the network communication issue, and re-enable communication with the peer. Reference the P-mLACP section of the IOS documentation for more information on peer down failures.

Error Message %ETHERNET_PMLACP-4-PEER_DOWN: P-mLACP Peer down failure: Attempting to make %d local ports active in redundancy group %u

Explanation P-mLACP has detected a peer down failure and has attempted to make the local port-channels become active.

Recommended Action The peer down failure should be corrected by re-enabling communication with the peer P-mLACP device. Use the **show redundancy interchassis** command on both the local and peer P-mLACP devices to determine which peer member IP has lost communication. Use this information to further debug the network communication issue, and re-enable communication with the peer. Reference the P-mLACP section of the IOS documentation for more information on peer down failures.

Error Message %ETHERNET_PMLACP-4-PEER_RECONNECT_FAILED: The attempt to reconnect to the peer in redundancy group %u has failed

Explanation After an P-mLACP peer device disconnected, an attempt was made to reconnect, however that attempt has failed.

Recommended Action To reinitialize the connection, unconfigure **mlacp interchassis group** from the port-channel, and then reconfigure it. After doing that, issue **show redundancy interchassis** to get the peer member IP connection status and the P-mLACP connection state. If the peer member IP connection status is not CONNECTED then there is a more basic communication issue that needs to be fixed. Otherwise if the peer member IP is CONNECTED but the P-mLACP state is not CONNECTED, then there could be a software issue. In that case collect the output of **show redundancy interchassis**, **show lacp multi-chassis load-balance group**, and **show lacp multi-chassis load-balance port-channel**. Then please contact your Cisco technical support representative and provide the collected information.

Error Message %ETHERNET_PMLACP-4-PEER_UP: P-mLACP has recovered from a peer down failure in redundancy group %u

Explanation P-mLACP is now in communication with the peer device, and has recovered from a previous peer down failure.

Recommended Action This message may not require any action. However the **show lacp multi-chassis load-balance group** and **show lacp multi-chassis load-balance port-channel** commands may be used to verify the state of the P-mLACP port-channels. Reference the P-mLACP section of the IOS documentation for details on peer down failures and related configuration commands.

Error Message %ETHERNET_PMLACP-6-PEER_CONNECT: P-mLACP peer is now connected in redundancy group %u

Explanation This message indicates that the local P-mLACP device is now connected to a peer device in the specified redundancy group.

Error Message No action is required. To view the peer information the command **show lacp multi-chassis load-balance port-channel** or **show lacp multi-chassis load-balance group** may be issued.

ETH_SPA_GEN Messages

Error Message %ETH_SPA_GEN-3-CU_SFP_NOT_SUPP: CU-SFP is not supported on SPA-2X1GE-V2

Explanation Copper (RJ-45) SFP optics are not supported on the SPA-2X1GE-V2.

Recommended Action Use PHY-based ports for copper connections.

ETH_SPA_GILA Messages

Error Message %ETH_SPA_GILA_FUGU-3-SPI4_MCALPTY_ERR: [chars] : [chars] Calender memory Parity error

Explanation An internal SPI4 error (SPI4 calender memory parity error) occurred in the SPA.

Recommended Action If the issue persists, it may be a case of bad hardware. Open a case with Cisco technical support personnel for further assistance.

Error Message %ETH_SPA_GILA_FUGU-3-SPI4_MCALRBPTY_ERR: [chars] : [chars] Calender memory read back Parity error

Explanation An internal SPI4 error (SPI4 calender memory read back parity error) occurred in the SPA.

Recommended Action Try reseating the SPA and if the issue persists, open a case with the Cisco Technical Assistance Center.

Error Message %ETH_SPA_GILA_FUGU-3-SPI4_MCNTPRTY_ERR: [chars] : [chars] Memory Parity error

Explanation An internal SPI4 error (SPI4 Control FIFO Memory Parity error) occurred in the SPA.

Recommended Action If the issue persists, open a case with the Cisco Technical Assistance Center for further assistance.

Error Message %ETH_SPA_GILA_FUGU-3-SPI4_MDATAPRTY_ERR: [chars] : [chars] Memory Parity error

Explanation An internal SPI4 error (SPI4 DATA FIFO Memory Parity error) occurred in the SPA.

Recommended Action If the issue persists, open a case with the Cisco Technical Assistance Center for further assistance.

Error Message %ETH_SPA_GILA_FUGU-3-SPI4_OVF_ERR: [chars] : [chars] Overflow Error

Explanation An Internal SPI4 data overflow error (SPI4 Overflow Error) occurred in the SPA.

Recommended Action Open a case with the Cisco Technical Assistance Center for further assistance.

Error Message %ETH_SPA_GILA_FUGU-3-SPI4_RDOOF_ERR: [chars] : [chars] Rdata Out of Frame error

Explanation An internal SPI4 error (SPI4 Rdata Out of Frame error) occurred in the SPA.

Recommended Action If the issue persists, open a case with the Cisco Technical Assistance Center.

Error Message %ETH_SPA_GILA_FUGU-3-SPI4_SYNC_FAIL: [chars] : Sync check failed in [chars] SPI4 interafce

Explanation Synchronization check failed in the Gila/Fugu SPI4 interface.

Recommended Action Try reseating the SPA. If the issue persists, contact the Cisco Technical Assistance Center.

ETH_SPA_MAC Messages

Error Message %ETH_SPA_MAC-3-INTR_BURST: Interrupts from [chars] have crossed burst limit of [dec] in [dec]msec for port [dec]/[dec]/[dec]

Explanation Interrupts that have crossed the burst limit are detected by the SPA.

Recommended Action Check the interface configuration and receive signal characteristics. Also verify the XFP transceiver and receive signal path. Re-enable the interface after corrective action.

Error Message %ETH_SPA_MAC-3-INTR_MAX_BURST: Bursts of interrupts from [chars] have crossed maximum limit [dec] for port [dec]/[dec]/[dec]

Explanation Burst of interrupts that have crossed the maximum limit are detected by the SPA.

Recommended Action Check the interface configuration and receive signal characteristics. Also verify the XFP transceiver and receive signal path. Re-enable the interface after corrective action.

Error Message %ETH_SPA_MAC-3-SPI4_ERROR: [chars] : SPI4 Error occurred in the MAC

Explanation SPI4 error occurred in the MAC.

Recommended Action Try reseating the SPA. If the error occurs multiple times, open a case with the Cisco Technical Assistance Center at <http://tools.cisco.com/ServiceRequestTool/create/>.

Error Message %ETH_SPA_MAC-3-SPI4_SINK_INIT_ERR: [chars] : Marvel spi4.1 sink init failed PL410 global status <lock> not set

Explanation An internal SPI4 error occurred in the SPA.

Recommended Action If the issue persists, return the SPA using the RMA process.

Error Message %ETH_SPA_MAC-3-UNREC_ECC_ERR: [chars] : An unrecoverable ECC error occurred in the MAC

Explanation An unrecoverable ECC error occurred in the MAC.

Recommended Action Try to reload the SPA to recover from the failure. If the problem persists, contact the Cisco Technical Assistance Center.

EXLOG Messages

Error Message %EXLOG-3-BADDST : type [int] (index [int])

Explanation An internal data structure was found to contain an invalid value.

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

Error Message %EXLOG-3-PAKMEM : allocation error ([int] bytes)

Explanation An attempt to allocate a packet buffer 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %EXLOG-3-QMPKT : packet queuing error [int]

Explanation The attempt to queue an internally-generated packet 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

EVTMON_PROXY Messages

Error Message %EVTMON_PROXY-3-PROXY_IPC_INIT_FAILED : [dec]

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

Error Message %EVTMON_PROXY-4-PROXY_IPC_EVTMON_FEAT_UPDATE_FAILED : feature user failed to [chars] because of [chars]

Explanation Event monitor feature user failed to attach or detach.

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

Error Message %EVTMON_PROXY-4-PROXY_IPC_EVTMON_REC_UPDATE_FAILED : event record update failed

Explanation Event monitor failed to attach or detach event record.

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

Error Message %EVTMON_PROXY-4-PROXY_IPC_INVALID_MSG : [hex]

Explanation Received an invalid IPC messages subtype.

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

FAKED Messages

Error Message %FAKED-6-INFOEVENT : Sample info message

Explanation Some sample informational output from faked.

Recommended Action No action is required.

FLEXVPN Messages

Error Message %FLEXVPN-4-FLEXVPN_FAILED_TO_CONNECT: %s

Explanation FlexVPN session failed to come up, FlexVPN is stuck in a state waiting for an event, posting a disconnect message to recover.

Error Message %FLEXVPN-6-FLEXVPN_CONNECTION_DOWN: %s

Explanation FlexVPN connection is being closed. The IPsec and IKE security associations will also be brought down along with it.

Error Message %FLEXVPN-6-FLEXVPN_CONNECTION_UP: %s

Explanation FlexVPN connection is up for the client mentioned. Both IPsec and IKE security Associations are up now.

FMANFP Messages

Error Message %FMANFP-6-IPACCESSLOGP : list [chars] [chars] [chars] [chars]([int]) [chars]-> [chars]([int]), [int] packet[chars]

Explanation A packet matching the log criteria for the given access list was detected.

Recommended Action No action is required.

Error Message %FMANFP-6-IPACCESSLOGNP : list [chars] [chars] [int] [chars] [chars]-> [chars], [int] packet[chars]

Explanation A packet matching the log criteria for the given access list was detected.

Recommended Action No action is required.

Error Message %FMANFP-6-IPACCESSLOGDP : list [chars] [chars] [chars] [chars] [chars]-> [chars] ([int]/[int]), [int] packet[chars]

Explanation A packet matching the log criteria for the given access list was detected.

Recommended Action No action is required.

Error Message %FMANFP-6-IPV6ACCESSLOGP : list [chars] [chars] [chars] [chars]([int]) [chars]-> [chars]([int]), [int] packet[chars]

Explanation A packet matching the log criteria for the given access list was detected.

Recommended Action No action is required.

Error Message %FMANFP-6-IPV6ACCESSLOGDP : list [chars] [chars] [chars] [chars] [chars]-> [chars] ([int]/[int]), [int] packet[chars]

Explanation A packet matching the log criteria for the given access list was detected.

Recommended Action No action is required.

Error Message %FMANFP-6-IPV6ACCESSLOGNP : list [chars] [chars] [int] [chars] [chars]-> [chars], [int] packet[chars]

Explanation A packet matching the log criteria for the given access list was detected.

Recommended Action No action is required.

Error Message %FMANFP-6-FMANACLLOGMISSMSG : access-list logging datapath rate-limited or missed [int] packet[chars]

Explanation Some packet matching logs were missed because the access list log messages were rate-limited or no access list log buffers were available.

Recommended Action No action is required.

Error Message FMANFP-6-CRYPTO_DEVICE_REQUEST_COMPLETE : Crypto-device is ready to process packets

Explanation Crypto-device is load with new core based on user request. Now it is ready to process packets

Recommended Action No action is required.

FMANRP Messages

Error Message %FMANRP-3-EPOCHTDLMSGMARSHAL: Failed to copy epoch TDL message to IPC buffer, epoch number [dec]

Explanation This operation to build a TDL messages for epoch message has failed.

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

Error Message %FMANRP-3-MSGENQERR: Unable to enqueue IPC messages to IOS IPC queue. Message: [chars].

Explanation An unexpected condition has occurred while IOS trying to enqueue IPC message to IOS IPC queue in order to send the message to Forwarding Manager.

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

Error Message %FMANRP-3-MSGMARSHALERR: Unable to copy IPC messages into transport buffer. Message: [chars]

Explanation An unexpected condition has occurred while IOS trying to copy IPC message to transport buffer in order to send the message from IOSd to Forwarding Manager.

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

Error Message %FMANRP-4-MSGDISPATCH: Unable to dispatch received TDL messages from Forwarding Manager.

Explanation An unexpected condition has occurred while IOS trying to dispatch the TDL message handler functions for received TDL messages from Forwarding Manager.

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

Error Message %FMANRP-4-MSGDISPATCHNULL: TDL messages NULL from IOS.

Explanation An unexpected condition has occurred while IOS trying to dispatch the TDL message handler functions for received TDL messages from Forwarding Manager.

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

Error Message %FMANRP-4-MSGIPCERR: Unable to process received IPC messages from Forwarding Manager, error: [chars].

Explanation An unexpected condition has occurred while IOS trying to process received IPC message from Forwarding Manager.

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

Error Message %FMANRP-6-INVALID_CCE_POSITION : Invalid position '[dec]' prevented [chars]

Explanation A messaging error has occurred during service-policy modification and the configuration could not be downloaded properly.

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

FMANRP_ACL Messages

Error Message %FMANRP_ACL-4-INVALIDV4ACETYPE: v4 ACE type is invalid

Explanation An unexpected condition has occurred which is due to the type of v4 ACE created.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ip access-list** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ip access-list** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_ACL-4-INVALIDV6OP: Operation is invalid

Explanation An unexpected condition has occurred which is due to the operation performed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ip access-list** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ip access-list** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_ACL-4-NOACL: ACL is null

Explanation An unexpected condition has occurred which is due to the absence of an ACL structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ip access-list** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ip access-list** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_ACL-4-NOMACACE: mac ACE is null

Explanation An unexpected condition has occurred which is due to the absence of an mac ACE structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the 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/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show access-list** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_ACL-4-NOSB: Subblock on interface [chars] ([hex]) is null

Explanation An unexpected condition has occurred which is due to the absence of a subblock structure on interface.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ip interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ip interface** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_ACL-4-NOSWIDB: Sub-interface is null

Explanation An unexpected condition has occurred which is due to the absence of a swidb structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ip interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ip interface** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_ACL-4-NOV4ACE: v4 ACE is null

Explanation An unexpected condition has occurred which is due to the absence of an v4 ACE structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ip access-list** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ip access-list** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_ACL-4-NOV6ACE: v6 ACE is null

Explanation An unexpected condition has occurred which is due to the absence of an v6 ACE structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ip access-list** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ip access-list** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_ACL-4-TMPLACLDISABLEERR: Not enough resources to disable template ACL

Explanation Not enough resources to store individual ACLs.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ipv6 access-list template summary** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ipv6 access-list template summary** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_ACL-4-TMPLACLINITERR: Template ACL initialization error

Explanation An unexpected condition has occurred on template ACL initialization.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show memory** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show memory** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_ACL-4-TMPLACLNOEMEMERR: Template ACL no memory error

Explanation An unexpected condition has occurred on template ACL processing.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show memory** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show memory** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_ACL-4-UPDV4STATSERR: Update v4 ACL statistics error

Explanation An unexpected condition has occurred when updating v4 ACL statistics.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ip access-list** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ip access-list** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_ACL-4-UPDV6STATSEERR: Update v6 ACL statistics error

Explanation An unexpected condition has occurred when updating v6 ACL statistics.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ipv6 access-list** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ipv6 access-list** commands and your pertinent troubleshooting logs.

FMANRP_ADJ Messages

Error Message %FMANRP_ADJ-3-ENCFSIZE: Invalid encap length [dec] which is larger than max allowed [dec] bytes

Explanation An unexpected condition has occurred which is due to invalid adjacency encapsulation size being larger than the maximum value allowed.

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

Error Message %FMANRP_ADJ-3-ENQUEFAIL: Unable to send [chars] [chars] message to Forwarding Manager Process

Explanation An unexpected condition has occurred which resulted in a configuration not being sent to the Forwarding Manager 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_ADJ-3-NOADJ: Adjacency entry is null

Explanation An unexpected condition has occurred which is due to the absence of an adjacency entry structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show adjacency** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show adjacency** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_ADJ-3-NOFIBHWIDB: FIB Interface [chars] is null

Explanation An unexpected condition has occurred which is due to the absence of a FIB interface structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show adjacency** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show adjacency** commands and your pertinent troubleshooting logs.

FMANRP_CCE Messages

Error Message %FMANRP_CCE-3-CCE_CLASS_CREATE: Unable to create class [int].[int]

Explanation An error occurred when trying to create a class-map.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show policy-map [type <policy type><name>]** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show policy-map [type <policy type><name>]** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_CCE-3-CCE_FILTER_OVERFLOW: Filter list overflow at type [chars]

Explanation An internal error occurred when trying to build class-map information for one of the classes in a policy-map.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show class-map** [**type** <class type><name>] 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show class-map** [**type** <class type><name>] commands and your pertinent troubleshooting logs.

Error Message %FMANRP_CCE-3-CCE_INVALID_FILTER_RELN: Invalid filter relation [int]

Explanation An internal error occurred when trying to build class-map information for one of the classes in a policy-map.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show policy-map** [**type** <policy type><name>] 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show policy-map** [**type** <policy type><name>] commands and your pertinent troubleshooting logs.

Error Message %FMANRP_CCE-4-CCE_STACK_LIMIT: Failed to create class [dec] filter list

Explanation An operation to send a filter list to the forwarding processor for a particular class has failed due to a resource issue. This may imply that the notification was dropped.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show class-map** [**type** <class type><name>] 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show class-map** [**type** <class type><name>] commands and your pertinent troubleshooting logs.

FMANRP_CEF Messages

Error Message %FMANRP_CEF-3-ENQUEFAIL: Unable to send [chars] [chars] message to Forwarding Manager Process

Explanation An unexpected condition has occurred which resulted in a configuration not being sent to the Forwarding Manager Processes.

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

Error Message %FMANRP_CEF-3-NOFIB: FIB entry is null

Explanation An unexpected condition has occurred which is due to the absence of a FIB entry structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ip cef** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ip cef** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_CEF-3-NOFIBIDB: FIB interface is null

Explanation An unexpected condition has occurred which is due to the absence of a FIB interface structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ip cef** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ip cef** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_CEF-3-NOFIBPUSHCNT: FIB push counter is null

Explanation An unexpected condition has occurred which is due to the absence of a FIB push counter structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ip cef** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ip cef** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_CEF-3-NOFIBSB: FIB SB entry is null

Explanation An unexpected condition has occurred which is due to the absence of a FIB SB entry structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ip cef** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ip cef** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_CEF-3-NOFIBTABLE: FIB table is null

Explanation An unexpected condition has occurred which is due to the absence of a FIB table structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ip cef** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ip cef** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_CEF-3-NONATADDR: NAT address is null

Explanation An unexpected condition has occurred which is due to the absence of an NAT address.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ip alias** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ip alias** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_CEF-3-ROUTE MSGMARSHAL: Failed to copy route message to IPC buffer for prefix [chars]/[dec] - [chars]

Explanation This operation to build a TDL messages for route download has failed.

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

Error Message %FMANRP_CEF-4-UPDFRAGSTATSERR: Update IP Fragmentation statistics error

Explanation An unexpected condition has occurred when updating fragmentation statistics.

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

Error Message %FMANRP_CEF-4-UPDREASSSTATSERR: Update IP Reassembly statistics error

Explanation An unexpected condition has occurred when updating reassembly statistics.

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

Error Message %FMANRP_CEF-4-UPDSTATSERR: Update CEF statistics error

Explanation An unexpected condition has occurred when updating cef statistics.

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

Error Message %FMANRP_EFP-3-INVALID_VALUE : Configuration specified invalid value [dec] for [chars]

Explanation An unexpected condition in which configuration has accepted an invalid value.

Recommended Action Copy the 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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

FMANRP_ESS Messages

Error Message %FMANRP_ESS-3-ENQUEFAIL: [chars] ([hex], [hex])

Explanation An unexpected condition has occurred which resulted in a configuration not being sent to the Forwarding Manager 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_ESS-3-ERREVENT: [chars] ([hex])

Explanation General error used for failures during internal software integrity checks.

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

Error Message %FMANRP_ESS-4-EVSICREAT: [chars] sip_ess_segment= [hex], segment_id= [int], fsp_ess_segment= [hex], segment_id= [int], evsi= [int]

Explanation A failure has occurred in creating a session interface.

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

Error Message %FMANRP_ESS-4-FULLVAI: Session creation failed due to Full Virtual-Access Interfaces not being supported. Check that all applied Virtual-Template and RADIUS features support Virtual-Access sub-interfaces. swidb= [hex], ifnum= [dec]

Explanation A failure has occurred while creating a session interface due to creation of a full virtual-access interface. A full virtual-access interface is created if a virtual-template or RADIUS feature does not support virtual-access subinterfaces. The Cisco ASR1000 Series Routers only support virtual-access subinterfaces. Refer to the Recommended Action to isolate the problematic feature.

Recommended Action Run the **test virtual-template *number* subinterface** command, where *number* is the virtual-template number being used to create the session. Remove any identified features that are not subinterface-compliant. For RADIUS features, configure the **aaa policy interface-config allow-subinterface** command on the Cisco ASR1000 Series Router or `cisco-avpair="lcp:allow-subinterface=yes"` needs to be specified in the subscriber profile on the RADIUS server.

Error Message %FMANRP_ESS-4-MAXSESS: [chars] ([dec])

Explanation This error indicates a failed session setup due to the lack of a necessary system resource.

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

Error Message %FMANRP_ESS-4-SEGFAIL: [chars] Seghandle [hex] of Type [int]

Explanation A failure has occurred with a segment operation.

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

Error Message %FMANRP_ESS-4-SEGFAIL2: [chars] Seghandle [hex] of Type [int]
ess_segment= [hex]

Explanation A failure has occurred with a segment operation.

Recommended Action The session creation is rejected. If you determine that the system is adversely affected, then copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support

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

Error Message %FMANRP_ESS-4-SESSCNT: [chars] ([hex])

Explanation Inactive/Active Session Counts are incorrect.

Recommended Action The active sessions should still be functional but overall system performance may be less than optimal. If you determine that the system is adversely affected, then copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_ESS-4-WRNEVENT: [chars] ([hex])

Explanation A failure has occurred possibly relating to system resources.

Recommended Action The session should still be functional but overall system performance may be less than optimal. If you determine that the system is adversely affected, then copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_ESS-4-WRNEVENT2: [chars] ([hex] / [hex])

Explanation A failure has occurred possibly relating to system resources.

Recommended Action The session should still be functional but overall system performance may be less than optimal. If you determine that the system is adversely affected, then copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_ESS-4-WRNPARAM: [chars]

Explanation A failure has occurred relating to an incorrect functional parameter(s).

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

Error Message %FMANRP_ESS-4-WRNPARAM_2U: [chars] ([int] / [int])

Explanation A failure has occurred relating to an incorrect functional parameter(s).

Recommended Action The session should still be functional but overall system performance may be less than optimal. If you determine that the system is adversely affected, then copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_ESS-4-WRNPARAM_2X: [chars] ([hex] / [hex])

Explanation A failure has occurred relating to an incorrect functional parameter(s).

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

Error Message %FMANRP_ESS-4-WRNPARAM_2XD: [chars] ([hex] / [hex] / [dec])

Explanation A failure has occurred relating to an incorrect functional parameter(s).

Recommended Action The session should still be functional but overall system performance may be less than optimal. If you determine that the system is adversely affected, then copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_ESS-4-WRNPARAM_3X: [chars] ([hex] / [hex] / [hex])

Explanation A failure has occurred relating to an incorrect functional parameter(s).

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

Error Message %FMANRP_ESS-4-WRNPARAM_D: [chars] ([dec])

Explanation A failure has occurred relating to an incorrect functional parameter(s).

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

Error Message %FMANRP_ESS-4-WRNPARAM_DU: [chars] ([dec] / [int])

Explanation A failure has occurred relating to an incorrect functional parameter(s).

Recommended Action The session should still be functional but overall system performance may be less than optimal. If you determine that the system is adversely affected, then copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_ESS-4-WRNPARAM_F2S: [chars]: [chars] ([chars] / [chars])

Explanation A failure has occurred relating to an incorrect functional parameter(s).

Recommended Action The session should still be functional but overall system performance may be less than optimal. If you determine that the system is adversely affected, then copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_ESS-4-WRNPARAM_F2X: [chars]: [chars] ([hex] / [hex])

Explanation A failure has occurred relating to an incorrect functional parameter(s).

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

Error Message %FMANRP_ESS-4-WRNPARAM_FU: [chars]: [chars] ([int])

Explanation A failure has occurred relating to an incorrect functional parameter(s).

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

Error Message %FMANRP_ESS-4-WRNPARAM_S: [chars]: [chars]

Explanation A failure has occurred relating to an incorrect functional parameter(s).

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

Error Message %FMANRP_ESS-4-WRNPARAM_U: [chars] ([int])

Explanation A failure has occurred relating to an incorrect functional parameter(s).

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

Error Message %FMANRP_ESS-4-WRNPARAM_U2X: [chars] ([int] / [hex] / [hex])

Explanation A failure has occurred relating to an incorrect functional parameter(s).

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

Error Message %FMANRP_ESS-4-WRNPARAM_UXD: [chars] ([int] / [hex] / [dec])

Explanation A failure has occurred relating to an incorrect functional parameter(s).

Recommended Action The session should still be functional but overall system performance may be less than optimal. If you determine that the system is adversely affected, then copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_ESS-4-WRNPARAM_XU: [chars] ([hex] / [int])

Explanation A failure has occurred relating to an incorrect functional parameter(s).

Recommended Action The session should still be functional but overall system performance may be less than optimal. If you determine that the system is adversely affected, then copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

FMANRP_FPM Messages

Error Message %FMANRP_FPM-3-NOSTATUPDATE : Failed to update class-map statistics during periodic update

Explanation A statistics update for a class-map has failed.

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

Error Message %FMANRP_FPM-4-INVALIDACTION: FPM feature action is invalid [dec]

Explanation An unexpected condition has occurred which is due to the invalid action type when trying to bind FPM action with target class group.

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

Error Message %FMANRP_FPM-4-INVALIDLENTYPE: Field length type in PHDF file is invalid

Explanation An unexpected condition has occurred which is due to the invalid field length type in PHDF file.

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

Error Message %FMANRP_FPM-4-INVALIDMATCHTYPE: FPM match type is invalid [dec]

Explanation An unexpected condition has occurred which is due to the invalid FPM match type in one of FPM class-map filter match entry.

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

FMANRP_IPHC Messages

Error Message %FMANRP_IPHC-4-INVALIDSTATSTYPE: IP header compression statistic message received has invalid stats type

Explanation When receiving an IP header compression statistic update for an interface or sub-interface in IOS, the statistic type in that message is invalid.

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

Error Message %FMANRP_IPHC-4-NOIDB: IOS interface ([chars]) is not available for an IP header compression statistics update message

Explanation When receiving an IP header compression statistic update for an interface or sub-interface in IOS, one of data structures in IOS to store those IP header compression statistics is null.

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

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

Error Message %FMANRP_IPHC-4-STATSERR: There is error when processing IP header compression statistic message received on IOS

Explanation When receiving an IP header compression statistic update for an interface or subinterface in IOS, an unexpected 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

FMANRP_IPSEC Messages

Error Message %FMANRP_IPSEC-3-HAPI_PCP_UNEXP_REPLY : [chars]: PCP (trans [hex], opcode [hex]): unexpected reply from crypto hardware.

Explanation An unexpected internal software error. Engineering must be reported and investigate this occurrence.

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

Error Message %FMANRP_IPSEC-4-HAPI_PCP_NACK : [chars]: PCP NACK (trans [hex], opcode [hex], errcode [hex]): crypto hardware configuration may be out of sync.

Explanation A failure has occurred during security policy downloading in crypto hardware. The command is rejected.

Recommended Action The configuration may be ignorable or recovered automatically in crypto hardware. The session may still be functional but less than optimal performance. If you determine that the system is adversely affected then Embedded Services Processor (ESP

Error Message %FMANRP_IPSEC-3-HAPI_PCP_UNEXP_REPLY: %s: PCP (trans 0x%x, opcode 0x%x): unexpected reply from crypto hardware.

Explanation An empty file at first, place holder for SHIM errors

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %FMANRP_IPSEC-3-HAPI_PCP_UNEXP_REPLY: %s: PCP (trans 0x%x, opcode 0x%x): unexpected reply from crypto hardware.

Explanation An unexpected internal software error. Engineering must be reported and investigate this occurrence.

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

Error Message %FMANRP_IPSEC-6-HAPI_PCP_NACK: %s: PCP NACK (trans 0x%x, opcode 0x%x, errcode 0x%x): crypto hardware configuration may be out of sync.

Explanation A failure has occurred during security policy downloading in crypto hardware. The command is rejected.

Error Message The configuration may be ignorable or recovered automatically in crypto hardware. The session may still be functional but less than optimal performance. If you determine that the system is adversely affected then Embedded Services Processor (ESP) tracelog should be collected. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

FMANRP_MCAST Messages

Error Message %FMANRP_MCAST-3-FMANRP_BADMAF: Unknown Multicast AF [dec])

Explanation An unexpected condition has occurred due to the download of an unknown MFIB address family code.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show mfib** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show mfib** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_MCAST-3-FMANRP_DELID: Failed to remove Multicast ID [dec]

Explanation An unexpected condition has occurred due to the failure to delete an internal identifier that is no longer in use.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show mfib** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show mfib** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_MCAST-3-FMANRP_MCAP : Multicast Capability ([chars]:[chars]), error [chars]

Explanation An unexpected condition has occurred due to the failure to set a multicast capability for this platform.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show mfib state** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show mfib state** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_MCAST-3-FMANRP_MSTATS: Can't process multicast stats upload from fman. type [dec], id [dec]

Explanation An unexpected condition has occurred, preventing interpretation of the stats message from the forwarding manager. This will prevent the statistics for the affected multicast entries from being updated.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ip mroute count** 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 Search Tool at

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

Error Message %FMANRP_MCAST-3-FMANRP_NOID: No Multicast ID for ([IP_address], [IP_address]/[dec]), action [IP_address]

Explanation An unexpected condition has occurred due to the failure to allocate an internal identifier (ID), the multicast route will use a default empty mlist ID, causing all traffic to this route to be blackholed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ip mroute count** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ip mroute count** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_MCAST-3-FMANRP_UPDINTF : Failed to update flag count for [chars], due to [chars]

Explanation An unexpected condition has occurred due to the failure to update the interface flag count

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show mfib** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show mfib** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_MCAST-3-MCASTID: Multicast ID management error

Explanation An unexpected condition has occurred, causing an internal ID to not be properly handled or disposed of

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ip mroute count** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ip mroute count** commands and your pertinent troubleshooting logs.

FMANRP_MFR Messages

Error Message %FMANRP_MFR-3-BLCFGFAIL: Unable to %s link %s %s

Explanation An unexpected condition has occurred at Bundle link configuration %s

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

Error Message %FMANRP_MFR-3-BLFAIL: Unable to %s link %s %s

Explanation An unexpected condition has occurred at Bundle link configuration %s

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

Error Message %FMANRP_MFR-3-BNDLFAIL: Unable to %s bundle %s

Explanation An unexpected condition has occurred at Bundle configuration

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

Error Message %FMANRP_MFR-3-TDLFAIL: Unable to send %s %s message to Forwarding Manager Process (%s)

Explanation An unexpected condition has occurred which resulted in a configuration not being sent to the Forwarding Manager 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/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

FMANRP_MLP Messages

Error Message %FMANRP_MLP-2-DB_ALLOC_FAIL: MLP link db allocation failed

Explanation MLP link database error. Memory chunk creation for MLP link database has failed.

Recommended Action Check for accurate memory management. Perform memory leak checks and look for memory corruption causes. Execute the **show proc memory** command.

Error Message %FMANRP_MLP-2-DB_DELETE_FAIL: MLP link db entry delete for link %s failed

Explanation MLP link database error. Removal of entry from MLP link database has failed.

Recommended Action Check for accurate memory management. Perform memory leak checks, look for memory corruption causes and check for correct database management. Execute the **show proc memory** command.

Error Message %FMANRP_MLP-2-DB_DESTROY_FAIL: MLP link database destroy failed

Explanation MLP link database error. Memory chunk destroy has failed for MLP link database.

Recommended Action Check for accurate memory management. Perform memory leak checks and look for memory corruption causes. Execute the **show proc memory** command.

Error Message %FMANRP_MLP-2-DB_ENTRY_ALLOC_FAIL: MLP link db entry allocation for link %s failed

Explanation MLP link database error. Memory chunk allocation for MLP link database entry has failed.

Recommended Action Check for accurate memory management. Perform memory leak checks and look for memory corruption causes. Execute the **show proc memory** command.

Error Message %FMANRP_MLP-2-DB_ENTRY_FREE_FAIL: MLP link entry free failed

Explanation MLP link database error. Memory chunk free of MLP link database entry has failed.

Recommended Action Check for accurate memory management. Perform memory leak checks and look for memory corruption causes. Execute the **show proc memory** command.

Error Message %FMANRP_MLP-2-DB_INSERT_FAIL: MLP link db entry add for interface %s failed

Explanation MLP link database error. Insertion of a new entry into MLP link database has failed.

Recommended Action Check for accurate memory management. Perform memory leak checks, look for memory corruption causes, verify correct database management. Execute the **show proc memory** command.

Error Message %FMANRP_MLP-3-ENQUEFAIL: Unable to send [chars] [chars] message to Forwarding Manager Process

Explanation An unexpected condition has occurred which resulted in a configuration not being sent to the Forwarding Manager 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_MLP-4-UPDSTATSERR: Update MLP statistics error

Explanation An unexpected condition has occurred when updating mlp statistics.

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

FMANRP_MPLS Messages

Error Message %FMANRP_MPLS-3-ENQUEFAIL: Unable to send [chars] [chars] message to Forwarding Manager Process

Explanation An unexpected condition has occurred which resulted in a configuration not being sent to the Forwarding Manager 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_MPLS-3-NOOBJ: Object entry is null

Explanation An unexpected condition has occurred which is due to the absence of an object entry structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show mpls** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show mpls** commands and your pertinent troubleshooting logs.

FMANRP_NAT Messages

Error Message %FMANRP_NAT-3-AVLDELETE: Failed to delete node from NAT [chars] database for [IP_address]

Explanation This operation to perform delete processing has failed.

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

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

Error Message %FMANRP_NAT-3-AVLTREEWALK: Failed to walk NAT [chars] database for [chars]

Explanation This operation to perform stale processing has failed.

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

Error Message %FMANRP_NAT-3-DEBUGTDLMSGMARSHAL: Failed to copy debug NAT request message to IPC buffer

Explanation This operation to build a TDL message for debug NAT command has failed.

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

Error Message %FMANRP_NAT-3-IFADDRTDLMSGMARSHAL: Failed to copy interface address change message to IPC buffer for interface [chars], new address [IP_address]

Explanation This operation to build a TDL message for NAT interface address configuration has failed.

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

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

Error Message %FMANRP_NAT-3-IFTDLMSGMARSHAL: Failed to copy interface config message to IPC buffer for Interface [chars] ([hex]), domain [chars], operation [chars]

Explanation This operation to build a TDL message for interface configuration has failed.

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

Error Message %FMANRP_NAT-3-IOSDENQUEUE: Failed to enqueue NAT [chars] message for transmission

Explanation This operation to enqueue an IPC message for sending has failed.

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

Error Message %FMANRP_NAT-3-IPALIASTDL: Error with ipalias message received from data path

Explanation An unexpected condition has occurred with received ipalias message from data path.

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

Error Message %FMANRP_NAT-3-IPALIASTYPE: Received ipalias message from data path with unsupported address type [dec]

Explanation An unexpected condition has occurred with received ipalias message from data path with unsupported address type.

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

Error Message %FMANRP_NAT-3-IPSTATICROUTETDL: Error with static ip route message received from data path

Explanation An unexpected condition has occurred with received static ip route message from data path.

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

Error Message %FMANRP_NAT-3-IPSTATICROUTETYPE: Received ip static route message from data path with unsupported address type

Explanation An unexpected condition has occurred with received static ip route message from data path with unsupported address type.

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

Error Message %FMANRP_NAT-3-MAPPINGTDLMSGMARSHAL: Failed to copy mapping config message to IPC buffer for mapping id [dec] (vrf table id [dec])

Explanation This operation to build a TDL message for mapping configuration has failed.

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

Error Message %FMANRP_NAT-3-MAXENTRYTDLMSGMARSHAL: Failed to copy max entry config message to IPC buffer for type [chars], entry data [hex], max_limit [dec]

Explanation This operation to build a TDL message for max entry add/delete has failed.

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

Error Message %FMANRP_NAT-3-MIBEVENT: Failed to get NAT MIB response message: [chars]

Explanation An unsupported error occurred with waiting for NAT MIB response 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_NAT-3-POOLTDLMSGMARSHAL: Failed to copy pool config message to IPC buffer for pool [chars] (id [dec])

Explanation This operation to build a TDL message for pool configuration has failed.

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

Error Message %FMANRP_NAT-3-PORTLISTPROTO: Protocol type [dec] for global addr [IP_address] in the portlist allocation request is not supported

Explanation An unexpected protocol type has occurred with received portlist allocation request message from data path.

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

Error Message %FMANRP_NAT-3-PORTLISTTDL: Error with portlist allocation request message received from data path

Explanation An unexpected condition has occurred with received portlist allocation request message from data path.

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

Error Message %FMANRP_NAT-3-PORTLISTTDLMSGMARSHAL: Failed to copy portlist config message to IPC buffer for addr [IP_address], proto [dec], start_port [dec], end_port [dec]

Explanation This operation to build a TDL message for portlist add/delete has failed.

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

Error Message %FMANRP_NAT-3-PORTLISTTYPE: Address type [dec] for global address in the portlist allocation request is not supported

Explanation An unexpected address type has occurred with received portlist allocation request message from data path.

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

Error Message %FMANRP_NAT-3-RANGETDLMSGMARSHAL: Failed to copy pool address range config message to IPC buffer for pool [chars], range start [IP_address], range end [IP_address]

Explanation This operation to build a TDL message for address range configuration has failed.

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

Error Message %FMANRP_NAT-3-SERTDLMMSGMARSHAL: Failed to copy service config message to IPC buffer for application type [dec], protocol type [dec], port [dec]

Explanation This operation to build a TDL message for service configuration has failed.

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

Error Message %FMANRP_NAT-3-SERVICERM: Failed to delete NAT services for appl type [chars], protocol [chars], port [dec]

Explanation An unexpected condition has occurred which is due to the failure to remove data structures for NAT special services.

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

Error Message %FMANRP_NAT-3-STATSUPDSDL: Failed to update NAT [chars] statistics

Explanation An unexpected condition has occurred when updating statistics.

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

Error Message %FMANRP_NAT-3-TIMEOUTTDLMSGMARSHAL: Failed to copy timeout config message to IPC buffer for timeout type [dec]

Explanation This operation to build a TDL message for timeout configuration has failed.

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

Error Message %FMANRP_NAT-3-VRFDELTDLMSGMARSHAL: Failed to copy VRF delete message to IPC buffer for vrf table id [dec]

Explanation This operation to build a TDL message for vrf deletion configuration has failed.

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

Error Message %FMANRP_NAT-3-WLANSESSIDB: Received WLAN session message from data path with nil input interface for inside local host [IP_address]

Explanation An unexpected condition has occurred with received WLAN session message from data path with nil input interface.

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

Error Message %FMANRP_NAT-3-WLANSESSTDL: Error with WLAN session message received from data path

Explanation An unexpected condition has occurred with received WLAN session message from data path.

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

Error Message %FMANRP_NAT-3-WLANSESSTYPE: Received WLAN session message from data path with unsupported address type [dec]

Explanation An unexpected condition has occurred with received WLAN session message from data path with unsupported address type.

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

Error Message %FMANRP_NAT-4-BADACTION: Invalid action [dec] for NAT configuration

Explanation An unexpected condition has occurred which is invalid action for a NAT configuration.

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

Error Message %FMANRP_NAT-4-LOGGING_PARAM: Highspeed logging export [chars] [int] unsupported

Explanation An unsupported exporting parameter for highspeed logging on data path is received.

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

Error Message %FMANRP_NAT-4-NOACL: Access list is null

Explanation An unexpected condition has occurred which is due to the absence of an access list structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ip access-lists** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ip access-lists** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_NAT-4-NOLOGGINGPARAM: Highspeed logging structure is nil

Explanation An unexpected condition has occurred which is due to the absence of a logging parameter structure.

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

Error Message %FMANRP_NAT-4-NOMAPPING: A mapping structure is null

Explanation An unexpected condition has occurred which is due to the absence of a NAT mapping 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_NAT-4-NONATSERVICE: Service structure is null

Explanation An unexpected condition has occurred which is due to the absence of a NAT service structure.

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

Error Message %FMANRP_NAT-4-NOPOOL: Pool structure is null

Explanation An unexpected condition has occurred which is due to the absence of a NAT pool structure.

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

Error Message %FMANRP_NAT-4-NORANGE: Pool address range structure is null

Explanation An unexpected condition has occurred which is due to the absence of a NAT pool address range structure.

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

Error Message %FMANRP_NAT-4-NOREPLICATEPARAM: Session replication structure is nil

Explanation An unexpected condition has occurred which is due to the absence of a session replication parameter structure.

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

Error Message %FMANRP_NAT-4-NOSWIDB: Sub-interface is null

Explanation An unexpected condition has occurred which is due to the absence of a swidb structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ip interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ip interface** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_NAT-4-POOLSINGLETOMULTIRANGE : The pool [chars] has changed from having a single address range to multiple ranges. This may result in sub-optimal performance. It is recommended to remove the pool and reconfigure as a multiple range pool at the next convenient time.

Explanation Changing the pool from a single range configuration to a multiple range configuration may result in sub-optimal performance. This message is expected when changing from a single to multi range pool.

Recommended Action It is recommended to remove the pool and reconfigure as a multiple range pool at the next convenient time.

FMANRP_NAT64 Messages

Error Message %FMANRP_NAT64-3-API_FAILED: NULL

Explanation A call to the API of another component has indicated an error.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %FMANRP_NAT64-3-EINVAL: NULL

Explanation An unexpected input value to a function was incorrect

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

FMANRP_NBAR Messages

Error Message %FMANRP_NBAR-3-TYPEERROR: Not supported NBAR type([dec])

Explanation This NBAR type is not supported on the Cisco ASR1000 Series Routers.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ip nbar** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

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

FMANRP_NETFLOW Messages

Error Message %FMANRP_NETFLOW-3-AGGRCACHENULL: The pointer for aggregation cache type [dec] is NULL

Explanation An unexpected condition has occurred which is due to the absence of an aggregation cache data structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ip cache** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ip cache** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_NETFLOW-3-CACHETDLMSGMARSHAL: Failed to copy cache config message to IPC buffer for cache type [dec]

Explanation This operation to build a TDL messages for cache configuration has failed.

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

Error Message %FMANRP_NETFLOW-3-CLRSTATSTDMSGMARSHAL: Failed to copy clear statistics message to IPC buffer

Explanation This operation to build a TDL messages for clear statistics in the data path has failed.

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

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

Error Message %FMANRP_NETFLOW-3-EXPORTERTDLMSGMARSHAL: Failed to copy exporter config message to IPC buffer for cache type [dec]

Explanation This operation to build a TDL messages for exporter configuration has failed.

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

Error Message %FMANRP_NETFLOW-3-IFFLOWTDLMSGMARSHAL: Failed to copy interface flow config message to IPC buffer for [chars]

Explanation This operation to build a TDL messages for interface flow configuration has failed.

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

Error Message %FMANRP_NETFLOW-3-INVALIDFLOWDEFICPP : CPP Flow definition can not be created [int]

Explanation This operation to build a flow definition from flow fields received from CPP has failed.

Recommended Action Copy the 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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %FMANRP_NETFLOW-3-NOSAMPLER: Sampler for sampler-map name [chars] is null

Explanation An unexpected condition has occurred which is due to the absence of a sampler-map structure

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show sampler** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show sampler** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_NETFLOW-3-NOSAMPLERNAME: Sampler-map name is null

Explanation An unexpected condition has occurred which is due to the absence of a sampler-map name.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show sampler** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show sampler** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_NETFLOW-3-SAMPLERTDLMSGMARSHAL: Failed to copy sampler-map config message to IPC buffer for [chars]

Explanation This operation to build a TDL messages for sampler-map configuration has failed.

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

Error Message %FMANRP_NETFLOW-3-STATSUPDTDL: Failed to update netflow [chars] statistics

Explanation An unexpected condition has occurred when updating statistics.

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

Error Message %FMANRP_NETFLOW-3-UNKNOWNCACHECMD: Unknown aggregation cache command [dec] received

Explanation The aggregation cache configuration command has failed due to unknown command.

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

Error Message %FMANRP_NETFLOW-3-UNKNOWNCACHETYPE: Unknown cache type [dec] received

Explanation The cache configuration command has failed due to unknown cache scheme type.

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

Error Message %FMANRP_NETFLOW-4-EXPORTERVERSION: Failed to change default exporter version to [dec]

Explanation This operation to change default exporter version has failed.

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. Issue the **show ip flow export** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %FMANRP_NETFLOW-4-NOFIBIDB: fibdb for interface [chars] is null

Explanation An unexpected condition has occurred which is due to the absence of a fibidb structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ip interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ip interface** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_NETFLOW-4-NOSWIDB: Sub-interface is null

Explanation An unexpected condition has occurred which is due to the absence of a swidb structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ip interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ip interface** commands and your pertinent troubleshooting logs.

FMANRP_OBJID Messages

Error Message %FMANRP_OBJID2-3-DUPCREATE: Duplicate forwarding object creation
obj_handle [hex], type [int], existing obj_id [hex], type [int]

Explanation An unexpected condition has occurred which results in duplicate forwarding object creation with different object types.

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

Error Message %FMANRP_OBJID-5-DUPCREATE: Duplicate forwarding object creation
obj_handle [hex], type [int], existing obj_id [hex], type [int]

Explanation An unexpected condition has occurred which results in duplicate forwarding object creation.

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

FMANRP_PBR Messages

Error Message %FMANRP_PBR-3-INVALIDIF: The interface specified for '[chars]' is not valid

Explanation An non-existent interface is specified for the policy based routing route-map operation specified in the message.

Recommended Action Run the **show interfaces** command to determine valid configured interfaces. Rerun the command with an appropriate supported interface.

Error Message %FMANRP_PBR-3-RTMAP_NAME_NULL: The route-map name for [chars] is NULL

Explanation An unexpected condition has occurred due to the absence of an internal route-map data structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show route-map** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show route-map** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_PBR-3-RTMAPNULL: The route-map structure for [chars] is NULL

Explanation An unexpected condition has occurred due to the absence of an internal route-map data structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show route-map** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show route-map** commands and your pertinent troubleshooting logs.

FMANRP_PFR Messages

Error Message %FMANRP_PFR-4-NOINTF : PFR Interface [chars] not exist, can't be [chars]

Explanation An unexpected condition has occurred which is due to the absence of MCP PFR interface info.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show oer border** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

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

Error Message %FMANRP_PFR-4-NULLINPUT: NULL input, [chars]

Explanation An unexpected condition has occurred which is due to the NULL value of the input parameter.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show oer border** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show oer border** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_PFR-4-UNSUPPORTED : Unsupported action, [chars]

Explanation An unexpected condition has occurred which is due to the NULL value of the input parameter.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show oer border** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show oer border** commands and your pertinent troubleshooting logs.

FMANRP_QOS Messages

Error Message %FMANRP_QOS-3-ACTNOCLASSMAP: Class-map information not found

Explanation An unexpected condition has occurred when trying to determine class-map information for one of the classes in a policy-map.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show policy-map** 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 Search Tool at

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

Error Message %FMANRP_QOS-3-ACTNOPOLICYMAP: Policy-map information not found

Explanation An unexpected condition has occurred when trying to determine policy-map information for one of the service policies attached to an interface.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show policy-map** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show policy-map** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_QOS-3-NOACCOUNTSTATS: account stats entry not found for class [int].[int], target [int]

Explanation An internal error occurred when looking up account statistics.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show policy-map interface** command to gather data that 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show policy-map interface** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_QOS-3-NOPOLICERSTATS: policer stats entry not found for class [int].[int], target [int]

Explanation An internal error occurred when looking up policer statistics.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show policy-map interface** command to gather data that 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 Search Tool at

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

Error Message %FMANRP_QOS-3-QOSAPIPARAM: Internal QOS API error.

Explanation An internal API error occurred. QOS configuration may be limited.

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

Error Message %FMANRP_QOS-3-QOSCLASSDEL: Error trying to remove class [chars] from policymap [chars]

Explanation An operation to remove a class from a policy has failed due to an internal error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show policy-map** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show policy-map** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_QOS-3-QOSIDBSP: Service policy [[chars]] installation error: invalid interface type [dec]

Explanation An invalid interface type was encountered when trying to configure a service policy. This service policy could not be installed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show policy-map** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the

Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show policy-map** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_QOS-3-QOSTDLMARSHAL: Failed to copy more than [dec] bytes of message [chars], length [dec] into IPC buffer

Explanation An internal error occurred when trying to build an IPC message.

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

Error Message %FMANRP_QOS-4-NOFAIRQONVC : fair-queue can not be configured on the parent queue of an ATM VC, use child queue instead

Explanation Configuring fair-queue on the parent queue of an ATM VC is not supported.

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

Error Message %FMANRP_QOS-4-QIDGENFAIL : qid generation failed, reverting to default

Explanation An internal error occurred during platform qos initialization.

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

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

Error Message %FMANRP_QOS-4-QOSSTACK: Failed to install all classes for policymap [chars]

Explanation An operation to configure the classes within a policymap has failed due to a resource issue. QoS configuration for this policymap is unlikely to work.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show policy-map** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show policy-map** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_QOS-4-QOSUBR : qos can not be attached to the target with UBR configured

Explanation An error occurred to attach qos to ATM VC/VP target with UBR configured.

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

Error Message %FMANRP_QOS-6-QOSCLASSEXIST: class [chars] (id [int]) in policymap [chars] (id [int]) already exists

Explanation This is an informational message and no action is required.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show policy-map** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

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

FMANRP_RTMAP Messages

Error Message %FMANRP_RTMAP-3-INVALID_LIST: NULL

Explanation An internal list structure has been detected as invalid.

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

Error Message %FMANRP_RTMAP-3-RTMAPNULL: The route-map structure for [chars] is null

Explanation An unexpected condition has occurred which is due to the absence of a route-map data structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show route-map** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show route-map** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_RTMAP-4-UNKOWNCLIANT: Unknown client type [dec] received

Explanation An unexpected known client type is received for route-map download.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show route-map** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

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

Error Message %FMANRP_RTMAP-3-RTMAP_UNsupported: Routemap (%s) contain unsupported match/set clause, ignored

Explanation A map contains unsupported match or set clause

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

FMANRP_SSLVPN Messages

Error Message %FMANRP_SSLVPN-3-AAATDLERR: %s%s. %s

Explanation An unexpected condition has occurred in processing AAA request/reply message causing AAA handling failure.

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

Error Message %FMANRP_SSLVPN-3-CFGSTATUSERR: %s: %s

Explanation An unexpected condition has occurred when got status of configuration

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

Error Message %FMANRP_SSLVPN-3-CONDDEBERR: %s. %s

Explanation An unexpected condition has occurred in processing conditional debug message

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

Error Message %FMANRP_SSLVPN-3-GWERR: Failed %s: %s

Explanation An unexpected condition has occurred in configuration processing causing configuration failure.

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

Error Message %FMANRP_SSLVPN-3-PKIERR: Failed %s: %s

Explanation An unexpected condition has occurred in configuration processing causing configuration failure.

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

Error Message %FMANRP_SSLVPN-3-RRICHUNKERR: %s

Explanation Error has occurred when requested memory for SSLVPN route handling

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

Error Message %FMANRP_SSLVPN-3-RRITDLERR: %s%s. %s

Explanation An unexpected condition has occurred in processing of SSLVPN routeinject/remove message

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

Error Message %FMANRP_SSLVPN-3-STATSCLEARERR: Unable to send clear WEB VPN context stats message. %s (%d)

Explanation This operation to build a TDL messages for WEB VPN context stats clearing has failed.

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

Error Message %FMANRP_SSLVPN-3-STATSGUPDERR: Update WEB VPN context stats error. %s (%d)

Explanation An unexpected condition has occurred when updating global sslvpn statistics

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

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

Error Message %FMANRP_SSLVPN-3-STATSWUPDERR: %s: %s

Explanation An unexpected condition has occurred when updating ssl web vpn context statistics

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

Error Message %FMANRP_SSLVPN-3-VWCONFERR: Failed %s: %s

Explanation An unexpected condition has occurred during WebVPN Context configuration causing failure.

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

Error Message %FMANRP_SSLVPN-4-AAAFRIPWARN: %sInvalid framed ip address %i received from AAA.Not sending user config

Explanation Wrong AAA server configuration.

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

FMANRP_URPF Messages

Error Message %FMANRP_URPF-3-INVALIDIFHDL: Invalid ASR1000 interface handle [int] for interface (number= [int], swidb= [hex], name= [chars])

Explanation An unexpected condition has occurred which is due to an invalid Cisco ASR1000 Series Router interface handle.

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

Error Message %FMANRP_URPF-4-NOV4SWIDB: v4 sub-interface is null

Explanation An unexpected condition has occurred which is due to the absence of a v4 swidb structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ip interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ip interface** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_URPF-4-NOV6SWIDB: v6 sub-interface is null

Explanation An unexpected condition has occurred which is due to the absence of a v6 swidb structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ipv6 interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ipv6 interface** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_URPF-4-UPDV4STATSERR: Update v4 URPF statistics error

Explanation An unexpected condition has occurred when updating v4 URPF statistics.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ip interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ip interface** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_URPF-4-UPDV6STATSERR: Update v6 URPF statistics error

Explanation An unexpected condition has occurred when updating v6 URPF statistics.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ipv6 interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ipv6 interface** commands and your pertinent troubleshooting logs.

FMANRP_VRF Messages

Error Message %FMANRP_VRF-3-API_FAILED: NULL

Explanation An empty file at first, place holder for SHIM errors

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %FMANRP_VRF-3-EINVAL: NULL

Explanation An unexpected input value to a function was incorrect

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

FMANRP_WCCP Messages

Error Message %FMANRP_WCCP-4-BADACE : Access list contains invalid ace

Explanation An unexpected condition has occurred which is due to an invalid statement in the access list structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the 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/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show ip access-lists** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_WCCP-4-NOACL: Access list is null

Explanation An unexpected condition has occurred which is due to the absence of an access list structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ip access-list** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ip access-list** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_WCCP-4-NOINPUT: NULL input, [chars]

Explanation An unexpected condition has occurred which is due to the NULL value of the input parameter.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ip wccp** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ip wccp** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_WCCP-4-NOINTF: No [chars] interface info for Service Group ([dec], [dec])

Explanation An unexpected condition has occurred which is due to the absence of MCP WCCP interface info for the specific service group.

Recommended Action Copy the 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. Issue the **show platform software wccp** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show platform** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show platform** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_WCCP-4-NOSTATS: WCCP [chars] message error

Explanation An unexpected condition has occurred which is due to the error in receiving WCCP stats update message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show platform software wccp <id> counters** 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 Search Tool at

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

Error Message %FMANRP_WCCP-4-NOSTATSINTF: Interface handle [int] not exist for the stats message

Explanation An unexpected condition has occurred which cannot find the interface handle for the interface stats message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show platform software wccp <id> counters** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show platform software wccp <id> counters** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_WCCP-4-NOSTATSSVC: Service Group ([dec], [dec]) not exist for the stats message

Explanation An unexpected condition has occurred which cannot find the service group for the service group stats message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show platform software wccp** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show platform software wccp** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_WCCP-4-NOSVCGRP: [chars] Service Group ([dec], [dec]) NOT exist

Explanation An unexpected condition has occurred which is due to the absence of the service group structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ip wccp** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ip wccp** commands and your pertinent troubleshooting logs.

Error Message %FMANRP_WCCP-4-UNKNOWNDIR: Unknown [chars] interface direction [hex] for Service Group ([dec], [dec])

Explanation An unexpected condition has occurred which is due to the unknown direction has been applied to the interface for the service group.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show platform software wccp** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show platform software wccp** commands and your pertinent troubleshooting logs.

FMANRP_ZONES Messages

Error Message %FMANRP_ZONES-3-NOSTATUPDATE: Failed to update zone-pair statistics during periodic update (zone [chars], class [int])

Explanation A statistics update for a zone-pair has failed.

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

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

FMFP Messages

Error Message %FMFP-3-INTERFACE_OBJECT_NOT_FOUND : Interface object lookup by [chars] not found for interface [int]

Explanation The desired interface object was not found.

Recommended Action Examine the interface state in the operating system, route processor (RP) and forwarding processor (FP) forwarding manager logs.

Error Message %FMFP-3-OBJ_DWNLD_TO_CPP_FAILED : [chars] download to CPP failed

Explanation An object has failed to download to the Cisco Quantum Flow Processor (CQFP)

Recommended Action Examine the list of error objects in the forwarding processor (FP) forwarding manager asynchronous object logs.

FMFP_ACL Messages

Error Message %FMFP_ACL-3-ACL_OBJECT_DOWNLOAD : [chars][chars] fail to download because [chars].

Explanation The access control list (ACL) object has failed to download. This could be due to a hardware or software resource limitation or a software defect.

Recommended Action Check the logs for information on the relevant object download states. Remove the ACL attachment to the interface or delete the ACL. Reboot the forwarding processor (FP).

Error Message %FMFP_ACL-3-ACL_LIMIT_EXCEEDED : ACL [chars] exceeded limitation of [int] ACEs per ACL

Explanation A software limitation has been exceeded.

Recommended Action Reduce the access control list (ACL) configuration. A reboot of the forwarding processor (FP) is recommended.

Error Message %FMFP_ACL-3-ACL_PROTOCOL_CHECK : ACL [chars] protocol does not match what was previously configured

Explanation The error occurs for one of two reasons. An access control list (ACL) reference was made to an ACL of a different protocol; or an ACL was added or edited when there were similarly named ACL references of a different protocol

Recommended Action Remove the conflicting ACL or the conflicting ACL references.

FMFP_QOS Messages

Error Message %FMFP_QOS-6-QOS_STATS_STALLED : statistics stalled

Explanation QoS statistics are temporarily stalled. This is an informational message.

Recommended Action No action is required.

Error Message %FMFP_QOS-6-QOS_STATS_PROGRESS : statistics are progressing

Explanation QoS statistics are now progressing normally. This is an informational message.

Recommended Action No action is required.

FMFP_URPF Messages

Error Message %FMFP_URPF-3-OBJECT_DOWNLOAD : Unicast RPF [chars] on interface [chars] fail to download because [chars].

Explanation The unicast reverse path forwarding (URPF) operation failed to download. This can be caused by a hardware or software resource limitation or a software defect.

Recommended Action Check the logs for information on the relevant download states. Remove the uRPF feature enabled on any interface. Reboot the forwarding processor (FP).

Error Message %FMFP_URPF-3-LIST_DOWNLOAD : Unicast RPF list [chars] for list [int] fail to download because [chars].

Explanation The unicast reverse path forwarding (URPF) list failed to download. This can be caused by a hardware or software resource limitation or software defect.

Recommended Action Check the logs for information on the relevant download states. Reboot the forwarding processor (FP).

FNF Messages

Error Message %FNF-3-CLEANUP_ENTRY : Failed

Explanation Netflow failed to clean up a record for reuse.

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

Error Message %FNF-3-FNF_FIELD_LIST_MEM_INSUFFICIENT : Insufficient memory [dec] for field_list

Explanation Internal error, netflow client provided insufficient memory to process a field list

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %FNF-3-FNF_FIELD_LIST_TOO_LARGE : Field_list too large, max [dec]

Explanation Netflow field list contains too many fields. At most 32 fields are supported, including any hidden fields automatically added as necessary for record keeping

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %FNF-3-FNF_FIELD_LIST_TS_CNT_KEY : Field_id [dec] must be non-key

Explanation Netflow Field list specified timestamp/counter field as a key field, which is not supported

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %FNF-3-FNF_FIELD_LIST_VAR_INVALID : Unknown field variety [dec] for field_id [dec]

Explanation Internal error, Netflow field list entry mapped to unknown field variety

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %FNF-3-FNF_FIELD_UNEXPECTED_SIZE : Unexpected size for field_id [dec], expected [dec]/got [dec]

Explanation Netflow specified unexpected size for field_id

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %FNF-3-FNF_FREQ_LAYOUT_TOO_LARGE : Flow record layout too large, max [dec]

Explanation Netflow field list results in a flow record layout which is too large. At most 128 bytes of flow record data is supported, including any padding, and any hidden fields automatically added as necessary for record keeping

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %FNF-3-FNF_UNSUPPORTED_AGG_FMT : Format: [dec]

Explanation Netflow doesn't support this aggregation type.

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

Error Message %FNF-3-FNF_UNSUPPORTED_EXP_FMT : Format: [dec]

Explanation Netflow does not support this export format.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %FNF-3-FNF_UNSUPPORTED_OPTION : Option: [dec]

Explanation Netflow does not support this export option.

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

Error Message %FNF-3-FREE_LIST_ADD : Failed for record: [hex]

Explanation Netflow failed to return a record to the free list.

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

Error Message %FNF-3-INVALID_CMD : Flow builder encountered an invalid command: [dec].

Explanation Flow builder doesn't support the command encountered in the instruction stream.

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

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

Error Message %FNF-3-KEY_SIZE_INVALID : Unexpected key fields size: [dec]

Explanation Netflow attempted to install a flow with an invalid key fields size.

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

Error Message %FNF-3-REFCNT_TIMEOUT : never reached 0 for entry [hex]

Explanation Netflow timed out waiting for an flow cache entries refcnt. to hit 0. The entry was forced 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/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %FNF-3-REFCNT_UNDERFLOW : refcnt underflow for entry [hex]

Explanation Netflow error caused flow cache entry reference count to go negative. The decrement was rescinded.

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

Error Message %FNF-3-UNSUPPORTED_PROT : [chars]

Explanation This protocol is unsupported.

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

Error Message %FNF-4-FREE_LIST_EMPTY : Monitor: [hex]

Explanation Netflow attempted to install a flow but no free flow records were 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

FNF_PROXY Messages

Error Message %FNF_PROXY-3-EXPORTER_FORCE_TEMPLATE_REFRESH : Failed with return code: [dec]

Explanation Netflow failed to force a template refresh for an exporter.

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

Error Message %FNF_PROXY-3-EXPORTER_INIT : Failed with return code: [dec]

Explanation Netflow failed to initialize the exporter.

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

Error Message %FNF_PROXY-3-EXPORTER_OPTION_TEMPLATE_BIND : Failed for exporter: [hex] with return code: [dec]

Explanation Netflow failed to bind an option template.

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

Error Message %FNF_PROXY-3-EXPORTER_OPTION_TEMPLATE_UNBIND : Failed for exporter: [hex] with return code: [dec]

Explanation Netflow failed to unbind an option template.

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

Error Message %FNF_PROXY-3-EXPORTER_OPTION_TIMER_START : Failed for exporter: [hex]
with return code: [dec]

Explanation Netflow failed to start an option timer.

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

Error Message %FNF_PROXY-3-EXPORTER_OPTION_TIMER_STOP : Failed for exporter: [hex]
with return code: [dec]

Explanation Netflow failed to stop an option timer.

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

Error Message %FNF_PROXY-3-EXPORTER_SHUT : Failed with return code: [dec]

Explanation Netflow failed to shutdown the exporter.

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

Error Message %FNF_PROXY-3-FLOW_CACHE_WALK : Failed for session: [hex] with return code: [dec]

Explanation Netflow failed to process a flow cache walk request.

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

Error Message %FNF_PROXY-3-IPC_UNHANDLED : type [dec]

Explanation An unknown message was received by the Netflow Client Proxy.

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

Error Message %FNF_PROXY-3-MON_CACHE_AGER_INIT : Failed with return code: [dec]

Explanation Netflow failed to initialize the ager.

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

Error Message %FNF_PROXY-3-MON_CACHE_AGER_SHUT : Failed with return code: [dec]

Explanation Netflow failed to shutdown the ager.

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

Error Message %FNF_PROXY-3-MON_CACHE_FORCE_FLUSH : Failed with return code: [dec]

Explanation Netflow failed to force a cache flush.

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

Error Message %FNF_PROXY-3-MON_CACHE_FREE_LIST_INIT : Failed with return code: [dec]

Explanation Netflow failed to initialize the free list.

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

Error Message %FNF_PROXY-3-MON_CACHE_FREE_LIST_POOL_ADD : Failed with return code: [dec]

Explanation Netflow failed to populate the free list.

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

Error Message %FNF_PROXY-3-OBJ_MODIFY : Failed with return code: [dec]

Explanation Netflow failed to process an object modify request.

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

Error Message %FNF_PROXY-3-PROXY_IPC_PAK_ALLOC_FAILED :

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

Error Message %FNF_PROXY-3-PROXY_IPC_SEND_FAILED : [dec]

Explanation Could not send IPC reply for proxy request.

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

Error Message %FNF_PROXY-3-STATS : Failed with return code: [dec]

Explanation Netflow failed to process a stats request.

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

FRAG Messages

Error Message %FRAG-2-UNENABLED : [chars] feature not enabled at interface [chars], packet cannot be processed

Explanation Reassembly or fragmentation feature as indicated not enabled by the control plane. This is a critical 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %FRAG-3-FRAG_DESC_MEM_INIT_FAILED :

Explanation Failure occurred initializing fragment descriptor pool.

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

Error Message %FRAG-3-FRAG_DESC_MEM_REQ_FAILED :

Explanation IPC failure occurred when attempting to request more fragment descriptor pool 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %FRAG-3-FRAG_STATE_MEM_INIT_FAILED :

Explanation Failure occurred initializing fragment state pool.

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

Error Message %FRAG-3-FRAG_STATE_MEM_REQ_FAILED :

Explanation IPC failure occurred when attempting to request more fragment state pool 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %FRAG-3-INVALID_MTU : [chars] feature failed at interface [chars] due to invalid L3 MTU %lu

Explanation Fragmentation was not able to be performed due to invalid adj Layer 3 MTU given by the control plane.

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

Error Message %FRAG-3-REASSEMBLY_DBG : Reassembly/VFR encountered an error: [chars], [chars] %lu, [chars] %lu

Explanation Reassembly/VFR encountered a runtime error as indicated in the message with parameter data for debug.

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

Error Message %FRAG-3-REASSEMBLY_ERR : Reassembly/VFR encountered an error: [chars]

Explanation Reassembly/VFR encountered a runtime error as indicated

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

FRAG_DESC_PROXY Messages

Error Message %FRAG_DESC_PROXY-3-PROXY_IPC_FRAG_MEM_EXTEND_FAILED :

Explanation Increasing of fragment descriptor pool 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %FRAG_DESC_PROXY-3-PROXY_IPC_FRAG_MEM_INIT_FAILED :

Explanation Initialization of fragment descriptor pool 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %FRAG_DESC_PROXY-3-PROXY_IPC_INIT_FAILED : [dec]

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

Error Message %FRAG_DESC_PROXY-3-PROXY_IPC_INVALID_MSG : [hex]

Explanation Invalid IPC message subtype.

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

Error Message %FRAG_DESC_PROXY-3-PROXY_IPC_VFR_MEM_EXTEND_FAILED :

Explanation Increasing of vFR state pool 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %FRAG_DESC_PROXY-3-PROXY_IPC_VFR_MEM_INIT_FAILED :

Explanation Initialization of vFR state pool 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

FTP_ALG Messages

Error Message %FTP_ALG-3-BAD_L7_DATA :

Explanation Receive Bad L7 data from either FW or NAT.

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

Error Message %FTP_ALG-3-CHUNK_CREATE_FAIL :

Explanation Chunk create failed. FTP ALG will not be able to finish initialization.

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

Error Message %FTP_ALG-3-L7_DATA_CREATE_ERROR :

Explanation Error during L7 data creation.

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

Error Message %FTP_ALG-3-INCOMPATIBLE_HA_MSG_LEN : rcvd:[hex] expect:[hex]

Explanation Incompatible HA Message Length. FTP ALG will reject sync data.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %FTP_ALG-3-INCOMPATIBLE_HA_VERSION : rcvd:[hex] expect:[hex]

Explanation Incompatible HA Version. FTP ALG will reject sync data.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %FTP_ALG-3-INCORRECT_HA_MAGIC : rcvd:[hex] expect:[hex]

Explanation Incorrect HA MAGIC. FTP ALG will reject sync data.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %FTP_ALG-3-INVALID_HA_OPCODE : rcvd:[hex] expect:[hex]

Explanation Invalid HA opcode. FTP ALG will reject sync data.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %FTP_ALG-3-WRITEBACK_ERROR :

Explanation Error during writeback.

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

FTP64_ALG Messages

Error Message %FTP64_ALG-3-BAD_L7_DATA:

Explanation Receive Bad L7 data from either FW or NAT.

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

Error Message %FTP64_ALG-3-CHUNK_CREATE_FAIL:

Explanation Chunk create failed. FTP64 ALG will not be able to finish initialization.

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

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

Error Message %FTP64_ALG-3-L7_DATA_CREATE_ERROR:

Explanation Error during L7 data creation.

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

FW Messages

Error Message %FW-2-BLOCK_HOST : (target:class)-([chars]:[chars]):Blocking new TCP connections to host %Ci for [int] minute[chars] (half-open count [int] exceeded).

Explanation This message indicates that any subsequent new TCP connection attempts to the specified host will be denied because the max-incomplete host threshold of half-open TCP connections is exceeded, and the blocking option is configured to block the subsequent new connections. The blocking will be removed when the configured block-time expires.

Recommended Action This message is for informational purposes only, but may indicate that a SYN flood attack was attempted.

Error Message %FW-3-FTP_NON_MATCHING_IP_ADDR : [chars]Non-matching address %Ci used in [chars] -- FTP client %Ci FTP server %Ci

Explanation An FTP client attempted to use a PORT command or the FTP server attempted to use the response to a PASV command to trick the firewall into opening access to a third-party host that is different from the two hosts engaged in the FTP connection. This message indicates that a suspicious violation was detected while attempting to modify the security policy in the firewall. The command is rejected and the connection is reset by the firewall.

Recommended Action This message is for informational purposes only, but may indicate that an attempt was made to grant or open access to unauthorized hosts.

Error Message %FW-3-FTP_PRIV_PORT : [chars]Privileged port [int] used in [chars] -- FTP client %Ci FTP server %Ci

Explanation An FTP client attempted to use a PORT command or the FTP server attempted to use the response to a PASV command to trick the firewall into opening access to a privileged port. This message indicates that a suspicious violation was detected from the FTP client/server attempting to modify the security policy in the firewall. The command is rejected and the connection is reset by the firewall.

Recommended Action This message is for informational purposes only, but may indicate that an attempt was made to gain access to privileged ports.

Error Message %FW-3-FTP_SESSION_NOT_AUTHENTICATED : [chars]Command issued before the session is authenticated -- FTP client %Ci FTP server %Ci

Explanation An FTP client attempted to use the PORT command or an FTP server attempted to use the response to a PASV command to open a data channel in the firewall prior to the client's successful authentication with the server. This is a suspicious attempt by the client/server to trick the firewall into opening a hole so that outside attackers can take advantage of the firewall opening. This message indicates that a suspicious violation was detected, and the PORT or PASV command/response is rejected by the firewall. The data channel in the firewall will not be opened until the authentication is done successfully.

Recommended Action This message is for informational purposes only, but may indicate that an illegal attempt was made to modify the firewall security policy.

Error Message %FW-3-HTTP_JAVA_BLOCK : [chars]JAVA applet is blocked from (%Ci:[int]) to (%Ci:[int]).

Explanation A Java applet was seen in the HTTP channel, and the firewall configuration indicates that the applet from this Web site should be prohibited. The message indicates that the applet is being downloaded from one of the prohibited sites and its entrance to the protected network is not allowed. The connection is reset and the transmission of the detected applet is aborted immediately.

Recommended Action This message is for informational purposes only, but may indicate a security problem.

Error Message %FW-3-INTERNAL_ERROR : IP Firewall internal failure -- [chars]

Explanation This message indicates the miscellaneous errors in the IP FW subsystem.

Recommended Action This message indicates the miscellaneous errors in the IP FW subsystem.

Error Message %FW-3-NOTFOUND : [chars]Session context for (%Ci:[int]) => (%Ci:[int]) not found.

Explanation The ZBF code was searching its database for information for a particular inspection session, but this information was not found.

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

Error Message %FW-3-RESPONDER_WND_SCALE_INI_NO_SCALE : Dropping packet - Invalid Window Scale option for session %Ci:[int] to %Ci:[int] [Initiator(flag [int],factor [int]) Responder (flag [int], factor [int])]

Explanation Firewall detected the packet from Responder to Initiator has windows scaling option but did not have the scaling option in the SYN packet from Initiator to responder. This is an error according to RFC 1323

Recommended Action Turn on window scaling option on both Initiator and Responder, or Turn off window scaling on the Responder.

Error Message %FW-3-SMTP_INVALID_COMMAND : [chars]Invalid SMTP command ([chars])(total [dec] chars) from initiator (%Ci:[int])

Explanation The ZBF code detected an invalid SMTP command in the inspected SMTP connection. This message indicates that a suspicious violation was detected that may be an attack to the mail server system. The command is rejected and the connection is reset by the firewall immediately.

Recommended Action This message is for informational purposes only, but may indicate a security problem.

Error Message %FW-3-SMTP_UNSUPPORTED_PARAMETER : [chars]Unsupported SMTP parameter ([chars]) from initiator (%Ci:[int])

Explanation The ZBF code detected an invalid/unsupported parameter in an SMTP command. The parameter data size means that the initiator is trying to send a huge data which is more than the default or configured firewall threshold (max-data). The parameter @ or # to ETRN means that the initiator is trying to send an invalid ETRN command.

Recommended Action This message is for informational purposes only, but may indicate a security problem.

Error Message %FW-3-TIMER_WHEEL_INIT_FAILED : Timer Wheel initialization failed

Explanation This message indicates that Timer Wheel initialization has failed in the FW subsystem.

Recommended Action This message indicates a series problem with IOS Firewall. On seeing this error message, copy the message exactly as it appears, and report it to your technical support representative.

Error Message %FW-4-ALERT_OFF : (target:class)-([chars]:[chars]):[chars], count ([int]/[int]) current rate: [int]

Explanation Either the number of half-open connections or the new connection initiation rate has gone below the max-incomplete low threshold. This message indicates that the rate of incoming new connections has slowed down and is issued only when the max-incomplete low threshold is crossed.

Recommended Action This message is for informational purposed only, but may indicate that an attack has stopped.

Error Message %FW-4-ALERT_ON : (target:class)-([chars]:[chars]):[chars], count ([int]/[int]) current rate: [int]

Explanation Either the max-incomplete high threshold of half-open connections or the new connection initiation rate has been exceeded. This error message indicates that an unusually high rate of new connections is coming through the firewall, and a DOS attack may be in progress. This message is issued only when the max-incomplete high threshold is crossed.

Recommended Action This message is for informational purposes only, but may indicate a security problem.

Error Message %FW-4-HOST_TCP_ALERT_ON : (target:class)-([chars]:[chars]):Max tcp half-open connections ([int]) exceeded for host %Ci.

Explanation The max-incomplete host limit of half-open TCP connections has been exceeded. This message indicates that a high number of half-open connections is coming to the protected server, and may indicate that a SYN flood attack is in progress and is targeted to the specified server host.

Recommended Action This message is for informational purposes only, but may indicate that a SYN flood attack was attempted. If this alert is issued frequently and identified to be mostly false alarms, then the max-incomplete host threshold value is probably set too low, and there is significant legitimate traffic coming in to that server. In this case, the max-incomplete host parameter should be set to a higher number to avoid false alarms.

Error Message %FW-4-RESPONDER_ZERO_WND_SCALE_FACTOR_INI_NO_SCALE : Accepting packet -Window Scale option for session %Ci:[int] to %Ci:[int] [Initiator(flag [int],factor [int]) Responder (flag [int], factor [int])] Responder sent (1,0) which means no scaling and is equivalent to (0,0)

Explanation Firewall detected the packet from Responder to Initiator has windows scaling option but did not have the scaling option in the SYN packet from Initiator to responder. Responder sent flag 1 but factor 0, accepting packet because factor was 0, which means no scaling.

Recommended Action Turn on window scaling option on both Initiator and Responder, or Turn off window scaling on the Responder.

Error Message %FW-4-SESSIONS_MAXIMUM : Number of sessions for the firewall policy on (target:class)-([chars]:[chars]) exceeds the configured sessions maximum value [int]

Explanation This message indicates that the number of established ZBF sessions have crossed the configured sessions maximum limit

Recommended Action This message is for informational purpose only, but may indicate a security problem. This might also mean that the sessions maximum is set to a low value, in which case the sessions maximum value could be increased through **parameter-map type inspect** command.

Error Message %FW-4-SESSION_THRESHOLD_EXCEEDED : [chars]Number of sessions for the firewall rule '[chars]' applied on interface '[chars]' exceeds the configured threshold [dec]

Explanation This message indicates that the number of established ZBF sessions have crossed the configured threshold.

Recommended Action This message is for informational purpose only, but may indicate a security problem. This might also mean that the session threshold is set to a low value, in which case the threshold value could be increased through CLI command.

Error Message %FW-4-SKINNY_INSPECTION_DISABLED : Skinny Inspection Disable

Explanation Skinny inspection is disabled due to internal errors and hence firewall will not inspect any Skinny protocol traffic. This will be caused when firewall does not have enough memory to allocate initial skinny data-structures.

Recommended Action Verify the memory usage to see if any process has used large amounts of memory and see if any corrective action can be taken for it. Otherwise, upgrade the memory. In any case, the firewall/router needs to be restarted to enable Skinny inspection.

Error Message %FW-4-TCP_MAJORDOMO_EXEC_BUG : [chars]Majordomo Execute Attack - from %Ci to %Ci

Explanation A bug in the Majordomo program will allow remote users to execute arbitrary commands at the privilege level of the server.

Recommended Action For security reasons users should not be allowed to execute programs via e-mail servers. This is a very serious indication that your network may be under attack and the source should be shunned immediately.

Error Message %FW-4-TCP_SENDMAIL_BAD_FROM_SIG : [chars]Sendmail Invalid Sender - from %Ci to %Ci

Explanation Triggers on any mail message with a "pipe" (|) symbol in the "From:" field.

Recommended Action For security reasons users should not be allowed to execute programs via e-mail servers. This is a very serious indication that your network may be under attack and the source should be shunned immediately.

Error Message %FW-4-TCP_SENDMAIL_BAD_TO_SIG : [chars]Sendmail Invalid Recipient - from %Ci to %Ci

Explanation Triggers on any mail message with a 'pipe' (|) symbol in the recipient field.

Recommended Action For security reasons users should not be allowed to execute programs via e-mail servers. This is a very serious indication that your network may be under attack and the source should be shunned immediately.

Error Message %FW-4-TCP_SENDMAIL_DECODE : [chars]Sendmail Decode Alias - from %Ci to %Ci

Explanation Triggers on any mail message with ": decode@" in the header. The decode alias is used to decode files and is primarily implemented as a convenience for system administration.

Recommended Action For security reasons users should not be allowed to execute programs via e-mail servers. This is a very serious indication that your network may be under attack and the source should be shunned immediately.

Error Message %FW-4-TCP_SENDMAIL_INVALID_COMMAND : [chars]Invalid SMTP command - %Ci to %Ci

Explanation Triggers on an invalid SMTP command in the SMTP connection. This message indicates that a suspicious violation was detected that may be an attack to the mail server system.

Recommended Action This is unusual traffic and may warrant investigation.

Error Message %FW-4-TCP_SENDMAIL_OLD_SIG : [chars]Archaic Sendmail Attacks - from %Ci to %Ci

Explanation Triggers when **wiz** or **debug** commands are sent to the SMTP port.

Recommended Action For security reasons users should not be allowed to execute programs via e-mail servers. This is a very serious indication that your network may be under attack and the source should be shunned immediately.

Error Message %FW-4-UNBLOCK_HOST : (target:class)-([chars]:[chars]):New TCP connections to host %Ci no longer blocked

Explanation New TCP connection attempts to the specified host are no longer blocked. This message indicates that the blocking of new TCP attempts to the specified host has been lifted.

Recommended Action This message is for informational purposed only, but may indicate a SYN flood attack was attempted to the host.

Error Message %FW-5-EMAIL_DROP_FRAGMENT : [chars]Dropping [chars] command fragment from initiator (%Ci:[int])

Explanation The ZBF code detected a pipelined POP3/IMAP command fragment, in the inspected POP3 connection. This message indicates that a suspicious violation was detected that may be an attack to the mail server system. The fragment is dropped by the firewall immediately.

Recommended Action This message is for informational purposes only, but may indicate a security problem.

Error Message %FW-5-IMAP_INVALID_COMMAND : [chars]Invalid IMAP command from initiator (%Ci:[int]): [chars]

Explanation The ZBF code detected an invalid IMAP command in the inspected IMAP connection. This message indicates that a suspicious violation was detected that may be an attack to the mail server system. The command is rejected and the connection is reset by the firewall immediately.

Recommended Action This message is for informational purposes only, but may indicate a security problem.

Error Message %FW-5-IMAP_NON_SECURE_LOGIN : [chars]LOGON IMAP command from initiator (%Ci:[int]): [chars]

Explanation The ZBF code detected a cleartext logon attempt in the inspected IMAP connection while secure-login is configured. The command is rejected and the connection is reset by the firewall immediately.

Recommended Action This message is for informational purposes only, but may indicate a security problem.

Error Message %FW-5-POP3_INVALID_COMMAND : [chars]Invalid POP3 command from initiator (%Ci:[int]): [chars]

Explanation The ZBF code detected an invalid POP3 command in the inspected POP3 connection. This message indicates that a suspicious violation was detected that may be an attack to the mail server system. The command is rejected and the connection is reset by the firewall immediately.

Recommended Action This message is for informational purposes only, but may indicate a security problem.

Error Message %FW-5-POP3_NON_SECURE_LOGIN : [chars]LOGON POP3 command from initiator (%Ci:[int]): [chars]

Explanation The ZBF code detected a cleartext logon attempt in the inspected POP3 connection while secure-login is configured. The command is rejected and the connection is reset by the firewall immediately.

Recommended Action This message is for informational purposes only, but may indicate a security problem.

Error Message %FW-6-DROP_PKT : Dropping [chars] pkt from [chars] %Ci:[int] => %Ci:[int] (target:class)-([chars]:[chars]) [chars] [chars] with ip ident [int] [chars] [chars]

Explanation Packet dropped by firewall inspection.

Recommended Action This message is for informational purposes only. It may be used to verify that packets were dropped by the firewall.

Error Message %FW-6-INIT : Firewall inspection startup complete

Explanation Firewall inspection is configured on at least one interface in the startup configuration.

Recommended Action This message is for informational purposes only. It may be used to verify whether firewall inspection is on at startup.

Error Message %FW-6-LOG_SUMMARY : [int] [chars] packet[chars] [chars] from [chars] %Ci:[int] => %Ci:[int] (target:class)-([chars]:[chars]) [chars]

Explanation Log summary for the number of packets dropped or passed.

Recommended Action This message is for informational purposes only. It may be used to verify that packets were dropped/passed by the firewall.

Error Message %FW-6-PASS_PKT : Passing [chars] pkt from [chars] %Ci:[int] => %Ci:[int] (target:class)-([chars]:[chars]) [chars] [chars] with ip ident [int]

Explanation Packet passed by firewall inspection.

Recommended Action This message is for informational purposes only. It may be used to verify that packets were passed by the firewall due to the configured pass action.

Error Message %FW-6-PRE_ALLOCATED_MEDIA_CHANNEL : [chars]Pre-Allocated [chars] channel from %Ci[[int]:[int]] to %Ci[[int]:[int]]

Explanation ZBF inspection has pre-allocated data-structures and created ACEs to allow the data/media traffic to flow through the Firewall.

Recommended Action This message is for informational purposes only. It may be used to verify whether data/media sessions are being created.

Error Message %FW-6-SESS_AUDIT_TRAIL : (target:class)-([chars]:[chars]):Stop [chars] session: initiator (%Ci:[int]) sent [int] bytes -- responder (%Ci:[int]) sent [int] bytes, from [chars]

Explanation This message documents the per-session transaction log of network activities. The message is issued at the end of each inspected session and it records the source/destination addresses and ports, as well as the number of bytes transmitted by the client and server.

Recommended Action This message is for informational purposes only, and can be used to collect the basic accounting for the inspected sessions.

Error Message %FW-6-SESS_AUDIT_TRAIL_CHANGE : [chars]Change to [chars] session: initiator (%Ci:[int]) sent [int] bytes -- responder (%Ci:[int]) sent [int] bytes

Explanation This message documents the change in protocol for an inspection session. The message is issued when a different protocol is detected in the session after the session has started. It records the source/destination addresses and ports and bytes transferred.

Recommended Action This message is for informational purposes only and indicates a protocol is using a port not registered for it. It can be used to collect the basic accounting for the inspected sessions.

Error Message %FW-6-SESS_AUDIT_TRAIL_START : (target:class)-([chars]:[chars]):Start [chars] session: initiator (%Ci:[int]) -- responder (%Ci:[int]) from [chars] [chars]

Explanation This message documents the opening of an inspection session. The message is issued at the start of each inspected session and it records the source/destination addresses and ports.

Recommended Action This message is for informational purposes only, and can be used to collect the basic accounting for inspected sessions.

FWALL Messages

Error Message %FWALL-3-FW_ALG_INVALID_TYPE : [chars] [dec]:[dec]

Explanation Invalid alg type passed from alg to firewall.

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

Error Message %FWALL-3-FW_NO_STATS : [dec]:[dec]

Explanation Client has not provided stats for the given protocol:application id

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

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

Error Message %FWALL-3-HA_INVALID_MSG_RCVD : invalid [chars] [dec] opcode [hex]

Explanation Standby received an invalid Firewall HA 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %FWALL-3-HA_INVALID_STATE : [dec]

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

Error Message %FWALL-7-FW_NO_ALERT_CAUSE : [dec]

Explanation Unsupported alert cause.

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

Error Message %FWALL-7-FW_NO_DROP_CAUSE : [dec]

Explanation Unsupported drop cause.

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

FWALL_PROXY Messages

Error Message %FWALL_PROXY-3-PROXY_FWALL_INIT_FAILED : [dec]

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

Error Message %FWALL_PROXY-3-PROXY_HA_MEM_EXTEND_FAILED :

Explanation Increasing of ha retry pool 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %FWALL_PROXY-3-PROXY_HA_MEM_INIT_FAILED :

Explanation Initialization of ha retry pool 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %FWALL_PROXY-3-PROXY_HOSTDB_MEM_EXTEND_FAILED :

Explanation Increasing of host database pool 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %FWALL_PROXY-3-PROXY_HOSTDB_MEM_INIT_FAILED :

Explanation Initialization of host database pool 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %FWALL_PROXY-3-PROXY_HSL_ADD_DEST_FAILED :

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

Error Message %FWALL_PROXY-3-PROXY_HSL_BIND_FAILED :

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

Error Message %FWALL_PROXY-3-PROXY_HSL_BIND_TEMPLATE_FAILED : [dec]

Explanation HSL bind template failed at a given index.

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

Error Message %FWALL_PROXY-3-PROXY_HSL_CREATE_FAILED :

Explanation HSL creation failed.

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

Error Message %FWALL_PROXY-3-PROXY_HSL_ENABLE_FAILED :

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

Error Message %FWALL_PROXY-3-PROXY_HSL_MODIFY_DEST_FAILED :

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

Error Message %FWALL_PROXY-3-PROXY_HSL_MODIFY_FAILED :

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

Error Message %FWALL_PROXY-3-PROXY_IPC_ALLOC_FAILED : [int]

Explanation IPC allocation failed.

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

Error Message %FWALL_PROXY-3-PROXY_IPC_FAILED : [chars] [dec]

Explanation IPC message allocation for firewall 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %FWALL_PROXY-3-PROXY_IPC_INIT_FAILED : [dec]

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

Error Message %FWALL_PROXY-3-PROXY_IPC_SEND_CLEAR_FAILED : [dec]

Explanation IPC send failed to reply for firewall session clear.

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

Error Message %FWALL_PROXY-3-PROXY_IPC_SEND_DEBUG_FAILED : [dec]

Explanation IPC send failed to reply for firewall session debug.

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

Error Message %FWALL_PROXY-3-PROXY_IPC_SEND_FAILED : [int]:[chars]

Explanation IPC send failed.

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

Error Message %FWALL_PROXY-3-PROXY_IPC_SEND_INIT_FAILED : [chars] [dec]

Explanation IPC failed to reply for firewall initialization status.

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

Error Message %FWALL_PROXY-3-PROXY_IPC_SEND_SCB_QUERY_FAILED : [dec]

Explanation IPC send failed to reply for firewall SCB query.

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

Error Message %FWALL_PROXY-3-PROXY_IPC_SEND_SESSION_FAILED : [dec]

Explanation IPC send failed to reply for firewall session query.

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

Error Message %FWALL_PROXY-3-PROXY_IPC_SEND_STATS_FAILED : [dec]

Explanation IPC send failed to reply for firewall status.

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

Error Message %FWALL_PROXY-3-PROXY_SCB_MEM_EXTEND_FAILED :

Explanation Increasing of session control block pool 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %FWALL_PROXY-3-PROXY_SCB_MEM_INIT_FAILED :

Explanation Initialization of session control block pool 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %FWALL_PROXY-3-PROXY_TBL_INIT_FAILED : [chars]

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

Error Message %FWALL_PROXY-3-PROXY_TEARDOWN_MEM_EXTEND_FAILED :

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

Error Message %FWALL_PROXY-3-PROXY_TEARDOWN_MEM_INIT_FAILED :

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

Error Message %FWALL_PROXY-4-PROXY_HSL_ALREADY_INIT :

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

Error Message %FWALL_PROXY-4-PROXY_HSL_NOT_INIT : [int]

Explanation HSL logger not initialized

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

Error Message %FWALL_PROXY-4-PROXY_IPC_INVALID_MSG : [hex]

Explanation Invalid IPC message subtype.

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

Error Message %FWALL_PROXY-4-PROXY_IPC_INVALID_MSG_LEN : [dec]:[dec] len [dec] flags [hex] source [dec]

Explanation Invalid IPC message length.

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

Error Message %FWALL_PROXY-4-PROXY_IPC_UNINIT_POOL_FAILED : [chars]: [dec]

Explanation Could not destroy chunk pool.

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

Error Message %FWALL_PROXY-4-PROXY_UNINIT_SESSIONS : in use [int] [int]

Explanation Not all sessions 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

GEN_PROXY Messages

Error Message %GEN_PROXY-3-GPM_ALLOC_FAILED : GPM allocation for reply failed pak_size [hex] reply_size [hex]

Explanation GPM could not be allocated for reply.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %GEN_PROXY-3-IPC_SEND_FAILED : IPC send reply failed [chars]

Explanation GEN proxy failed to send of reply to IPC msg.

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

Error Message %GEN_PROXY-3-IPC_UNHANDLED : failure

Explanation An unknown message type: %d was received by the Generic Client Proxy.

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

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

Error Message %GEN_PROXY-3-REPLY_MSG : wrong version [dec]

Explanation An incorrect SBS message was received by the Generic Client Proxy.

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

Error Message %GEN_PROXY-3-STACK_ALLOC_FAILED : Stack allocation for reply failed reply_size [hex]

Explanation Stack space could not be allocated for reply.

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

H323_ALG Messages

Error Message %H323_ALG-3-CHUNK_CREATE_FAIL :

Explanation Chunk create failed. H323 ALG will not be able to finish initialization.

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

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

Error Message %H323_ALG-3-CHUNK_MEM_LEAK :

Explanation Chunk memory is not being freed by H.323 ALG.

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

HA_EM Messages

Error Message %HA_EM-3-ACTION_CNS_OPEN_FAIL: %s: Unable to open connection to CNS Event Agent: %d

Explanation The CNS Action process failed to open CNS handle to Event Agent.

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

Error Message %HA_EM-3-FMC_CBH_PROCESS_CREATE: %s: callback handler process create failed for eid: %d

Explanation The process_create function reported an error trying to create the callback handler process.

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

Error Message %HA_EM-3-FMC_FH_INIT: %s: fh_init failed : %d

Explanation The fh_init function reported an error trying to initialize EEM for a callback process.

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

Error Message %HA_EM-3-FMFD_EMPTY_QUEUE: %s: The %s event detector I/O queue empty.

Explanation The I/O queue is empty at this point, and should not be.

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

Error Message %HA_EM-3-FMFD_OID_UNAVAIL: %s: The following oid has become unavailable: %s

Explanation The registered oid is no longer available in the system.

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

Error Message %HA_EM-3-FMFD_QUEUE_INIT: %s: Unable to initialize queue;

Explanation The queue initialization function reported an error.

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

Error Message %HA_EM-3-FMFD_SNMP_MIB_OBJ_REPLACE_FAILED: %s: SNMP MIB object info replace failed %d

Explanation The SNMP MIB object info replace function has failed.

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

Error Message %HA_EM-3-FMFD_SNMP_OBJECT_UNKNOWN_RESPONSE_CODE: %s: Unknown SNMP object response code %d

Explanation The SNMP MIB object response code is unknown.

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

Error Message %HA_EM-3-FMFD_TTY_NUM: %s: Error occurred while fetching TTY number.

Explanation The Embedded Event Manager failed to fetch a TTY number.

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

Error Message %HA_EM-3-FMPD_ACTION: %s: Error occurred while performing action: %s.

Explanation The Embedded Event Manager Policy Director failed to perform an action for the registered event.

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

Error Message %HA_EM-3-FMPD_ACTION_INFO: %s: Error occurred while fetching action information: %d.

Explanation The Embedded Event Manager Policy Director failed to gather action information registered for the event.

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

Error Message %HA_EM-3-FMPD_ACTION_NOTRACK: %s: unable to set state for tracking object number %u; object does not exist or is not a stub-object.

Explanation The Embedded Event Manager applet attempted to set the state of a tracking object that does not exist.

Recommended Action Only set the state of tracking objects that have already been configured in the system. If the message continues to occur, copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-3-FMPD_CHECKSUM_MISMATCH: %s: file checksum mismatch

Explanation The checksum value of an installed policy does not match the value provided by the installation manager.

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

Error Message %HA_EM-3-FMPD_ERROR: Error executing applet %s statement %s

Explanation The Embedded Event Manager policy director found an error when processing an applet.

Recommended Action Check syntax of applet statement. If the message continues to occur, copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-3-FMPD_EXECUTE_CALLBACK: %s: failed to execute callback

Explanation Failed to execute callback routine.

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

Error Message %HA_EM-3-FMPD_FH_INIT: %s: could not initialize Embedded Event Manager service: %s

Explanation An internal error was detected when initializing Embedded Event Manager service.

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

Error Message %HA_EM-3-FMPD_IPC_PORT_CREATE: %s: failed to create an IPC port: %s

Explanation Embedded Event Manager failed to create an IPC port.

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

Error Message %HA_EM-3-FMPD_IPC_PORT_OPEN: %s: failed to open an IPC port: %s

Explanation Embedded Event Manager failed to open an IPC port.

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

Error Message %HA_EM-3-FMPD_IPC_PORT_REGISTER: %s: failed to register an IPC port: %s

Explanation Embedded Event Manager failed to register an IPC port.

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

Error Message %HA_EM-3-FMPD_NOEID: %s: No such event id found.

Explanation An internal software error occurred.

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

Error Message %HA_EM-3-FMPD_NOESID: %s: No such event spec id found.

Explanation The Embedded Event Manager Policy Director could not find the event for the event spec. ID.

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

Error Message %HA_EM-3-FMPD_NO_PROC: %s: Failed to create process

Explanation The process create function reports an error

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

Error Message %HA_EM-3-FMPD_QUEUE_INIT: %s: could not initialize queue

Explanation An internal error was detected when initializing Embedded Event Manager queue.

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

Error Message %HA_EM-3-FMPD_REQINFO: %s: Error attempting to fetch event information: %s.

Explanation The Embedded Event Manager Policy Director failed to receive event info for a callback.

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

Error Message %HA_EM-3-FMPD_SET_INFO: %s: Error occurred while fetching variable information: %d.

Explanation The Embedded Event Manager Policy Director was unable to set the variable with the requested information.

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

Error Message %HA_EM-3-FMPD_UNKNOWNNTYPE: %s: Unknown event type found in applet.

Explanation The Embedded Event Manager applet had an unknown event type.

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

Error Message %HA_EM-3-FMPD_UNKNOWN_ENV: %s: could not find environment variable: %s

Explanation The Embedded Event Manager policy director could not find the environment variable specified in the action message.

Recommended Action Only use well known Embedded Event Manager environment variables. If the message continues to occur, copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-3-FMPD_WRONGTYPE: %s: Published event type does not match event spec.

Explanation The Embedded Event Manager Policy Director detected a mis-match in event type between the published event and the event spec.

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

Error Message %HA_EM-3-FMS_CNS_FAIL: %s: Failed to perform CNS action: %s

Explanation The Embedded Event Manager failed attempting to send a CNS message.

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

Error Message %HA_EM-3-FMS_EMPTY_QUEUE: %s: The I/O queue empty.

Explanation The I/O queue is empty at this point, and should not be.

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

Error Message %HA_EM-3-FMS_ENQUEUE_FAIL: %s: The Unable to enqueue packet onto queue.

Explanation The queue is not in a state to handle enqueues.

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

Error Message %HA_EM-3-FMS_OPEN: %s: Unable to open %s; %s

Explanation The open function reported an error.

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

Error Message %HA_EM-3-FMS_POLICY_CHECKSUM: %s: Checksum error for policy %s - this policy will not be run

Explanation The checksum computed for the specified policy does not match the original checksum computed when the policy was registered.

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

Error Message %HA_EM-3-FMS_POLICY_HASH: %s: The hash computation routine reported an error; %s

Explanation The fh_hash_md5_fd() function reported the specified error.

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

Error Message %HA_EM-3-FMS_POLICY_LOOKUP_FAIL: %s: Failed to look up in the table the registration specification for policy %s.

Explanation A table lookup for the registration specification for the policy failed.

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

Error Message %HA_EM-3-FMS_QUEUE_INIT: %s: The Unable to initialize queue.

Explanation The queue cannot be initialized.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-4-FMPD_SNMP_NO_OBJECT_VALUE: %s: SNMP MIB object value not provided

Explanation The SNMP MIB object value is not provided for substitution.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-4-FMPD_DSIG_TYPE_CHANGE: Cisco Signature not found or invalid. %s has been registered as a user policy.

Explanation Cisco Signature not found or invalid.

Recommended Action Sign with Cisco signature.

Error Message %HA_EM-4-FMPD_EVENT_CREATE: %s: failed to create an event: %s

Explanation Failed to create an Embedded Event Manager event.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-4-FMPD_EVENT_REG: %s: failed to register an event: %s

Explanation Failed to register an Embedded Event Manager event.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-4-FMPD_IPC_GET_PAK: %s: failed to allocate an IPC buffer

Explanation Embedded Event Manager failed to allocate a buffer from IPC.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-4-FMPD_IPC_SEND_MSG: %s: failed to send an IPC message: %s

Explanation Embedded Event Manager failed to send a message through IPC.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-6-FMPD_CONTEXT_RETRIEVE: Failed to retrieve context for key %s:
%s

Explanation Failed to context retrieve variable information for event.

Recommended Action Ensure context information with the given key is saved. If the message continues to occur, copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-6-FMPD_CONTEXT_SAVE: Failed to save variable context for key
%s: %s

Explanation Failed to context save variable information for event.

Recommended Action Ensure context information with the same key is not already saved. If the message continues to occur, copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-6-FMPD_DIVIDE_ZERO: Invalid operand in arithmetic division,
cannot divide by zero

Explanation Arithmetic division does not allow divide by zero.

Recommended Action Ensure denominator provided to division action is non-zero.

Error Message %HA_EM-6-FMPD_EEM_CONFIG: %s: %s

Explanation The Embedded Event Manager reports an error on Event Manager configuration

Recommended Action Check the EEM applet or policy configuration

Error Message %HA_EM-6-FMPD_OPERAND_INVALID: Invalid operand in action, expected value within range %ld to %ld, received: %s

Explanation Arithmetic actions only accept valid long integer values.

Recommended Action Ensure value provided to action is long integer.

Error Message %HA_EM-6-FMPD_REGCOMP: Error compiling regular expression: %s

Explanation An error was encountered when compiling the given regular expression.

Recommended Action Check syntax of regular expression pattern. If the message continues to occur, copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-6-FMPD_SWITCH_HARDWARE: %s: Policy has requested a hardware switchover

Explanation An Embedded Event Manager policy requested that a hardware switchover occur.

Recommended Action None

Error Message %HA_EM-6-FMS_MODIFY_POLICY: %s: unable to modify the policy to class %s: scheduling rule unavailable.

Explanation There is no scheduler rule configured to service this event class.

Recommended Action Configure a scheduler rule before modifying the event.

Error Message %HA_EM-6-FMS_SWITCH_HARDWARE: %s: Policy has requested a hardware switchover

Explanation An Embedded Event Manager policy requested that a hardware switchover occur.

Error Message %HA_EM-7-ACTION_ADD_PARSER: %s: Unable to add action %s command;

Explanation Failed to add action command.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-ACTION_CNS_AGENT_UNAVAIL: %s: CNS Event Agent not available:
%d

Explanation The CNS Event Agent is currently not available.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-ACTION_CNS_CLEAR_RESTART: %s: Unable to clear restart
callback;

Explanation The CNS Action process failed to clear restart callback.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-ACTION_CNS_SET_RESTART: %s: Unable to set restart callback;

Explanation The CNS Action process failed to set the restart callback.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-ACTION_ENQUEUE_FAIL: %s: Unable to enqueue %s;

Explanation The enqueue function reported an error.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-ACTION_WB_CREATE: %s: create_watched_boolean failed: %s

Explanation The create_watched_boolean function reported an error trying to create the watched boolean.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-ACTION_WB_DELETE: %s: delete_watched_boolean failed: %s

Explanation The delete_watched_boolean function reported an error trying to delete the watched boolean.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMC_ENQUEUE_FAIL: %s: Unable to enqueue %s;

Explanation The enqueue function reported an error.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMC_INV_REPLY: %s: Application client library unable to handle message receive.

Explanation The API received a msg reply when it was not in a state to accept such messages.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMC_MALLOC: %s: Unable to allocate %s;

Explanation The malloc function reported an error.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMC_REG_CBH_PULSE: %s: Unable to locate reg callback entry for pulse code %d

Explanation The registration callback handler was unable to validate the pulse code received.

Recommended Action The pthread_create function reported an error.

Error Message %HA_EM-7-FMC_REG_CBH_SEND: %s: Unable to send response for FH_MSG_CALLBACK_DONE %s

Explanation The registration callback handler was unable to send the FH_MSG_CALLBACK_DONE message to the Embedded Event Manager Server.

Recommended Action The pthread_create function reported an error.

Error Message %HA_EM-7-FMFD_ADD_PARSER: %s: Unable to add %s event detector command;

Explanation The Event detector failed to add command.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMFD_DE_FETCH: %s: %s[%d]

Explanation Internal error. The event detector has failed to fetch a data element from the statistics data engine.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMFD_ENQUEUE_FAIL: %s: Unable to enqueue %s;

Explanation The enqueue function reported an error.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMFD_HIST_QERR: %s

Explanation Internal error. The event detector has failed to get a free history list entry.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMFD_INV_COMPARE_OP: %s: invalid comparison operator: %d

Explanation Internal error. The value comparison operator is invalid or not supported.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMFD_INV_STATS_TYPE: %s: invalid statistics value type: %d

Explanation Internal error. The statistics data type is invalid or not supported.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMFD_INV_TM: %s: invalid timer: type=%d, timer=%p

Explanation Internal error. The timer value is invalid or not as expected.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMFD_INV_TM_TYPE: %s: invalid timer type: %d

Explanation Internal error. The timer type is invalid or not supported.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMFD_MALLOC: %s: Unable to allocate %s; %s

Explanation The malloc function reported an error.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMFD_MET_RBLD: %s: %s

Explanation Internal error. The event detector has failed to rebuild the metric list from the checkpointed records.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMFD_MSGSEND_RETRY_ERR: %s: %d

Explanation The event detector has exceeded its maximum number of retries to send a pulse to the embedded event manager to notify of an event publish.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMFD_OE_CREATE: %s: could not create an occurrence entry

Explanation Internal error. The event detector has failed to create an entry for the matched occurrence list.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMFD_OE_REMOVE: %s: could not remove an occurrence entry

Explanation Internal error. The event detector has failed to remove an entry for the matched occurrence list.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMFD_PUB_TM_ALLOC: %s: Unable to allocate memory for event publish timer block

Explanation Internal error. The event detector has failed to allocate memory for the event publish timer block.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMFD_RESOURCE_MONITOR_REGISTER_FAIL: %s:
resource_monitor_register failed; return code = %d

Explanation The resource_monitor_register function reported an error trying to register for RMI notifications.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMFD_SNMP_ADDR_ILLEGAL: %s: Illegal SNMP address type

Explanation The SNMP address is illegal.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMFD_SNMP_ADDR_IPV6: %s: SNMP IPV6 address is not supported

Explanation The IPV6 address is not supported.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMFD_SNMP_BUILD_PDU_FAILED: %s: SNMP build pdu failed

Explanation The SNMP pdu build has failed.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMFD_SNMP_COMM_FAIL: %s: Unable to create SNMP octet
community string; string = %s

Explanation The community string was not able to build into a SNMP octet string

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMFD_SNMP_ERRCODE: %s: %s

Explanation The SNMP error code.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMFD_SNMP_MAKE_PDU_FAILED: %s: SNMP make pdu failed

Explanation The SNMP pdu make has failed.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMFD_SNMP_MSG_FAIL: %s: Unable to create a SNMP message; community = %s

Explanation The SNMP message failed to be created

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMFD_SNMP_OID_INVALID: %s: Invalid SNMP oid length %d

Explanation The SNMP oid has invalid length

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMFD_SNMP_OID_MAKE_FAIL: %s: Unable to build an oid string into a SNMP oid; oid = %s

Explanation The oid string was not able to build into a SNMP oid

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMFD_SNMP_REQ_FAILED: %s: SNMP request failed

Explanation The SNMP request has failed.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMFD_SNMP_RESP_CANCEL: %s: SNMP response cancelled

Explanation The SNMP response has been cancelled.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMFD_SNMP_RESP_ERROR: %s: SNMP response error; error_status = %d

Explanation The SNMP response has error.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMFD_SNMP_RESP_Q_EMPTY: %s: SNMP proxy exec got event, but queue is empty

Explanation The SNMP proxy got event but the queue is empty.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMFD_SNMP_RESP_TIMEOUT: %s: SNMP response has timed out

Explanation The SNMP response has timed out.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMFD_SNMP_UNKNOWN_TYPE: %s: Unknown SNMP operation or response type %d

Explanation The operation or response type is unknown.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMFD_SNMP_VARBIND_FAIL: %s: Unable to create a SNMP varbind

Explanation The oid failed to make into a SNMP varbind.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMFD_TM_LEAF_NEW: %s: could not create a leaf timer

Explanation Internal error. The event detector has failed to create a managed leaf timer.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMPD_EVENT_TYPE: %s: unknown event type %d

Explanation An unknown Embedded Event Manager even type was detected.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMPD_FORMAT_TIME: %s: error attempting to format time string

Explanation Format time failure.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMPD_LAST_POLICY: %s: invalid last policy name replied %s

Explanation Internal error. The last policy name the script director replied to show fm policy registered command is an invalid policy name.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMPD_NO_MEM: %s: not enough memory: %s

Explanation Allocating memory failed due to a low-memory condition.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMPD_SWITCH_FAIL: %s: The system is unable to switch to standby processor. Switchover cancelled.

Explanation Switchover must occur when STANDBY is available and ready.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMS_FDC_ALLOCATE: %s: Failed to allocate Event Detector context control block; %s

Explanation The get_fd function reported an error trying to allocate a Event Detector context control block.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMS_FDC_OPEN: %s: Failed to open Event Detector context control block

Explanation The open_fd function reported an error trying to open a Event Detector context control block.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMS_GUARD_WORD_VER: %s: %s guard word corrupted; %p

Explanation The guard word for the specified control block does not contain what is expected.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMS_INV_ARG_STRING: %s: Invalid argument string: %s

Explanation An invalid argument string was passed to the specified function.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMS_MALLOC: %s: Unable to allocate %s; %s

Explanation The malloc function reported an error.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMS_NULL_SCRIPT_NAME: %s: The script name is NULL

Explanation An invalid script name was passed as an argument into the specified function.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMS_POLICY_EXEC: %s: Policy execution %s

Explanation The Embedded Event Manager policy execution state has been changed to the state named in the message.

Error Message %HA_EM-7-FMS_POLICY_MAX_ENTRIES: %s: Class %s: Maximum number of %d %s publish entries exceeded; some events have been discarded

Explanation An attempt to publish an event failed because there is no more room in the publish queue.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMS_REALLOC_FAIL: %s: Unable to reallocate %s; %s

Explanation The realloc function reported an error.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMS_STRDUP: %s: Failed to duplicate string %s; %s

Explanation The strdup function reported an error.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMS_SWITCH_FAIL: %s: The system is unable to switch to standby processor. Switchover cancelled.

Explanation Switchover must occur when STANDBY is available and ready.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMS_WB_CREATE: %s: create_watched_boolean failed; %s

Explanation The create_watched_boolean function reported an error trying to create the watched boolean.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

Error Message %HA_EM-7-FMS_WQ_CREATE: %s: create_watched_queue failed; %s

Explanation The create_watched_queue function reported an error trying to create the watched queue.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative.

HA_PROXY Messages

Error Message %HA_PROXY-2-HA_FIND_SERVICE_FAILED : [chars]: unable to find [chars] service

Explanation HA could not find the specified 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %HA_PROXY-2-HA_SESSION_ALLOC_FAILED : [chars]: unable to allocate entry for [chars] binding

Explanation HA could not allocate a control block to manage the 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %HA_PROXY-3-HA_DUP_SERVICE_INDEX : [chars]: Duplicate service index: [dec] on bind

Explanation Duplicate service index on ha service bind.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %HA_PROXY-3-HA_DUP_SERVICE_NAME : [chars]: Duplicate service name: [chars] on bind

Explanation Duplicate service name on ha service bind.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %HA_PROXY-3-HA_INVALID_REQUEST : [chars]: Unknown request: [dec]

Explanation HA control services received unknown request.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %HA_PROXY-3-HA_MALFORMED_PKT : Malformed packet bad [chars] [hex]

Explanation HA Sync packet was malformed, may not have been fully processed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %HA_PROXY-3-PROXY_IPC_PAK_ALLOC_FAILED :

Explanation Allocation of IPC packet 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %HA_PROXY-4-HA_PKT_ERROR : Error processing HA sync pkt, rg [hex]

Explanation HA Sync packet was dropped while processing

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %HA_PROXY-4-HA_UNKNOWN_SERVICE : Sync msg for unknown service [hex] rg [hex]

Explanation HA Sync received a message for an unknown service

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

HAL Messages

Error Message %HAL_GENMEM-2-BAD_OPCODE : Opcode=[hex]

Explanation A bad Opcode was received by the general memory manager.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %HAL_PKTMEM-2-ALLOC_FAIL : rc [hex]

Explanation A critical failure occurred when trying to obtain packet 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %HAL_PKTMEM-2-OUT_OF_RESOURCES :

Explanation Packet buffer memory is low, packets are 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

HARDWARE Messages

Error Message %HARDWARE-3-ASICNUM_ERROR: Port-ASIC number %d is invalid

Explanation Each Port-ASIC is identified by an ID. The port ASIC number used is invalid and this is an internal error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the

Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %HARDWARE-3-PORTNUM_ERROR: port number %d is invalid

Explanation Each interface in a given Port-ASIC is identified using an index value. The port-number used is not valid (out of range).

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

HMAN Messages

Error Message %HMAN-3-CONSOLE_SETUP_FAILED : Failed to setup console service. It should be enabled on [chars]

Explanation Setup of a console service failed.

Recommended Action Check the host manager launch parameters and correct as required.

Error Message %HMAN-3-HOSTNAME_SET_FAILED : Failed to set hostname: [chars]

Explanation The host manager received notification that the system hostname has been set. The host manager failed to pass this value to the ASR kernel.

Recommended Action Repeat the process to configure the hostname. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %HMAN-3-INITIALIZATION_FAILED : Host Manager initialization failed.

Explanation Initialization of the host manager failed.

Recommended Action Review Host Manager logs taking note of the timestamp information to select specific information to review. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

HW_IDPROM_ENVMON Messages

Error Message %HW_IDPROM_ENVMON-3-HW_IDPROM_FIELD_INVALID : The idprom contains an invalid environmental monitoring field.

Explanation If this error occurs then parsing of the environmental monitoring data is aborted. Environmental monitoring will be either incomplete or absent entirely.

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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %HW_IDPROM_ENVMON-3-HW_IDPROM_CHECKSUM_INVALID : The idprom contains an invalid checksum in a sensor entry. Expected: [hex], calculated: [hex]

Explanation If this error occurs then parsing of the environmental monitoring data is aborted. Environmental monitoring will be either incomplete or absent entirely.

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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

HW_PFU Messages

Error Message %HW_PFU-3-PFU_IDPROM_READ_ERR : Could not read the PEM/FM idprom in slot P[dec].The system will run without environmental monitoring for this component

Explanation The idprom contains information required in order to properly operate the environmental monitoring subsystems. The idprom could not be read, therefore no monitoring will take place.

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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.c

Error Message %HW_PFU-3-PFU_IDPROM_CORRUPT : The PEM/FM idprom could be read, but is corrupt in slot P[dec] The system will run without environmental monitoring for this component

Explanation The idprom contains information required in order to properly operate the environmental monitoring subsystems. The idprom could not be read, therefore no monitoring will take place.

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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

IMAP Messages

Error Message %IMAP_ALG-3-CHUNK_CREATE_FAIL: , MSGDEF_LIMIT_MEDIUM

Explanation Chunk create failed. IMAP ALG will not be able to finish initialization.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %IMAP_ALG-4-IMAP_INVALID_COMMAND: (target:class)-(%s:%s):Invalid IMAP command from initiator (%Ci:%u): %s, MSGDEF_LIMIT_MEDIUM

Explanation An invalid IMAP command has been detected in the inspected IMAP connection. This message indicates that a suspicious violation was detected that may be an attack on the mail server system.

Recommended Action This message is for informational purposed only, but may indicate a security problem.

Error Message %IMAP_ALG-4-IMAP_NON_SECURE_LOGIN: (target:class)-(%s:%s):LOGON IMAP command from initiator (%Ci:%u): %s, MSGDEF_LIMIT_MEDIUM

Explanation IMAP code has detected a cleartext logon attempt in the inspected IMAP connection while secure-login is configured. This command has been rejected.

Recommended Action This message is for informational purposed only, but may indicate a security problem.

IMCC Messages

Error Message %IMCC-0-IMCC_SERVICE_INIT : IMCC primary service init error: srv: [int], error: [int]

Explanation Software errors occurred during initialization of the chassis manager.

Recommended Action Examine system logs to determine if other components have failed. Multiple failures verify that this problem is a software failure. Try the initialization process again. If the problem persists, contact Cisco technical 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IMCC-3-IMCC_BIPC_RECEIVE : IMCC socket receive failure on peer [chars]: [chars]

Explanation The interface manager carrier card (IMCC) port was unable to receive due to a software driver defect.

Recommended Action To validate that a software defect exists, examine the logs for the IMCC process, interface manager process on the route processor, and the shared port adapter (SPA) process on the SIP. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IMCC-3-IMCC_BIPC_SEND : IMCC socket send failure on peer [chars]: [chars]

Explanation The interface manager carrier card (IMCC) port was unable to send due to a software driver defect.

Recommended Action To validate that a software defect exists, examine the logs for the IMCC process, interface manager process on the route processor, and the shared port adapter (SPA) process on the SIP. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IMCC-3-IMCC_PEERREG_TIMEOUT : IMCC peer registration timedout on peer [chars]

Explanation The interface manager carrier card (IMCC) port was unable to connect to a remote peer within a specified time period, due to a software driver defect.

Recommended Action To validate that a software defect exists, examine the logs for the IMCC process, interface manager process on the route processor, and the shared port adapter (SPA) process on the SIP. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved

software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

IMGR Messages

Error Message %IMGR-0-FIPS_FMFP_BYPASS_TEST : NIST bypass test failed for [chars].\n

Explanation Forwarding Manager IPsec component detected a discrepancy when adding or deleting a security sensitive object. This could be due to a hardware or software resource limitation or a software defect.

Recommended Action Check the logs for information on the relevant object download states. Remove the object or a parent object in question. If the problem persists reboot the forwarding processor (ESP).

Error Message %IMGR-6-FIPS_FMFP_CRNG_TEST : continuous [chars]approved RNG test failed.\n

Explanation Forwarding Manager IPsec component detected two identical random number sequences. This could be due to a hardware malfunction or a software defect.

Recommended Action If the problem persists reboot the forwarding processor (ESP).

Error Message %IMGR-6-FIPS_FMFP_OLAP_TEST : FIPS-approved RNG key seed and state overlap.\n

Explanation Forwarding Manager IPsec component detected an overlap in FIPS-approved RNG key seed and state. This could be due to a hardware malfunction or a software defect.

Recommended Action If the problem persists reboot the forwarding processor (ESP).

Error Message %IMGR-0-FIPS_FMFP_KAT_TEST : power up cryptographic self-test failed for algorithm: [chars]\n.

Explanation Forwarding Manager power up known answer self-test (KAT) failed. This could be due to a hardware malfunction or a software defect.

Recommended Action If the problem persists reboot the forwarding processor (ESP).

Error Message %IMGR-0-FIPS_CPP_CLIENT_BYPASS_TEST : CPP Client FIPS bypass test failed for [chars]\n.

Explanation Forwarding Manager CPP client IPSEC bypass test failed. This could be due to a hardware malfunction or a software defect.

Recommended Action If the problem persists reboot the forwarding processor (ESP).

Error Message %IMGR-6-FIPS_FMFP_N2_ERR_FAIL : Cryptographic coprocessor non-critical failure: [chars]\n.

Explanation Cryptographic coprocessor non-critical operation failed. If the problem persists reboot the forwarding processor (ESP)

Recommended Action If the problem persists reboot the forwarding processor (ESP).

Error Message %IMGR-0-FIPS_FMFP_N2_SEVERE_ERR_FAIL : Cryptographic coprocessor severe failure: [chars]\n.

Explanation Cryptographic coprocessor critical operation failed. Further data processing on ESP is halted

Recommended Action Forwarding processor (ESP) is rebooted automatically. No action needed.

Error Message %IMGR-6-FMFP_KAT_TEST_RESULT : crypto self-test for algorithm: ([chars] ... passed)\n.

Explanation Forwarding Manager power up known answer self-test (KAT) success. This is not an error message.

Recommended Action No action needed.

IMRP Messages

Error Message %IMRP-0-IMRP_SERVICE_INIT : IMRP primary service init error: service: [int], error: [chars]

Explanation Software errors occurred during initialization of the route processor.

Recommended Action Examine system logs to determine if other components have failed. Multiple failures verify that this problem is a software failure. Try the initialization process again. If the problem persists, contact Cisco technical 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IMRP-3-IMRP_MSG_CANNOT_RELAY : IMRP Peer [chars]: cannot relay message to SPA [int]/[int]

Explanation An operating system message cannot be routed to the correct SPA interface processor (SIP) card and is therefore discarded.

Recommended Action This problem is most likely due to a software defect. To validate that a software defect exists, examine the logs for the IMCC process, interface manager process on the route processor, current operating system activities, and the shared port adapter (SPA) process on the carrier card. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

INFRA Messages

Error Message %INFRA-3-INVALID_GPM_ACCESS : Invalid GPM [chars] at [hex] HAL start [hex] HAL end [hex] INFRA start [hex] INFRA [hex] NET [hex]

Explanation Processing packet went beyond valid packet data, packet was possibly invalid, ppe info and encrypted pkt dump follow.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %INFRA-3-INVALID_GPM_ACCESS_DATA :

Explanation Packet associated with previous exception error The packet data has been encrypted.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at

<http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %INFRA-3-INVALID_GPM_ACCESS_INFO : %08x %08x

Explanation Registers associated with previous exception 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %INFRA_ARL-3-BAD_ART_ID : art_id=[hex]

Explanation An internal error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

INTERCHASSIS_REDUNDANCY Messages

Error Message %INTERCHASSIS_REDUNDANCY-4-STDBY_PRESENT: Removal of standby RP in location %s is recommended for inter-chassis redundancy configuration

Explanation Removal of standby RP from the chassis is recommended for inter-chassis redundancy

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the

Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

IOS_LICENSE Messages

Error Message %IOS_LICENSE_IMAGE_APPLICATION-3-FAILED: %s

Explanation The ios licensing subsystem failed to create a process or watched boolean to watch request from the remote show subsys license commands. This is an informational message to the user that the licensing image level needs to be configured to make the extension license available to support the image level.

Recommended Action Capture the error message and forward it to the ios-licensing component.

Error Message %IOS_LICENSE_IMAGE_APPLICATION-3-UNKNOWN_EVENT: %s

Explanation The ios image licensing subsystem received an event which it does not understand or recognizes. This is an informational message to the user that the licensing image level needs to be configured to make the extension license available to support the image level.

Recommended Action Capture the error message and forward it to the ios-licensing component.

Error Message %IOS_LICENSE_IMAGE_APPLICATION-6-LICENSE_LEVEL: Module name = %s Next reboot level = %s and License = %s

Explanation This is an informational message to display the change in the next reboot license level

Recommended Action none

Error Message %IOS_LICENSE_IMAGE_APPLICATION-6-LICENSE_LEVEL_CONFIG: Please issue 'license boot' config command to make extension license (%s) available for use.

Explanation This is an informational message to the user that, to make the extension license available to support image level, the licensing image level needs to be configured

Recommended Action none

Error Message %IOS_LICENSE_IMAGE_APPLICATION-6-NO_LICENSE: No valid license available: %s = %s; %s = %d; %s = %s:%s

Explanation There is no valid license available on the box and we are running on a default feature

Recommended Action Purchase a license to activate required features

IOSD Messages

Error Message %IOSD-3-BIPC_REJECT : Could not accept ipc connection: [chars]

Explanation This error occurs if shell-manager has denied an ipc connection request from IOS.

Recommended Action Check the connection request parameters.

Error Message %IOSD-3-TDL_PROPERTIES : Could not set message properties for connection: [chars]

Explanation This error occurs if shell-manager is unable to set message properties for the IOS-smann connection

Recommended Action Check the connection request parameters.

IOSD_IMCC_CAPI Messages

Error Message %IOSD_IMCC_CAPI-2-CRASHDUMP: Fatal error, calling crashdump, error: [dec] [chars]

Explanation A fatal condition has occurred causing IOS to crashdump.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSD_IMCC_CAPI-3-MSGDISPATCH: Unable to dispatch received TDL message (name = [chars]) from Interface Manager

Explanation An unexpected condition has occurred while IOS is trying to dispatch to the TDL message handler functions for received TDL messages from Interface Manager.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSD_IMCC_CAPI-3-MSGDISPATCHNULL: Received NULL TDL message from IOS

Explanation An unexpected condition in which IOSD has received a NULL TDL message from Interface Manager.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSD_IMCC_CAPI-3-MSGIPCERR: Unable to process received IPC messages from Interface Manager, error: [chars]

Explanation An unexpected condition has occurred while IOS trying to process a received IPC message from Interface Manager.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSD_IMCC_CAPI-6-CMSTATUS: Interface Manager Process is [chars]

Explanation The current status of Interface Manager Process.

Recommended Action No action is required.

IOSXE_APS Messages

Error Message %IOSXE_APS-3-CCCONFIGFAILED: Pair config for interface %s Group %d failed

Explanation Pair configuration for interface 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_APS-3-CONFIG_FAIL: config change for interface %s Group %d failed

Explanation Configuration for an interface to forwarding plane 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_APS-3-DOWNLOADFAIL: Unable to download %s message to %s

Explanation An unexpected condition has occurred which resulted in a configuration not being sent to the reported 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_APS-3-FLOWCONFIGTOCCFAILED: Flow id to cc for interface %s Group %d failed

Explanation Flow id to cc for an interface 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_APS-3-FLOWIDALLOCFAILED: Allocation of APS flow ID with manager failed for interface %s group %d

Explanation An unexpected condition has occurred that allocation of APS flow ID. failed

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show interface** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_APS-3-FLOWIDDELETIONFAILED: Deletion of APS flow ID with manager failed for interface %s group %d

Explanation An unexpected condition has occurred that deletion of APS flow ID.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show interface** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_APS-3-GROUP_CONFIG_FAIL: Group change for interface %s Group %d failed

Explanation Group change for interface 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_APS-3-PAIR_CONFIG_FAIL: Pair config for interface %s Group %d failed

Explanation Pair configuration for interface 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

IOSXE_DSP Messages

Error Message %IOSXE_DSP-3-ENQUEFAIL: Enqueue of TDL message failed (%s).

Explanation An unexpected condition has occurred which resulted in configuration, resource, or call details not being forwarded.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

IOSXE_ETHERCHAN Messages

Error Message %IOSXE_ETHERCHAN-3-LINK_MTU_FAIL: Failure in changing MTU of interface %s to port-channel %s MTU

Explanation The MTU for the interface mentioned in the message cannot be changed to match the MTU configured on the port channel interface

Recommended Action Remove the link mentioned in the message from the port-channel group

Error Message %IOSXE_ETHERCHAN-6-LINK_MTU: Interface %s MTU set to port-channel %s MTU %d

Explanation The MTU for the interface mentioned in the message is changed to match the MTU configured on the port channel interface

Recommended Action No action is required.

IOSXE_FMANRP Messages

Error Message %IOSXE_FMANRP-3-EPOCHTDLMSGMARSHAL: Failed to copy epoch TDL message to IPC buffer, epoch number %d

Explanation This operation to build a TDL messages for epoch message has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_FMANRP-3-MSGENQERR: Unable to enqueue IPC messages to IOS IPC queue. Message: %s.

Explanation An unexpected condition has occurred while IOS trying to enqueue IPC message to IOS IPC queue in order to send the message to Forwarding Manager.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_FMANRP-3-MSGMARSHALERR: Unable to copy IPC messages into transport buffer. Message: %s

Explanation An unexpected condition has occurred while IOS trying to copy IPC message to transport buffer in order to send the message from IOSd to Forwarding Manager.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_FMANRP-4-MSGDISPATCH: Unable to dispatch received TDL messages from Forwarding Manager.

Explanation An unexpected condition has occurred while IOS trying to dispatch the TDL message handler functions for received TDL messages from Forwarding Manager.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_FMANRP-4-MSGDISPATCHNULL: TDL messages NULL from IOS.

Explanation An unexpected condition has occurred while IOS trying to dispatch the TDL message handler functions for received TDL messages from Forwarding Manager.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_FMANRP-4-MSGIPCERR: Unable to process received IPC messages from Forwarding Manager, error: %s.

Explanation An unexpected condition has occurred while IOS trying to process received IPC message from Forwarding Manager.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_FMANRP_ADJ-3-ENCsize: Invalid encap length %d which is larger than max allowed %d bytes

Explanation An unexpected condition has occurred which is due to invalid adjacency encapsulation size being larger than the maximum value allowed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_FMANRP_ADJ-3-ENQUEFAIL: Unable to send %s %s message to Forwarding Manager Process

Explanation An unexpected condition has occurred which resulted in a configuration not being sent to the Forwarding Manager 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_FMANRP_ADJ-3-NOADJ: Adjacency entry is null

Explanation An unexpected condition has occurred which is due to the absence of an adjacency entry structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show adjacency** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show adjacency** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_FMANRP_ADJ-3-NOFIBHWIDB: FIB Interface %s is null

Explanation An unexpected condition has occurred which is due to the absence of a FIB interface structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show adjacency** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show adjacency** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_FMANRP_CCE-3-CCE_CLASS_CREATE: Unable to create class %u.%u

Explanation An error occurred when trying to create a class-map.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show policy-map [type]** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show policy-map [type]** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_FMANRP_CCE-3-CCE_FILTER_OVERFLOW: Filter list overflow at type %s

Explanation An internal error occurred when trying to build class-map information for one of the classes in a policy-map.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show class-map [type]** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show class-map [type]** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_FMANRP_CCE-3-CCE_INVALID_FILTER_RELN: Invalid filter relation %u

Explanation An internal error occurred when trying to build class-map information for one of the classes in a policy-map.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show policy-map [type]** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show policy-map [type]** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_FMANRP_CCE-4-CCE_STACK_LIMIT: Failed to create class %d filter list

Explanation An operation to send a filter list to the forwarding processor for a particular class has failed due to a resource issue. This may imply that the notification was dropped.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show class-map [type]** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show class-map [type]** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_FMANRP_CEF-3-ENQUEFAIL: Unable to send %s %s message to Forwarding Manager Process

Explanation An unexpected condition has occurred which resulted in a configuration not being sent to the Forwarding Manager 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_FMANRP_CEF-3-NOFIB: FIB entry is null

Explanation An unexpected condition has occurred which is due to the absence of a FIB entry structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ip cef** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ip cef** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_FMANRP_CEF-3-NOFIBIDB: FIB interface is null

Explanation An unexpected condition has occurred which is due to the absence of a FIB interface structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ip cef** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ip cef** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_FMANRP_CEF-3-NOFIBPUSHCNT: FIB push counter is null

Explanation An unexpected condition has occurred which is due to the absence of a FIB push counter structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ip cef** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ip cef** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_FMANRP_CEF-3-NOFIBSB: FIB SB entry is null

Explanation An unexpected condition has occurred which is due to the absence of a FIB SB entry structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ip cef** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ip cef** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_FMANRP_CEF-3-NOFIBTABLE: FIB table is null

Explanation An unexpected condition has occurred which is due to the absence of a FIB table structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ip cef** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ip cef** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_FMANRP_CEF-3-NONATADDR: NAT address is null

Explanation An unexpected condition has occurred which is due to the absence of an NAT address.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ip alias** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ip alias** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_FMANRP_CEF-3-ROUTE MSGMARSHAL: Failed to copy route message to IPC buffer for prefix %s/%d - %s

Explanation This operation to build a TDL messages for route download has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_FMANRP_CEF-4-UPDFRAGSTATSERR: Update IP Fragmentation statistics error

Explanation An unexpected condition has occurred when updating fragmentation statistics

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_FMANRP_CEF-4-UPDREASSSTATSERR: Update IP Reassembly statistics error

Explanation An unexpected condition has occurred when updating reassembly statistics

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_FMANRP_CEF-4-UPDSTATSERR: Update CEF statistics error

Explanation An unexpected condition has occurred when updating cef statistics

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_FMANRP_EFP-3-EFP_ACCOUNTING_ERROR: ASR1000 FMAN EFP support has encountered an EFP accounting error on %s: %s

Explanation An invalid EFP count found during EFP accounting in ASR1000 FMAN EFP support.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ethernet service instance detail** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ethernet service instance detail** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_FMANRP_EFP-3-INVALID_VALUE: Configuration specified invalid value %d for %s

Explanation An unexpected condition in which configuration has accepted an invalid value.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_FMANRP_FPM-3-NOSTATUPDATE: Failed to update class-map statistics during periodic update

Explanation A statistics update for a class-map has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_FMANRP_FPM-4-INVALIDACTION: FPM feature action is invalid %d

Explanation An unexpected condition has occurred which is due to the invalid action type when trying to bind FPM action with target class group.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_FMANRP_FPM-4-INVALIDLENTYPE: Field length type in PHDF file is invalid

Explanation An unexpected condition has occurred which is due to the invalid field length type in PHDF file.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_FMANRP_FPM-4-INVALIDMATCHTYPE: FPM match type is invalid %d

Explanation An unexpected condition has occurred which is due to the invalid FPM match type in one of FPM class-map filter match entry

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_FMANRP_IPHC-4-INVALIDSTATSTYPE: IP header compression statistic message received has invalid stats type

Explanation When receiving an IP header compression statistic update for an interface or sub-interface in IOS, the statistic type in that message is invalid.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_FMANRP_IPHC-4-NOIDB: IOS interface (%s) is not available for an IP header compression statistics update message

Explanation When receiving an IP header compression statistic update for an interface or sub-interface in IOS, one of data structures in IOS to store those IP header compression statistics is NULL

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_FMANRP_IPHC-4-STATSEERR: There is error when processing IP header compression statistic message received on IOS

Explanation When receiving an IP header compression statistic update for an interface or sub-interface in IOS, an unexpected error occurred

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_FMANRP_L2FIB-3-INVALIDIF: Configuration specified invalid value %d for %s

Explanation An non-existent interface is specified for L2FIB operation.

Recommended Action show interface

Error Message %IOSXE_FMANRP_L2FIB-3-IOSXE_FMANRP_L2FIB_STATS: Invalid stats update. type %d, id %d

Explanation An invalid stats update is received by L2FIB.

Recommended Action show platform software l2fib

Error Message %IOSXE_FMANRP_MCAST-3-FMANRP_BADMAF: Unknown Multicast AF %d)

Explanation An unexpected condition has occurred due to the download of an unknown MFIB address family code.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show mfib** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show mfib** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_FMANRP_MCAST-3-FMANRP_DELID: Failed to remove Multicast ID %d)

Explanation An unexpected condition has occurred due to the failure to delete an internal identifier that is no longer in use.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show mfib** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show mfib** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_FMANRP_MCAST-3-FMANRP_MCAP: Multicast Capability (%s:%s), error %s)

Explanation An unexpected condition has occurred due to the failure to set a multicast capability for this platform.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show mfib state cap** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show mfib state cap** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_FMANRP_MCAST-3-FMANRP_MSTATS: Can't process multicast stats upload from fman. type %d, id %d

Explanation An unexpected condition has occurred, preventing interpretation of the stats message from the forwarding manager. This will prevent the statistics for the affected multicast entries from being updated.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ip mroute count** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ip mroute count** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_FMANRP_MCAST-3-FMANRP_NOID: No Multicast ID for (%i, %i/%d), action %i

Explanation An unexpected condition has occurred due to the failure to allocate an internal identifier (ID), the multicast route will use a default empty mlist ID, causing all traffic to this route to be blackholed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ip mroute count** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ip mroute count** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_FMANRP_MCAST-3-FMANRP_UPDINTF: Failed to update flag count for %s, due to %s

Explanation An unexpected condition has occurred due to the failure to update the interface flag count

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show mfib** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show mfib** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_FMANRP_MCAST-3-MCASTID: Multicast ID management error

Explanation An unexpected condition has occurred, causing an internal ID to not be properly handled or disposed of

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ip mroute count** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ip mroute count** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_FMANRP_NBAR-3-TYPEERROR: Not supported NBAR type(%d)

Explanation This NBAR type is not supported on ASR1000 .

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ip nbar** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ip nbar** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_FMANRP_OBJID-5-DUPCREATE: Duplicate forwarding object creation obj_handle 0x%x, type %u, existing obj_id 0x%x, type %u

Explanation An unexpected condition has occurred which results in duplicate forwarding object creation.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_FMANRP_OBJID2-3-DUPCREATE: Duplicate forwarding object creation obj_handle 0x%x, type %u, existing obj_id 0x%x, type %u

Explanation An unexpected condition has occurred which results in duplicate forwarding object creation with different object types.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_FMANRP_RTMAP-3-INVALID_LIST: NULL

Explanation An internal list structure has been detected as invalid.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_FMANRP_RTMAP-3-RTMAPNULL: The route-map structure for %s is null

Explanation An unexpected condition has occurred which is due to the absence of a route-map data structure.

Recommended Action show route-map

Error Message %IOSXE_FMANRP_RTMAP-3-RTMAP_UNSUPPORTED: Routemap (%s) contain unsupported match/set clause, ignored

Explanation A map contains unsupported match or set clause

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_FMANRP_RTMAP-4-UNKOWNCLIANT: Unknown client type %d received

Explanation An unexpected known client type is received for route-map download.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_FMANRP_URPF-3-INVALIDIFHDL: Invalid interface handle %u for interface (number= %u, swidb= %#x, name= %s)

Explanation An unexpected condition has occurred which is due to an invalid interface handle

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_FMANRP_URPF-4-NOV4SWIDB: v4 sub-interface is null

Explanation An unexpected condition has occurred which is due to the absence of a v4 swidb structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ip interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ip interface** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_FMANRP_URPF-4-NOV6SWIDB: v6 sub-interface is null

Explanation An unexpected condition has occurred which is due to the absence of a v6 swidb structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ipv6 interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ipv6 interface** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_FMANRP_URPF-4-UPDV4STATSERR: Update v4 URPF statistics error

Explanation An unexpected condition has occurred when updating v4 URPF statistics

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ip interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ip interface** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_FMANRP_URPF-4-UPDV6STATSERR: Update v6 URPF statistics error

Explanation An unexpected condition has occurred when updating v6 URPF statistics

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ipv6 interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ipv6 interface** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_FMANRP_ZONES-3-NOSTATUPDATE: Failed to update zone-pair statistics during periodic update (zone %s, class %u)

Explanation A statistics update for a zone-pair has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

IOSXE_IMCC_CAPI Messages

Error Message %IOSXE_IMCC_CAPI-2-CRASHDUMP: Fatal error, calling crashdump, error: %d %s

Explanation A fatal condition has occurred causing IOS to crashdump.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_IMCC_CAPI-3-MSGDISPATCH: Unable to dispatch received TDL message (name = %s) from Interface Manager

Explanation An unexpected condition has occurred while IOS is trying to dispatch to the TDL message handler functions for received TDL messages from Interface Manager.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_IMCC_CAPI-3-MSGDISPATCHNULL: Received NULL TDL message from IOS

Explanation An unexpected condition in which IOSD has received a NULL TDL message from Interface Manager.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_IMCC_CAPI-3-MSGIPCERR: Unable to process received IPC messages from Interface Manager, error: %s

Explanation An unexpected condition has occurred while IOS trying to process a received IPC message from Interface Manager.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_IMCC_CAPI-6-CMSTATUS: Interface Manager Process is %s

Explanation The current status of Interface Manager Process.

Recommended Action No action is required.

IOSXE_INFRA Messages

Error Message %IOSXE_INFRA-2-FATAL_NO_PUNT_KEEPALIVE: Keepalive not received for %u seconds resetting

Explanation Punt Inject keepalive message was not received

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_INFRA-3-APP_SESS_OPEN_FAILED: An attempt to open %s with handle number %d has failed (%d)

Explanation Application session between processes failed to establish.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_INFRA-3-CONSOLE_DEBUG_DROP: System dropped %d bytes of console debug messages.

Explanation Debugging messages are being generated faster than they can be displayed on the console. The messages cannot be guaranteed to be seen so this message replaces the lost messages.

Recommended Action Consider using conditional debugging or turning off console logging.

Error Message %IOSXE_INFRA-3-IFS_DFLT_FS_REG_FAIL: Unable to set %s as a default file system.

Explanation IOSXE's platform dependent code failed to register the default file 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_INFRA-3-IFS_EXTLINK_ADD_FAIL: Could not add filesystem %s to IFS links

Explanation Attempt to add filesystem root to allow for links 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_INFRA-3-IFS_UDEV_REMOVE_FAIL: Could not remove udev device %s

Explanation Attempt to remove udev device 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_INFRA-3-INJECT_FEATURE_ESS_ERR: ESS segment not found, type %d
hdl 0x%8x

Explanation Packets to be injected to an unsupported ESS segment

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_INFRA-3-INJECT_GSB_CTL_INIT_FAIL: Inject adjacency subblock
init failed

Explanation Adj subblock control or register 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_INFRA-3-INJECT_HDR_LENGTH_ERR: Inject hdr size %u exceeds limit

Explanation Inject header length exceeds pak header space

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_INFRA-3-INVALID_ERRMSG: Error message type %d not defined

Explanation Error message type used is not defined in IOSXE infrastructure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the

Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_INFRA-3-INVALID_RUNTIME_IDX: Thread runtime index %d is not valid

Explanation Export the thread's running time 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_INFRA-3-PUNT_ADDR_RES_ENCAP_ERR: Punted address resolution packet with unknown encap %s

Explanation Punted packet for ARP/ND with encap not supported

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_INFRA-3-PUNT_INCOMP_WRONG_ADJID: Punted address resolution packet linktype %s, adj-id %d is with linktype %s

Explanation CPP needs to punt incomplete adjacency for resolution by specifying the adjacency-id, but the included adjacency-id does not match the incomplete adjacency this packet triggered.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_INFRA-3-PUNT_SVC_PROC_ERR: Punt service %s create failed

Explanation Punt service process 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_INFRA-3-PUNT_SVC_TYPE_UNKNOWN: Punted packet with unknown service type %u

Explanation Punted pak with an unsupported service type

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_INFRA-3-RELOAD_INFO_SAVE_FAIL: Unable to save reload information: %d: %s.

Explanation IOSXE's platform dependent code failed to save the reload information.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_INFRA-3-SHIM_INIT_MEM_FAIL: IOSXE shim layer initialization failed: Memory initialization failed.

Explanation IOSXE IOS shim layer initialization of memory 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the

Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_INFRA-3-SHIM_INIT_PROC_FAIL: IOSXE shim layer initialization failed: Dispatch process creation failed

Explanation IOSXE IOS shim layer initialization creating dispatch process failed

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_INFRA-3-SHIM_INIT_TDL_FAIL: IOSXE shim layer initialization TDL Lib %s failed.

Explanation IOSXE IOS shim layer initialization of TDL library

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_INFRA-3-SHIM_INIT_WQ_CHASFS_FAIL: IOSXE shim layer initialization failed: Can not create receiving chasfs watched queue

Explanation IOSXE IOS shim layer initialization of watched queue failed

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_INFRA-3-SHIM_INIT_WQ_FAIL: IOSXE shim layer initialization failed: Can not create receiving queues

Explanation IOSXE IOS shim layer initialization of watched queue failed

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_INFRA-3-SHIM_NO_IPC_DISPATCH_HDL: IOSXE shim layer %s process message without IPC dispatch handler.

Explanation IOSXE IOS shim layer has no ipc dispatch handler set

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_INFRA-3-SHIM_NO_IPC_STATUS_HDL: IOSXE shim layer %s process message without IPC status handler.

Explanation IOSXE IOS shim layer has no ipc status handler set

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_INFRA-3-SHIM_RXMSG_NO_IPC_HDL: IOSXE shim layer without IPC handler for fd %d, seqnum %d.

Explanation IOSXE IOS shim layer cannot find ipc handler

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the

Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_INFRA-3-SN_IPFRR_PROC_ERR: Static Nexthop IPFRR %s create failed

Explanation SN IPFRR process 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_INFRA-3-VM_PAGE_TABLE_ERR: VM guarded page operation failed, address 0x%x, %s

Explanation VM guarded page avl tree 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_INFRA-4-INJECT_TUN_NONIP_WARN: pak with linktype %s gets into non-ip tunnel

Explanation IP/IPv6/MPLS packet should to go through GRE tunnel for non-IP payload

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_INFRA-4-NO_PUNT_KEEPALIVE: Keepalive not received for %u seconds

Explanation Punt Inject keepalive message was not received

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_INFRA-5-IOS_INTR_EVENT: IOS thread interrupt event ([dec]).

Explanation A Cisco ASR 1000 Series Router IOS XE thread process interrupt event occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message IOSXE_INFRA-5-IOS_INTR_HISTORY : [[dec]|[dec]] [[dec]:[dec]]
[[dec]->[dec]] ra[1* [hex] 1* [hex]]

Explanation A Cisco ASR 1000 Series Router IOS XE thread process interrupt history event occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_INFRA-5-IOS_INTR_OVER_LIMIT : IOS thread disabled interrupt for [int] msec

Explanation A Cisco ASR 1000 Series Router IOS XE thread process disabled interrupt too long.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_INFRA-6-PLATFORM_RELOAD : [chars]

Explanation Indicates that the current instance of IOS is being reset by the platform code. This is part of a normal reset sequence and the message is informational.

Recommended Action No action is required.

Error Message %IOSXE_INFRA-6-PROCPATH_CLIENT_HOG : IOS shim client '[chars]' took [dec] msec (runtime: [dec] msec) to process a '[chars]' message

Explanation The specified Cisco ASR 1000 Series Router IOS XE shim client took longer time to process a received IPC or chasfs 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_INFRA-3-PUNT_ADDR_RES_ENCAP_ERR : Punted address resolution packet with unknown encap %s

Explanation Punted packet for ARP or ND with encapsulation not supported.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_INFRA-3-PUNT_INCOMP_WRONG_ADJID : Punted address resolution packet linktype [chars], adj-id [dec] is with linktype [chars]

Explanation CPP needs to punt incomplete adjacency for resolution by specifying the adjacency-id, but the included adjacency-id does not match the incomplete adjacency this packet triggered.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_INFRA-5-PUNT_SVC_CANT_ENQUEUE: Punted pak can't be enqueued for service

Explanation Punted pak enqueue failed

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_INFRA-5-PUNT_SVC_INVALID_OPT_PKT: Invalid IPv4 options packet punted to RP

Explanation Invalid IPv4 options packet dropped in RP

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_INFRA-6-AUXTHD_REQUEST: Too many outstanding requests for file system access

Explanation Resource temporarily unavailable

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_INFRA-6-BIPC_CREATE : bipc connect succeeded for [chars]

Explanation BIPC connect succeeded.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_INFRA-6-BIPC_DISCONNECT : disconnect by application for [chars], bring down IPC

Explanation BIPC disconnect requested by an application.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_INFRA-6-BIPC_READBUF_ERR : process receive buffer error from [chars], rc [dec], bring down IPC

Explanation BIPC error during IPC read from buffer.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_INFRA-6-BIPC_READ_ERR : connection read error from [chars], rc [dec], bring down IPC

Explanation BIPC error during IPC 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_INFRA-6-BIPC_WRITE_ERR : write bipc error for [chars], rc [dec], bring down IPC

Explanation BIPC error during IPC 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_INFRA-6-CONSOLE_ACTIVE: %s

Explanation Indicates that the current instance of IOS is assuming active control of the console. This is informational.

Recommended Action No action is required.

Error Message %IOSXE_INFRA-6-EOBC_ADDR_CACHE: EOBC ip-table cache: [chars]

Explanation Unable to setup internal address for eobc communication.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_INFRA-3-EOBC SOCK : Socket event for %s

Explanation An internal socket level event has returned an error which is indicated. This may have been the result of a bind, peek, receive or send operation with respect to the EOBC interface listed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show eobc**, and **show platform software infrastructure bipc** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show eobc**, and **show platform software infrastructure bipc** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_INFRA-6-PLATFORM_RELOAD: %s

Explanation Indicates that the current instance of IOS is being reset by the platform code. This is part of a normal reset sequence and the message is informational.

Recommended Action No action is required.

Error Message %IOSXE_INFRA-6-PROCPATH_CLIENT_HOG: IOS shim client '%s' took %ld msec (runtime: %ld msec) to process a '%s' message

Explanation The specified IOSXE IOS shim client took too long to process a received IPC or chasfs 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_INFRA-6-THEAD_SELECT_ERR: Inbound message or packet select error, %s.

Explanation Socket select operation error in threads

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

IOSXE_LICENSE_BOOT_CLI Messages

Error Message %IOSXE_LICENSE_BOOT_CLI-3-CHASFS_OBJECT_FAILURE: Unable to create the chassis file system object %s, for storage of the license boot level.

Explanation This system will continue to operate correctly, and if the user performs a write memory, the correct license boot levels will be persisted. The only impact from this problem is the **show license image-levels** command may not have up to date values.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_LICENSE_BOOT_CLI-3-CHASFS_PROPERTY_CREATE_FAILURE: Unable to create the chassis file system Property %s, for storage of a property for the license boot level.

Explanation This system will continue to operate correctly, and if the user performs a write memory, the correct license boot levels will be persisted. The only impact from this problem is the **show license image-levels** command may not have up to date values.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_LICENSE_BOOT_CLI-3-CHASFS_PROPERTY_SET_FAILURE: Unable to set the value %s, for property %s, in the chassis file system for storage of the license boot level.

Explanation This system will continue to operate correctly, and if the user performs a write memory, the correct license boot levels will be persisted. The only impact from this problem is the **show license image-levels** command may not have up to date values.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

IOSXE_LMANRP Messages

Error Message %IOSXE_LMANRP-3-MSGDISPATCH: Unable to dispatch received TDL message from lman daemon.

Explanation An unexpected condition has occurred while IOS was trying to dispatch a TDL message received from lman daemon.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_LMANRP-3-MSGINITFAIL: Failed to initialize required lman resource: %s

Explanation During the initialization of the resources required by lman, a failure occurred. This prevents activation of lman.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

IOSXE_MEMPOOL_MIB Messages

Error Message %IOSXE_MEMPOOL_MIB-3-BUFFPOOL_REG_ERROR: Bufferpool register data exceeds allocated memory; Retrieved only %d entries.

Explanation Memory allocated is not enough

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

IOSXE_MLP Messages

Error Message %IOSXE_MLP-2-DB_ALLOC_FAIL: MLP link db allocation failed

Explanation MLP link database error. Memory chunk creation for MLP link database has failed.

Recommended Action Check for accurate memory management. Perform memory leak checks and look for memory corruption causes. Execute **show proc memory** command.

Error Message %IOSXE_MLP-2-DB_DELETE_FAIL: MLP link db entry delete for link %s failed

Explanation MLP link database error. Removal of entry from MLP link database has failed.

Recommended Action Check for accurate memory management. Perform memory leak checks, look for memory corruption causes and check for correct database management. Execute **show proc memory** command.

Error Message %IOSXE_MLP-2-DB_DESTROY_FAIL: MLP link database destroy failed

Explanation MLP link database error. Memory chunk destroy has failed for MLP link database.

Recommended Action Check for accurate memory management. Perform memory leak checks and look for memory corruption causes. Execute **show proc memory** command.

Error Message %IOSXE_MLP-2-DB_ENTRY_ALLOC_FAIL: MLP link db entry allocation for link %s failed

Explanation MLP link database error. Memory chunk allocation for MLP link database entry has failed.

Recommended Action Check for accurate memory management. Perform memory leak checks and look for memory corruption causes. Execute **show proc memory** command.

Error Message %IOSXE_MLP-2-DB_ENTRY_FREE_FAIL: MLP link entry free failed

Explanation MLP link database error. Memory chunk free of MLP link database entry has failed.

Recommended Action Check for accurate memory management. Perform memory leak checks and look for memory corruption causes. Execute **show proc memory** command.

Error Message %IOSXE_MLP-2-DB_INSERT_FAIL: MLP link db entry add for interface %s failed

Explanation MLP link database error. Insertion of a new entry into MLP link database has failed.

Recommended Action Check for accurate memory management. Perform memory leak checks, look for memory corruption causes, verify correct database management. Execute **show proc memory** command.

Error Message %IOSXE_MLP-3-ENQUEFAIL: Unable to send %s %s message to Forwarding Manager Process

Explanation An unexpected condition has occurred which resulted in a configuration not being sent to the Forwarding Manager 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_MLP-4-UPDSTATSERR: Update MLP statistics error

Explanation An unexpected condition has occurred when updating mlp statistics

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

IOSXE_MMON Messages

Error Message %IOSXE_MMON-3-ENQUEFAIL: Enqueue of TDL message failed (%s).

Explanation An unexpected condition has occurred which resulted in configuration details not being forwarded.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

IOSXE_OIR Messages

Error Message %IOSXE_OIR-3-MODULE: Missing %s for %s

Explanation A hardware or software error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_OIR-3-OIRTWICE: Subslot %u/%u OIR insertion/removal not paired up: %s

Explanation An internal OIR-related error occurred for the specified 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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_OIR-3-POWER_CYCLE_IMMINEENT: The SPA in subslot %u/%u will be power cycled in %d seconds.

Explanation The SPA in the specified subslot will be power cycled in the amount of time specified in the error message.

Recommended Action No action is required.

Error Message %IOSXE_OIR-3-PROCMSG: Process msg send failed for process%d

Explanation Process message send failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_OIR-3-QUIESCE_FAIL: Quiesce failed for subslot %u/%u (error = %d)

Explanation The RP failed to contact the SPA during failover. The SPA will be reset.

Recommended Action No action is required.

Error Message %IOSXE_OIR-3-SPA_INTF_ID_ALLOC_FAILED: Failed to allocate interface identifiers forSPA(%s) in slot/bay: %u/%u

Explanation Failed to get CC buffer and flow control identifiers for the SPA in the specified subslot. Traffic cannot flow through the SPA under this failure condition. This can happen if the system runs out of available identifiers.

Recommended Action Try to reduce the number of interfaces configured in the system either by physically removing the SPAs or by changing the system configuration

Error Message %IOSXE_OIR-3-UNQUIESCE_FAIL: Unquiesce failed for subslot %u/%u (error = %d)

Explanation The RP failed to unquiesce the SPA in the specified subslot. The SPA will be reset.

Recommended Action No action is required.

Error Message %IOSXE_OIR-6-CARDRECONCILE: SPA type changed on subslot %u/%u from %u to %u

Explanation The SPA in the specified subslot has been initialized, and it has been detected that it is of a different type to the SPA that was previously in this subslot.

Recommended Action No action is required.

Error Message %IOSXE_OIR-6-INSCARD: Card (%s) inserted in slot %s

Explanation The OIR facility detected the insertion of a card in the slot number specified in the message.

Recommended Action No action is required.

Error Message %IOSXE_OIR-6-INSSPA: SPA inserted in subslot %u/%u

Explanation The OIR facility detected the insertion of a SPA in the subslot number specified in the message.

Recommended Action No action is required.

Error Message %IOSXE_OIR-6-OFFLINECARD: Card (%s) offline in slot %s

Explanation The OIR facility detected the state change to offline for the card in the slot number specified in the message.

Recommended Action No action is required.

Error Message %IOSXE_OIR-6-ONLINECARD: Card (%s) online in slot %s

Explanation The OIR facility detected the state change to online for the card in the slot number specified in the message.

Recommended Action No action is required.

Error Message %IOSXE_OIR-6-REMCARD: Card (%s) removed from slot %s

Explanation The OIR facility detected the removal of a card from the slot number specified in the message.

Recommended Action No action is required.

Error Message %IOSXE_OIR-6-REMSPA: SPA removed from subslot %u/%u, interfaces disabled

Explanation The OIR facility detected the removal of a SPA from the subslot number specified in the message. The interfaces on that processor will be administratively shut down and marked as removed. The routing table will be flushed of any routes through the removed interfaces.

Recommended Action No action is required.

Error Message %IOSXE_OIR-6-SOFT_RELOADSPA: SPA(%s) reloaded on %s

Explanation The SPA in the specified subslot is reloaded by the command **hw-module subslot slot#/subslot# reload**

Recommended Action No action is required.

Error Message %IOSXE_OIR-6-SOFT_STARTSPA: SPA(%s) restarted in %s

Explanation The SPA in the specified subslot is restarted by the command **hw-module subslot slot#/subslot# start**

Recommended Action No action is required.

Error Message %IOSXE_OIR-6-SOFT_STOPSPA: SPA(%s) stopped in %s, interfaces disabled

Explanation The SPA in the specified subslot is stopped by the command **hw-module subslot slot#/subslot# stop**. The interfaces on that processor will be administratively shut down and marked as removed. The routing table will be flushed of any routes through the removed interfaces.

Recommended Action No action is required.

Error Message %IOSXE_OIR-6-SPARELOAD: SPA reloaded on subslot %u/%u

Explanation The SPA in the specified subslot is reloaded.

Recommended Action No action is required.

Error Message %IOSXE_OIR-6-SYNCSIPA: SPA (%s) reloading to come up in %s mode

Explanation The SPA in the specified subslot is reloaded by the command **hw-module subslot slot#/subslot# reload**

Recommended Action No action is required.

IOSXE_PEM Messages

Error Message %IOSXE_PEM-3-FANFAIL: The fan in slot %d/%d is encountering a failure condition

Explanation The fan's hardware is reporting that the fan is failing. This is most likely because the hardware detects the fan as spinning below the minimum 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_PEM-3-PEMCHASFSERR: The PEM in slot %d has encountered a system software error.

Explanation The PEM's underlying software for storing PEM state 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_PEM-3-PEMFAIL: The PEM in slot %d is switched off or encountering a failure condition.

Explanation The PEM hardware has been either switched off, or is reporting a failure 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_PEM-6-FANOK: The fan in slot %d/%d is functioning properly

Explanation The fan was reporting a failure condition. This message indicates that the fan is no longer reporting a 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_PEM-6-INSPEM_FM: PEM/FM slot P%u inserted

Explanation The platform detected the insertion of a power/fan module in the slot number specified in the message.

Recommended Action No action is required.

Error Message %IOSXE_PEM-6-PEMOK: The PEM in slot %d is functioning properly

Explanation The PEM hardware may have been either switched off, or reporting a failure condition. This message indicates that the PEM is no longer either switched off, or reporting a 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_PEM-6-REMPER_FM: PEM/FM slot P%u removed

Explanation The platform detected the removal of a power/fan module in the slot number specified in the message.

Recommended Action No action is required.

IOSXE_PROCMIB Messages

Error Message %IOSXE_PROCMIB-4-MSGERR: %s Error with process mib message from sub-slot %d/%d

Explanation When processing a process MIB message from the specified subslot, the specified 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_PROCMIB-4-SENDMSGERR: Failure in sending process mib information from subslot %d/%d to RP %s

Explanation A failure is encountered when sending process MIB statistics from the IOS driver for the subslot specified in the message to RP IOS. This indicates 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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

IOSXE_RP_CFG_NOT Messages

Error Message %IOSXE_RP_CFG_NOT-2-MSGIPCINITERROR: Error initializing IPC queue

Explanation An unexpected condition in which IOS could not initialize a message queue to the PSD.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_CFG_NOT-2-MSGNOEXP: Can not construct a '%s' message for configuration export: %s

Explanation This error usually indicates either an out of memory condition or a TDL error. If ample memory is available, then the TDL error may indicate a version conflict with respect to configuration.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_CFG_NOT-2-MSGTDLERROR: Error processing TDL message. %d

Explanation An unexpected condition in which IOS has received a TDL message which it cannot 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_CFG_NOT-2-MSGTDLINITERROR: Configuration Notification messaging module initialization failed: Unable to initialize messaging: %s

Explanation The Configuration Notification subsystem has failed to initialize the infrastructure for messaging with the Pluggable Services Daemon. Notification of configuration to critical modules cannot proceed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_CFG_NOT-3-MSGENCRYPTINVALID: The mcprp_cfg_notify subsystem has seen an encryption type it does not recognize. %d

Explanation An unexpected condition has occurred while IOS is trying to process a username command.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_CFG_NOT-3-MSGIPCTXERROR: IPC transmit error. %d

Explanation An unexpected condition in which IOS encountered an error trying to send a message to another process. %d

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_CFG_NOT-3-MSGNOCAND: Can not construct a candidate entry for configuration export

Explanation This error usually indicates either an out of memory condition or a TDL error. If ample memory is available, then the TDL error may indicate a version conflict with respect to configuration.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_CFG_NOT-3-MSGNOPWARR: Can not construct an array for configuration export

Explanation This error usually indicates either an out of memory condition or a TDL error. If ample memory is available, then the TDL error may indicate a version conflict with respect to configuration.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_CFG_NOT-3-MSGNOREPLMSG: Can not construct a replace message for configuration export

Explanation This error usually indicates either an out of memory condition or a TDL error. If ample memory is available, then the TDL error may indicate a version conflict with respect to configuration.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_CFG_NOT-3-MSGNOUPDATEMSG: Can not construct an update message for configuration export

Explanation This error usually indicates either an out of memory condition or a TDL error. If ample memory is available, then the TDL error may indicate a version conflict with respect to configuration.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_CFG_NOT-3-MSGOBNNULL: An unexpected condition in which IOS has received a null pointer that it expects to be non-null.

Explanation An unexpected condition has occurred while IOS is trying to process a username command.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_CFG_NOT-3-NVWRITE_EXPORT: Failed to export %s notification: %d

Explanation When a 'write memory' or 'write erase' operation occurs, the Configuration Notification subsystem exports this event into the chassis file system. This message indicates that the export 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

IOSXE_RP_DIAG_TEST Messages

Error Message %IOSXE_RP_DIAG_TEST-3-MSGDIAGCANTENQUEUE: Online diagnostics could not enqueue a diagnostic test response.

Explanation The ios_xe online diagnostics failed to respond properly to a request by the system to perform a 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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_DIAG_TEST-3-MSGDIAGTIMEOUT: A timeout occurred while waiting for an online diagnostic test to finish.

Explanation The ios_xe online diagnostics failed to respond properly to a request by the system to perform a 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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_DIAG_TEST-3-MSGIPCTXERROR: IPC transmit error. %d

Explanation An unexpected condition in which IOS encountered an error trying to send a message to another process. %d

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_DIAG_TEST-3-MSGOBNNULL: An unexpected condition in which IOS has received a null pointer that it expects to be non-null.

Explanation An unexpected condition has occurred while IOS is trying to perform online diagnostics work.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_DIAG_TEST-3-MSGRESPTDLERR: A diagnostic test result could not be read properly.

Explanation The ios_xe online diagnostics failed to respond properly to a request by the system to perform a 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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_DIAG_TEST-3-MSGTDLERROR: Error processing TDL message. %d

Explanation An unexpected condition in which IOS has received a TDL message which it cannot 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_DIAG_TEST-4-ERR_CNTR_HM_TEST_DATA: ERROR_COUNTER_DATA: ID:%d IN:%D PO:%d RE:%d RM:%d DV:%u EG:%d CF:%d TF:%d

Explanation Error Counter Monitoring test has failed on one of the cards of IOSXE, Corresponding Data is printed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_DIAG_TEST-4-ERR_CNTR_HM_TEST_FAIL: ERROR_COUNTER_WARNING: Slot %s Error counter exceeds threshold, system operation continue.

Explanation Error Counter Monitoring test has failed on the given card of IOSXE.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_DIAG_TEST-6-MSGOUTOFORDER: Received a test result after IOS had timed out. [%d,%d]

Explanation When a diagnostic test is performed, IOS waits for the result be returned. If it does not return in a specified period of IOS times out on that test request and moves on.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_DIAG_TEST-6-MSGUNEXPECTEDEVENT: Unexpected event recieved.

Explanation When a diagnostic test is performed, IOS waits for the result be returned. While waiting for the result, IOS unexpectedly received an event it does not recognize and so IOS stopped waiting for the result. The test continued, IOS does not know what the results are and hence cannot report them.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

IOSXE_RP_DPIDB Messages

Error Message %IOSXE_RP_DPIDB-3-BULK_SYNC: Failed to send %s information to peer

Explanation The bulk synchronization of the DPIDX configuration to the standby RP has failed to complete successfully; DPIDX has therefore taken the action which will result in a reload of the peer in order to once more attempt to successfully synchronize the configuration state which may have failed initially to a transient 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 Search Tool at

<http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_DPIDB-3-CF: Datapath IDB CF operation failed - %s

Explanation Failure in some datapath ID CF activity.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show interface** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_RP_DPIDB-3-DECODE: Decode via %s of %s failed

Explanation A message of the transport and type described failed in its attempt to be decoded on the standby. The resultant action taken by the standby route processor is an attempt to re-synchronize.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_DPIDB-3-DOWNLOADFAIL: Unable to download %s message to %s

Explanation An unexpected condition has occurred which resulted in a configuration not being sent to the reported 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_DPIDB-3-DYN_SYNC: Failed to process %s dynamic state

Explanation The incremental synchronization of the DPIDX configuration to the standby RP has failed to complete successfully. This implies that the configuration state between the active and standby RP is inconsistent.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show interfaces** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show interfaces** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_RP_DPIDB-3-EFPSTATSFAILED: EFP stats message data get error: (%d) for EFP %u on %s

Explanation An unexpected error occurred extracting fields from an EFP stats message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_DPIDB-3-FASTNOTIFY: Fast notify failed for %s

Explanation A fast notify message failed

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show interface** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_RP_DPIDB-3-FRRLDFLOWIDDELETIONFAILED: Deletion of fast-reroute flow ID with manager failed

Explanation An unexpected condition has occurred that deletion of fast-reroute flow ID.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show interface** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_RP_DPIDB-3-IDBBADTYPE: Datapath IDB type %d is not valid

Explanation An unexpected condition has occurred as the type of a datapath IDB is not valid.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show interface** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_RP_DPIDB-3-IDBEXIST: Datapath IDB already exists in this mapping entry: %s-%d

Explanation An unexpected condition has occurred that an attempt is made to save datapath IDB in a mapping entry filled by another.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show interface** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_RP_DPIDB-3-IDBNONEXIST: Datapath IDB does not exist in this mapping entry: %s-%d

Explanation Datapath IDB lookup points to empty mapping entry.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show interface** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_RP_DPIDB-3-IDBNOTVAI: Invalid API call for %s

Explanation Failure in an internal API

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show interface** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_RP_DPIDB-3-IDXALLOCFAILED: Datapath IDB index allocation failed: %s

Explanation An unexpected condition has occurred as all the available of datapath IDB indices are used.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show interface** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_RP_DPIDB-3-IDXBADRANGE: Datapath IDB index %d is not in a valid range

Explanation An unexpected condition has occurred as the index of a datapath IDB is not valid.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show interface** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_RP_DPIDB-3-IDXDELETIONFAILED: Deletion of datapath IDB index from the database failed (%s - 0x%x) rc %d

Explanation An unexpected condition has occurred that deletion of datapath IDB indices failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show interface** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_RP_DPIDB-3-IDXINSERTFAILED: Insertion of datapath IDB index %d into database failed

Explanation An unexpected condition has occurred that insertion of datapath IDB indices failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show interface** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_RP_DPIDB-3-IDXLOOKUPFAILED: Lookup of datapath IDB index from the database failed (%s)

Explanation An unexpected condition has occurred that lookup of datapath IDB indices failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show interface** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_RP_DPIDB-3-ISSU: %s %s failed; %s

Explanation An operation pertaining to the ISSU support for DPIDX failed to complete using either the CF or IPC transport context with the reason specified

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_DPIDB-3-LIST: List %s failed for %s

Explanation List enqueue or removal failed

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show interface** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_RP_DPIDB-3-NEGOTIATION: Failed to start ISSU %s session negotiation; %s

Explanation The ISSU negotiation with the peer failed to start for either the CF or IPC transport with the reason specified.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_DPIDB-3-NOHWSUBBLOCK: HWIDB %s does not have a hardware subblock

Explanation An unexpected condition has occurred that no hardware subblock was previously allocated for a HWIDB.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show interface** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_RP_DPIDB-3-NOSWSUBBLOCK: SWIDB %s does not have a software subblock

Explanation An unexpected condition has occurred that no software subblock was previously allocated for a SWIDB.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show interface** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_RP_DPIDB-3-NULLTIMER: NULL timer

Explanation A timer is NULL

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show interface** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_RP_DPIDB-3-PROGRESSION: Unable to inform RF of bulk sync completion; %s

Explanation The active route processor has sent a notification to the standby to inform of the completion of the bulk synchronization of the DPIDX configuration. The standby has failed to respond to the active informing that it received the notification noting the reason for the failure. The resultant action taken by the standby route processor is an attempt to re-synchronize.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_DPIDB-3-RECEIVE: Message via %s is %s

Explanation An attempt to receive and process a versioned negotiation or synchronization message has failed due to an internal error being detected by the information received from the IPC or CF components.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_DPIDB-3-REGISTRATION: ISSU %s failed for %s; %s

Explanation An ISSU registration for the set of initial capabilities and sessions failed due to the reason specified. This will have the effect of the DPIDX ISSU support being unavailable between peers.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_DPIDB-3-RF: Datapath IDB RF operation failed - %s

Explanation Failure in some datapath ID RF activity.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show interface** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_RP_DPIDB-3-RPC: Datapath IDB RPC operation failed - %s

Explanation Failure in some datapath ID RPC activity.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show interface** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show interface** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_RP_DPIDB-3-TRANSFORM: %s of %s via %s failed for dpidx %u

Explanation An attempt to either encode or decode a versioned synchronization message has failed due to an internal error encountered by the ISSU component.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_DPIDB-3-TRANSMIT: Unable to send via %s %s %s %s; %s

Explanation An attempt to send a versioned negotiation or synchronization message has failed due to an internal error encountered by the IPC or CF components.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_DPIDB-6-READY: %s peer not ready, discarding %s

Explanation The synchronization attempt for the message has determined that the transport has lost communication with its peer. This is a normal situation which indicates that the standby route-processor is currently out of service implying a simplex redundancy mode.

Error Message %IOSXE_RP_DPIDB-6-RELOAD: %s, reloading %s

Explanation A synchronization attempt between the active and standby RP peers has failed with the reason indicated. The standby peer is reloaded in an attempt to re-synchronize when operating in a stateful redundant 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_DPIDB-6-TIMEOUT: Bulk sync is flow controlled by %s

Explanation The bulk synchronization of the DPIDX configuration to the standby RP has encountered a flow control condition which has effected a timeout awaiting the condition to clear. This will result in a reload of the standby RP to allow the bulk synchronization to restart.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

IOSXE_RP_IF_FLOW_IDS Messages

Error Message %IOSXE_RP_IF_FLOW_IDS-3-BUFF_OFFSET_NULL: Unable to utilize the memory buffer provided by the Checkpoint Facility. This %s CF client has failed to Bulk Sync.

Explanation This error indicates the Checkpoint Facility is having problems recognizing its own buffer layout. If this occurs during Bulk Sync then Bulk Sync will terminate without completing. Otherwise the incremental Sync will fail.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_IF_FLOW_IDS-3-CF_CANNOT_REGISTER: The call to add this %s CF client to the Checkpoint Facility failed with the error %s. This client is unable to proceed and will not be registered.

Explanation For some reason the Checkpoint Facility will not register this client. As a result the Standby will never receive synchronized state from this CF client on the Active RP, The system is not capable of SSO and HA 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_IF_FLOW_IDS-3-CF_SEND_BULK_NONBLOCKED: The Checkpoint Facility reported the error %s while attempting to send a message. Bulk Sync of this %s CF client is terminating.

Explanation This error indicates the Checkpoint Facility has internal problems related to IPC, and cannot perform a non-blocked send 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_IF_FLOW_IDS-3-CF_SEND_INCR_NONBLOCKED: The Checkpoint Facility reported the error %s while attempting to send a non-blocked message. The Incremental Sync transaction for this %s CF client cannot be sent to the Standby RP.

Explanation This error indicates the Checkpoint Facility has internal problems related to IPC.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_IF_FLOW_IDS-3-DECODE: Decode via CF of %s failed

Explanation A message sent via the CF transport failed in its attempt to be decoded on the standby. The resultant action taken by the standby route processor is an attempt to re-synchronize.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_IF_FLOW_IDS-3-DEFERRED_DURING_BULK_SYNC: Encountered error %s while trying to place an %s transaction on the Deferred list during Bulk Sync for the %s CF client.

Explanation Unable to cache a deferred transaction while Bulk Sync is underway. This can adversely impact SSO state on the Standby 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_IF_FLOW_IDS-3-ISSU_OP: %s %s failed; %s

Explanation An operation pertaining to the ISSU support for SPA MARMOT IDs failed to complete using the CF transport context with the reason specified

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_IF_FLOW_IDS-3-NEGOTIATION: Failed to start ISSU %s session negotiation; %s

Explanation The ISSU negotiation with the peer failed to start for either the CF or IPC transport with the reason specified.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_IF_FLOW_IDS-3-NO_BUFF_FOR_SYNC: The Checkpoint Facility reported the error %s during a request for a buffer length of %d. This %s CF client has failed to synchronize a transaction to the Standby RP.

Explanation This error indicates that the buffer management within the Checkpoint Facility has either run out of buffers, or has some other problem. If this occurs during Bulk Sync then Bulk Sync will terminate without completing. Otherwise the incremental Sync will fail.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_IF_FLOW_IDS-3-RECEIVE: Client reports message CF is %s

Explanation An attempt to receive and process a versioned negotiation or synchronization message has failed due to an internal error being detected by the information received from the CF component.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_IF_FLOW_IDS-3-REGISTRATION: ISSU %s failed for %s; %s

Explanation An ISSU registration for the set of initial capabilities and sessions failed due to the reason specified. This will have the effect of the SPA MARMOT ID ISSU support being unavailable between peers.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_IF_FLOW_IDS-3-RF_ADD_CLIENT_FAILED: The RF facility failed to add this %s client, reason given is %s.

Explanation This indicates the RF facility could not add the client.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_IF_FLOW_IDS-3-RF_IF_ID_REGEN_ERROR: Error code %d encountered trying to regenerate interface flow-control identifier. If id %u resides in slot/subslot/port (%u/%u/%u).

Explanation The background process which performs Flow Control Id Pool regeneration encountered an error. As a consequence the Standby does not have valid Id pools and cannot progress to Active 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_IF_FLOW_IDS-3-RF_PEER_EVENT_BUFFER: This %s RF client is unable to acquire an event buffer to send an RF peer message, the error %s was returned.

Explanation This indicates the RF facility is unable to provide a message buffer needed to communicate with the RF peer. As a consequence the RF progression may be compromised.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_IF_FLOW_IDS-3-RF_POOL_REGEN_ERROR: Id Pool Regeneration encountered error code %d, cannot switchover.

Explanation The background process which performs Flow Control Id Pool regeneration encountered an error. As a consequence the Standby does not have valid Flow Id pools and cannot progress to Active 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_IF_FLOW_IDS-3-RF_POOL_REGEN_PROCESS_FAILED: The %s RF client Failed to create the Id Pool Regeneration process.

Explanation The background process which performs Flow Control Id Pool regeneration failed to start. As a consequence the Standby will never obtain the relevant SSO state to enable HA 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_IF_FLOW_IDS-3-RF_PROCESS_FAILED: This %s RF client Failed to create the Bulk Sync Process.

Explanation The background process which performs the RF Bulk Sync failed to be created. As a consequence the Standby will never obtain the relevant SSO state to enable HA 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_IF_FLOW_IDS-3-RF_SEND_PEER: This %s RF client encountered error %s, when attempting to send a peer message.

Explanation This indicates the RF facility could not send a message to the RF peer. As a consequence the RF progression may be compromised.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_IF_FLOW_IDS-3-RF_SPA_ID_REGEN_ERROR: Error code %d encountered trying to regenerate spa %s identifier in slot/subslot (%u/%u)

Explanation The background process which performs Flow Control Id Pool regeneration encountered an error. As a consequence the Standby does not have valid Id pools and cannot progress to Active 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_IF_FLOW_IDS-3-SEND_FAIL_RELOAD: Checkpoint Facility Failed to send a %s transaction for this %s CF client. Reloading the Standby RP.

Explanation This indicates the underlying Checkpoint Facility could not deliver a message sent from the active RP to the standby RP. The process will automatically reload the standby 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_IF_FLOW_IDS-3-TRANSFORM: %s of %s via CF failed

Explanation An attempt to either encode or decode a versioned synchronization message has failed due to an internal error encountered by the ISSU component.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_IF_FLOW_IDS-3-TRANSMIT: Unable to send via %s %s %s %s; %s

Explanation An attempt to send a versioned negotiation or synchronization message has failed due to an internal error encountered by the CF component.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_IF_FLOW_IDS-4-DEF_LIST_REMOVE: Failed to remove one entry from the Deferred Sync list, for the %s CF client.

Explanation An unexpected condition occurred during list maintenance.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_IF_FLOW_IDS-6-CFPEER_CANNOT_RECV: The Checkpoint Peer is not ready to receive messages. The Incremental Sync transaction for this %s CF client will not occur.

Explanation This error indicates the Checkpoint Facility has signalled the peer has gone away.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at

<http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_IF_FLOW_IDS-6-READY: %s peer not ready, discarding %s

Explanation The synchronization attempt for the message has determined that the transport has lost communication with its peer. This is a normal situation which indicates that the standby route-processor is currently out of service implying a simplex redundancy mode.

IOSXE_RP_MGMTE Messages

Error Message %IOSXE_RP_MGMTE-3-MSGCREATENULL: Cannot allocate %s TDL message

Explanation An unexpected condition in which IOS cannot allocate TDL message for Management 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_MGMTE-3-MSGTDLINITERROR: Management ethernet interface messaging module initialization failed: Unable to initialize messaging: %s

Explanation The Management Ethernet interface subsystem has failed to initialize the infrastructure for messaging with the Pluggable Services Daemon. Configuration of management Ethernet modules cannot proceed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_MGMTE-3-PROCESS_CREATE_FAIL: Management ethernet statistics process creation failed

Explanation Cannot create IOS process for RP management Ethernet port statistics collection

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

IOSXE_RP_NV Messages

Error Message %IOSXE_RP_NV-3-NV_ACCESS_FAIL: Initial read of NVRAM contents failed

Explanation This error happens when the contents of the NVRAM cannot be read during system initialization. The failure may be due to data corruption of the NVRAM contents. The initial configuration dialog will be entered and the configuration must be restored.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

IOSXE_RP_ONLINE_DIAG Messages

Error Message %IOSXE_RP_ONLINE_DIAG-3-MSGMAXCARDS: Online diagnostics maximum number of cards exceeded

Explanation An unexpected condition in which IOS has attempted to register more hardware cards for diagnostics than it expects the maximum to be.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_ONLINE_DIAG-3-MSGOBJNULL: An unexpected condition in which IOS has received a null pointer that it expects to be non-null.

Explanation An unexpected condition has occurred while IOS is trying to perform online diagnostics work.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_ONLINE_DIAG-3-MSGTDLERROR: Error processing TDL message. %d

Explanation An unexpected condition in which IOS has received a TDL message which it cannot 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

IOSXE_RP_SPA Messages

Error Message %IOSXE_RP_SPA-3-BAD_IFCOMTYPE: Bad ifcom message type=%u

Explanation A SPA module passed down a message that the RP software was not prepared to handle.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_SPA-3-CI_UPDATE_FAIL: Failed to update connection identifier for interface %s

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 %IOSXE_RP_SPA-3-DPIDX_LKUP_FAIL: Failed to retrieve datapath identifier for interface %s

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 %IOSXE_RP_SPA-3-ERROR: common_str_empty_str

Explanation This message can take many forms. It provides information about a software error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_SPA-3-FLOWID_ALLOC_FAIL: Failed to allocate a flow control identifier for interface %s

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 %IOSXE_RP_SPA-3-FLOWID_RELEASE_FAIL: Failed to release a flow control identifier for interface %s (status = %d)

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 %IOSXE_RP_SPA-3-FOREVER: cmd %u to %s (slot %u/%u) took %u usecs, done %x

Explanation A CCB command from the RP to a SPA module took longer than 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_SPA-3-FRR_CFG_REC_FAIL: Failed to record fast reroute configuration on %s: %s

Explanation This message is displayed when a fast reroute configuration is not properly recorded.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_SPA-3-HWIDB_FAILURE: Creation: slot %d subSlot %d port %d vc %d

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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_RP_SPA-3-HWIDB_INIT_FAIL: Failed to initialize data structure for SPA port %d/%d/%d

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 %IOSXE_RP_SPA-3-IFCFG_CMD_NOT_OWNER: Process '%s' waiting for interface configuration command (0x%x) to slot %u/%u without acquiring lock owned by process '%s'

Explanation A process on the RP sent an configuration command to the slot specified in the error message and a different process waited for the result. This could cause incorrect line card configuration states.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_SPA-3-IFCFG_FOREVER: to %s (slot %u/%u) took %u usecs, ret_val %lu

Explanation A interface configuration command from the RP to a SPA module took longer than 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_SPA-3-IFCFG_NO_UNIQUE_KEY: No unique-key generator registered for interface configuration command %u.

Explanation The High Availability component for SPA modules is unable to properly synchronize state information for the current configuration.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_SPA-3-INVALID_PORT_NUM: slot=%d port=%d, hwidbType=0x%x, max_port_num=%d, Lctype=0x%x

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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprrt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_RP_SPA-3-IPCALLOCFAIL: Failed to allocate IPC buffer %s

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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprrt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_SPA-3-IPCPORT: Failed to %s IPC port '%s', error %s

Explanation The Linecard failed to create a port for communication with the Route Processor (ASR1000-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 Search Tool at <http://www.cisco.com/cisco/psn/bssprrt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_RP_SPA-3-IPCPORTFAIL: Failed to open IPC port '%s' with error %s

Explanation The RP failed to open a port for communication with a SPA 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_SPA-3-IPCSENFFAIL: Failed to send IPC message %s

Explanation The RP failed to send a message to a SPA 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_SPA-3-MAX_SPA: Power to IPSEC-SPA-2G in %s is denied because it has exceeded the number allowed(%d)

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 %IOSXE_RP_SPA-3-MISSING_SPA_PKG_ERR: sipspa%s package is not installed for slot = %d and subslot = %d, SPA bootup failed.

Explanation This message is displayed when attempting to bootup a SPA without installing a subpackage required for the same.

Recommended Action Download the sub-package required for the affected SPA from the Cisco CCO software download site and install the same. This SPA can be booted in sub-package mode only. Refer to the Cisco ASR platform documentation for obtaining and installing sub-packages.

Error Message %IOSXE_RP_SPA-3-MISSING_SPA_PKG_WARN: sipspa%s package is not installed in standby for slot = %d and subslot = %d.

Explanation This message is displayed in standby console when attempting to bootup or restart or reload a WMA SPA without installing a subpackage in the standby RP, although the SPA is or will be operational due to prior wma spa package installation in active RP. If switchover takes place the

WMA SPA will still be operational. But any subsequent soft or hard oir of the SPA will fail due to missing sub package required to boot up the SPA. Hence it is recommended to complete the wma spa package installation in standby also before switchover or immediately after switchover.

Recommended Action Download the sub-package required for the affected SPA from the Cisco CCO software download site and install the same for the standby RP as is done on active RP. Refer to the Cisco ASR platform documentation for obtaining and installing sub-packages.

Error Message %IOSXE_RP_SPA-3-NO_HOST_INFO: slot %d subSlot %d, spaType 0x%x

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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_RP_SPA-3-NULL_DATA_STRUCTURE: common_str_empty_str

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 %IOSXE_RP_SPA-3-PROGRESSION: Unable to inform RF of bulk sync completion; %s

Explanation The standby has failed to notify the active that its bulks synchronization of the SPA TSM has completed. The resultant action taken by the standby route processor is an attempt to re-synchronize.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_SPA-3-SPA_NO_HOST_INFO: slot %d subSlot %d, PID %s

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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_RP_SPA-3-UNSUPPORTED_SRVCS_SPA: Service SPA (%#X) in %d/%d is not supported. SPA bootup failed.

Explanation This message is displayed when attempting to bootup any service SPA in router running non K9 image, i.e., non-crypto image.

Recommended Action Download the K9 IOS XE sub-packages and the required sub-package for the given service SPA from the Cisco CCO software download site and install the same. This SPA can be booted in sub-package mode only. Refer to the Cisco ASR platform documentation for obtaining and installing sub-packages.

Error Message %IOSXE_RP_SPA-3-VC_FLOWID_ALLOC_FAIL: Failed to allocate a flow control identifier for VC %d under interface %s

Explanation The SPA driver is not able to allocate the datapath flow control identifier for the VC/interface specified in the message. This indicates a software error.

Recommended Action No action is required.

Error Message %IOSXE_RP_SPA-3-VC_INGID_ALLOC_FAIL: Failed to allocate a ingress identifier for VC %d interface %s

Explanation The SPA driver is not able to allocate the datapath ingress identifier for the VC/interface specified in the message. This indicates a software error.

Recommended Action No action is required.

Error Message %IOSXE_RP_SPA-3-VC_PROV_FAIL: Failed to provision interface %s

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 %IOSXE_RP_SPA-4-CCB_PLAYBACK_ERROR: CCB playback failed for slot %d.

Explanation The High Availability component for SPA modules failed to synchronize some new state information for the specified slot.

Recommended Action Reload the standby supervisor module to force a fresh bulk synchronization. If this error recurs, Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_SPA-4-CCB_RECORD_ERROR: CCB record failed for slot %d.

Explanation The High Availability component for SPA modules failed to record some new state information for the specified slot.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_SPA-4-IFCFG_CMD_TIMEOUT: Interface configuration command (0x%x) to slot %u/%u timed out

Explanation The RP sent an configuration command to the slot specified in the error message and received no confirmation for the command.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_SPA-4-IFCFG_DFLT_LIST_ERROR: For Interface Configuration command %u, default retval list search resulted 0x%x for slot %u/%u

Explanation The High Availability component for SPA modules failed to synchronize some new state information for the specified slot.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show platform redundancy if-config default-retvals** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show platform redundancy if-config default-retvals** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_RP_SPA-4-IFCFG_PLAYBACK_ERROR: Interface Configuration command %u playback failed for slot %u/%u.

Explanation The High Availability component for SPA modules failed to synchronize some new state information for the specified slot.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_SPA-4-IFCFG_RECORD_ERROR: Interface Configuration command %u record failed for slot %u/%u.

Explanation The High Availability component for SPA modules failed to record some new state information for the specified slot.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_SPA-4-INCR_CFG_SYNC_FAIL: ASR1000 incremental running-config sync for [%d/%d] failed - %s(%d), Reload Standby

Explanation The specified ASR1000 incremental running-configuration sync failed.

Recommended Action Power cycle the redundant supervisor

Error Message %IOSXE_RP_SPA-4-IPCFAILED: IPC failed to send RPC message to SPA module

Explanation The RP failed to send an RPC message via IPC to a SPA module.

Recommended Action No action is required.

Error Message %IOSXE_RP_SPA-4-LCLOG_PARSE_ERR: Error parsing logger message: %s from subslot %u/%u

Explanation The SPA module passed down a logger message that could not be parsed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_SPA-4-LCLOG_TOOLONG: Message too long from slot %u/%u: %u bytes

Explanation The SPA module passed down a logger message that is too long for the RP to handle.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_SPA-4-SEMAHOG: Process %d (%s) hogging %s! calling proc %d (%s)

Explanation The RP waited too long for a reply to a command sent to a SPA module.

Recommended Action No action is required.

Error Message %IOSXE_RP_SPA-4-SPA_CMD_NO_RESP: %s: No response for interface configuration command %u

Explanation A timeout occurred while 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 %IOSXE_RP_SPA-4-SPA_RESP_CMD_ERR: %s: Received response to interface configuration command %s with wrong return value %u.

Explanation An internal error 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 is repeatable, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_RP_SPA-4-SPA_RESP_CMD_MISMATCH: %s: Expecting response to interface configuration command %u but received response to command %u.

Explanation An internal synchronization error 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 this message is repeatable, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_RP_SPA-6-CARDRELOAD: Module %u reload due to SPA insert in %u/%u.

Explanation When inserting a SPA on this carrier card, the card is reset.

Recommended Action No action is required.

Error Message %IOSXE_RP_SPA-6-CTRLRSWITCH: switching controller type from %s(%d) to %s(%d) for subslot %u/%u.

Explanation When ASR1000-SIP40 is inserted in the slot previously occupied by ASR1000-SIP10 or vice-versa the controller type of the card is overwritten to reflect the current SIP.

Recommended Action No action is required.

IOSXE_RP_VTYMGT Messages

Error Message %IOSXE_RP_VTYMGT-3-MSGBIPCBUFFER: Unable to acquire a BIPC buffer of length %d for sending messages.

Explanation A message was to be sent by IOS, but no BIPC buffer was available. The message to be sent has been discarded and the associated operation failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_VTYMGT-3-MSGBIPCERR: Unable to process received BIPC messages for Vty Management, error: %s

Explanation An unexpected condition has occurred while IOS was trying to process a received BIPC message for Vty Management.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_VTYMGT-3-MSGBUILDERROR: Error '%d' building TDL Vty Management message '%s': %s

Explanation An unexpected condition has occurred while IOS is building a TDL response message for Vty Management.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at

<http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_VTYMGT-3-MSGDISPATCH: Unable to dispatch received TDL messages for Vty Management

Explanation An unexpected condition has occurred while IOS is trying to dispatch to the TDL message handler functions for received TDL messages for Vty Management.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_VTYMGT-3-MSGDISPATCHNULL: Received NULL TDL message

Explanation An unexpected condition in which IOS has received a NULL TDL message for Vty Management.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_VTYMGT-3-MSGENQUEUEERROR: Error queueing TDL Vty Management message '%s'

Explanation An unexpected condition has occurred when IOS attempted to queue a TDL response message for Vty Management.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_VTYMGT-3-MSGERROR: Error '%d' handling a received TDL message '%s' for Vty Management: %s

Explanation An unexpected condition has occurred while IOS is processing a received Vty Management TDL message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_VTYMGT-3-MSGEXTAPPUPDATE: Unable to update external application data for line '%d'

Explanation An attempt to update the external application for a line failed unexpectedly. The line update failed and if the line number specified is valid, the line was released.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_VTYMGT-3-MSGINVALIDFIELDINT: Invalid field '%s' in TDL message '%s' received: value '%u' for Vty Management

Explanation A message with an invalid field value was received for Vty Management.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_VTYMGT-3-MSGINVALIDFIELDSTR: Invalid field '%s' value '%s' in TDL message '%s' received for Vty Management

Explanation A message with an invalid field value was received for Vty Management.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_VTYMGT-3-MSGMARSHALERROR: Error '%d' marshaling TDL Vty Management message '%s': %s

Explanation An unexpected condition has occurred while IOS is marshaling TDL response message for Vty Management.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_VTYMGT-3-MSGMISSINGFIELD: Missing field '%s' in TDL Vty Management message '%s' received

Explanation A message missing a required field was received for Vty Management.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_VTYMGT-3-MSGVTYCOUNT: Invalid vty count %d detected on initialization

Explanation Upon initialization, the Vty Management subsystem checks that the number of available vtys for the platform is valid.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_VTYMGT-3-MSGVTYSVCINIT: Unable to initialize the Vty Management service listen port

Explanation The platform IPC services failed to register the Vty Management service's need for a listen port. The Vty Management service will be unable to process requests. IOS services will be unavailable to external access methods.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_RP_VTYMGT-3-SET_ACCESS_FAIL: Installing LIIN interface access control failed

Explanation This error happens when the Vty Management subsystem failed to set the access control function for the LIIN, possibly due to IOS out of memory or corruption. Persistent access features into IOS will not work.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

IOSXE_SCHED Messages

Error Message %IOSXE_SCHED-3-AVL_INSERT_FAIL: Could not insert pid %d into process tree

Explanation An avl_insert() failed to add a process structure to the ASR1000 scheduler tree. This should never occur, as the tree is always searched first for the presence of 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_SCHED-3-CALLED_FROM_INT: API call incorrectly made from interrupt level

Explanation An external routine provided by the ASR1000 scheduler was incorrectly called from the context of an interrupt handler. This is not a supported use of the external routine; the calling code must be fixed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_SCHED-3-NEGATIVE_DEPTH: Queue '%s' consumed more than it produced (%d)

Explanation Based upon internal state derived from calls to `mcp_queue_produced()` and `mcp_queue_consumed()`, more data was consumed from a balanced queue than was produced into it. This is logically impossible, so the presence of this error generally indicates incorrect use of the two above mentioned routines.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_SCHED-3-NULLQ: Invalid API parameter

Explanation An external routine provided by the ASR1000 scheduler was incorrectly called with an invalid (NULL) pointer.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

IOSXE_SERVICE_ENGINE Messages

Error Message %IOSXE_SERVICE_ENGINE-3-MSGINITFAIL: Initialization of interface %s failed

Explanation The initialization of the interface mentioned in the error message has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_SERVICE_ENGINE-3-MSGOPENFAIL: Cannot open interface %s (%d)

Explanation During the creation of a Service-Engine interface, it is necessary to program the system parameters in the driver. The driver cannot be opened.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_SERVICE_ENGINE-3-MSGSETFAIL: Set id on interface %s (%d)

Explanation During the creation of a Service-Engine interface, it is necessary to program the system parameters in the driver. The failed to accept the programming.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

IOSXE_SIP_SPA Messages

Error Message %IOSXE_SIP_SPA-3-APS_CFG_FAIL: Failed to configure APS on %s: %s.

Explanation The SPA driver failed to configure APS on an interface.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_SIP_SPA-3-APS_PGP_FAIL: APS PGP Message send failed toslot/tobay %d: %d.

Explanation APS PGP between working and protect 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_SIP_SPA-3-ASR1000IPCALLOCFAIL: Failed to allocate Common IPC buffer %s

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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_SIP_SPA-3-BADMALUCMD2: Unsupported MALU cmd/arg0=0x%04x%04x, arg1arg2=0x%04x%04x, hwidb=%s

Explanation The Route Processor (ASR1000-RP) passed down a command that the software was not prepared to handle.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_SIP_SPA-3-BADMALUCMD: Unsupported MALU command %d, arg=%#x, pascb=%#x

Explanation The Route Processor (ASR1000-RP) passed down a command that the software was not prepared to handle.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_SIP_SPA-3-BAD_IFCOMTYPE: Bad ifcom message type=%u

Explanation The Route Processor (ASR1000-RP) passed down a message that the software was not prepared to handle.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_SIP_SPA-3-C2W_MAIN_INIT_FAIL: Failed to initialize SPA main c2w bus for subslot %d (status = %d)

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 %IOSXE_SIP_SPA-3-CMDNOINT: HWIDB Null for command %d, port %#x

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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_SIP_SPA-3-DEVICE_ERROR: subSlot %d, spatype 0x%x. Device error: %s

Explanation An error related to a device on the SPA is detected.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_SIP_SPA-3-EFC_CHAN_ERR: EFC error - interface %s, vc %d, anyphy %d, err_code %d : %s

Explanation Failed to configure efc channel or parameters.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_SIP_SPA-3-EFC_FC_MAP_FAIL: Failed to update EFC flow control identifier for interface %s (status = %d)

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 %IOSXE_SIP_SPA-3-EFC_PROV_FAIL: Failed to provision EFC for interface %s (status = %d)

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 %IOSXE_SIP_SPA-3-EFC_UNPROV_FAIL: Failed to unprovision EFC for VC %s (status = %d)

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 %IOSXE_SIP_SPA-3-FAST_NOTIFY_ERROR: Failed to send fast notification to %s for %s %s.

Explanation The SPA driver failed to deliver a fast notification.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_SIP_SPA-3-FCI_NOT_SET: Bay %d - 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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_SIP_SPA-3-FRR_CFG_FAIL: Failed to configure fast reroute on %s:
%s.

Explanation The SPA driver failed to configure fast rerouting on an interface.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_SIP_SPA-3-HWIDB_FAILURE: Creation: port %d vc %d

Explanation Failed to create a hwidb.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_SIP_SPA-3-INVALID_ANYPHY: Bay %d - Invalid anyphy number %u for
vc %d

Explanation Interface has invalid anyphy number.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_SIP_SPA-3-INVALID_IF: Attempted to access HWIDB for port %u on
slot %d subSlot %d

Explanation The ASR1000 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. Search for resolved software issues using the Bug Search Tool at

<http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_SIP_SPA-3-IPCALLOCFAIL: Failed to allocate IPC buffer %s

Explanation The SPA failed to allocate a buffer for communication with the Route Processor (ASR1000-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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_SIP_SPA-3-IPCPORT: Failed to %s IPC port '%s', error %s

Explanation The Linecard failed to create a port for communication with the Route Processor (ASR1000-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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_SIP_SPA-3-IPCPORTFAIL: Failed to open IPC port '%s' %s with error %s

Explanation The RP failed to open a port for communication with a SPA 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the

Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_SIP_SPA-3-IPCSENFFAIL: Failed to send IPC message %s

Explanation The Linecard failed to send a message to the Route Processor (ASR1000-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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_SIP_SPA-3-ISR_RC_ERROR: ISR return code out of range. rc=%d

Explanation The ISR error return code is out of range.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_SIP_SPA-3-LINKREC_ERROR: Link record error - Bay %d vc %d, error code %d

Explanation Error processing 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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_SIP_SPA-3-LVLTRTOOBIG: Loveletter length exceeds max, %u bytes

Explanation The ASR1000-SIP line card attempted to send a large message to the Route Processor (ASR1000-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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_SIP_SPA-3-MESSAGE_ERROR: Bay %d: %s

Explanation An unexpected error has occurred.

Recommended Action Search for resolved software issues using the Bug Toolkit at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_SIP_SPA-3-NETCLK_FAIL: Failed to %s SPA reference clock on %s

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 %IOSXE_SIP_SPA-3-NODISPATCH: Dispatch vector Null, cmd=%d, dintf=%d

Explanation No command dispatch vector was found for the specified interface.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_SIP_SPA-3-POWER: Bay %d 12V power is %s

Explanation SPA 12V power fault indicator.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_SIP_SPA-3-SONET_CLOCK_FAILED: SPA Sonet clock has failed (status = 0x%08x)

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. 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_SIP_SPA-3-SONET_CLOCK_RECOVERED: SPA Sonet clock has recovered (status = 0x%08x)

Explanation SPA Sonet clock has recovered.

Recommended Action No action is required.

Error Message %IOSXE_SIP_SPA-3-SPA_CTRL_EFC_CONFIG_FAILURE: Subslot, spa controller EFC configuration failure, error %d

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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_SIP_SPA-3-SPA_CTRL_INIT_FAILURE: Subslot %d, spa controller initialisation failure, error %d

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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_SIP_SPA-3-SPA_INTF_ID_CC_ALLOC_FAILED: Failed to allocate interface identifiers for SPA (%s)in slot/bay: %u/%u

Explanation Failed to get CC buffer and flow control identifiers for the SPA in the specified subslotTraffic cannot flow through the SPA under this failure condition.This can happen if the system runs out of available identifiers.

Recommended Action Try to reduce the number of interfaces configured in the system either by physically removing the SPAs or by changing the system configuration

Error Message %IOSXE_SIP_SPA-3-SPI4_CONFIG_FAILURE: Bay %d, spi4 configuration failure, error %d

Explanation Failed to configure 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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_SIP_SPA-3-SPI4_INIT_FAILURE: Bay %d initialization failure

Explanation Failed to create 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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_SIP_SPA-3-SPI4_NOTSYNC: %s: Can not synchronize SPI4 bus (host: src %sin sync, sink %sin sync, spa: src %sin sync, sink %sin sync).

Explanation SPI4 bus between modular services card and SPA is not synchronized. It indicates either a not properly seated SPA, a hardware failure or an outdated ROMMON/FPGA image.

Recommended Action Ensure that the SPA is properly seated in its subslot and reseal it if required.

Error Message %IOSXE_SIP_SPA-4-MAX_BANDWIDTH: Total SPA bandwidth exceeds line card capacity of %lu 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 %IOSXE_SIP_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 %IOSXE_SIP_SPA-4-SPABUS2: Subslot %d SPA BUS access failed. No SPA present error

Explanation SPABUS has reported an error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_SIP_SPA-4-SPABUS: Subslot %d, %s SPA BUS access failed. timeout=%u err=%u par=%u err_c=0x%x addr=0x%08x data =0x%x

Explanation SPABUS has reported an error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_SIP_SPA-6-LOGGERMSGTOOBIG: Logger message length (%u bytes) exceeds the maximum allowed size

Explanation The carrier card attempted to send a large message to the Route Processor.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_SIP_SPA-6-OIR: Bay %d %s changed to %s

Explanation SPA OIR Sequence.

Recommended Action No action is required.

IOSXE_SPA Messages

Error Message %IOSXE_SPA-3-CREATE_TDLH_FAILURE: Failed to create SPA %d/%d handle

Explanation Failed to create message handle for SPA communication.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_SPA-3-CREATE_TDLMSG_FAILURE: Failed to create %s message for %s.

Explanation Failed to create/allocate necessary TDL message for SPA communication.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_SPA-3-CREATION_FAILURE: slot=%d subslot=%d, spa_type=0x%x, lc_type=0x%x.

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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_SPA-3-DIAG_CONFIG: %s did not complete %d/%d

Explanation An error has occurred during 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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_SPA-3-DISPATCH_INIT_TDLH_FAILURE: Failed to initialize dispatch path for SPA %d/%d handle

Explanation Failed to initialize dispatch path handle for SPA communication.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_SPA-3-DOMAIN_TDLH_FAILURE: %s, rc = %d

Explanation Failed to bind message handle for SPA communication.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_SPA-3-INVALID_CPU_NUM: cpu= %d, max cpu = %d

Explanation An invalid CPU number is specified in one of the internal APIs.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_SPA-3-INVALID_DATA_INSTANCE: interface type %s, slot %d port %d vc %d : %s

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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_SPA-3-INVALID_HANDLE: Failed to get a valid IPC handle for type %u, slot %d, subslot %d.

Explanation The client handle was found to be NULL for the given type/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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_SPA-3-INVALID_IF_INDEX: index= %d, spaType=0x%x, slot %d subSlot %d slotunit %d vc %d

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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_SPA-3-INVALID_INDX_RANGE: index1= %d, index2= %d, maxIndex= %d

Explanation An invalid index range is specified in one of the internal APIs.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_SPA-3-INVALID_RP_SLOT_NUM: slot= %d, max slot = %d

Explanation An invalid RP slot number is specified in one of the internal APIs.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_SPA-3-INVALID_SLOTUNIT_NUM: cardwide-port = %d, max cardwide-port = %d

Explanation An invalid cardwide-port number is specified in one of the internal APIs.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_SPA-3-INVALID_SLOT_NUM: slot= %d, max slot = %d

Explanation An invalid slot number is specified in one of the internal APIs.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_SPA-3-INVALID_SPA_TDL_CCAPI_USAGE:

Explanation Incorrect usage of an internal API that should only be used on CC.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_SPA-3-INVALID_SUBSLOT_NUM: subslot= %d, max subslot = %d

Explanation An invalid subslot number is specified in one of the internal APIs.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_SPA-3-IPC_FAILURE: IPC failure while %s

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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_SPA-3-MEM_ALLOC_ERROR: %s

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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_SPA-3-NULL_SPA_PTR:

Explanation 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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_SPA-3-NULL_VFT: %s virtual function table is not initialized.
spaType=0x%x

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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_SPA-3-NULL_VFUNC: %s vector is not initialized. spaType=0x%x

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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_SPA-3-POWER_CYCLE: %s occurred on Shared Port Adapter %u/%u

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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_SPA-3-SENDCFGFAIL: Failed to send configuration for %s to carrier-card for subslot=%d/%d

Explanation Sending 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_SPA-3-SETUP_TDLH_FAILURE: Failed to set the alloc/free handler for SPA %d/%d handle

Explanation Failed to set the alloc/free handler for SPA communication.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_SPA-3-SPA_CREATION_FAILURE: slot=%d subslot=%d, PID=%s lc_type=0x%x.

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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_SPA-3-UNSUPPORTED_DATA: Data conversion error (%s, 0x%X)

Explanation An internal software error has occurred when converting the data specified in the message from one representation to another.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_SPA-6-TDLMSG_INCOMPATIBLE: Failed to copy message %s to buffer, not allowed for current domain.

Explanation Failure to marshal a message indicates an incompatibility with the intended recipient.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

IOSXE_TIMESTAMP_ENGINE Messages

Error Message %IOSXE_TIMESTAMP_ENGINE-4-ERROR: NULL

Explanation An unexpected condition has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

IOSXE_VIRT_INSTANCE Messages

Error Message %IOSXE_VIRT_INSTANCE-3-ACTIVATE_FAIL: Failed to send virtual-instance %s activate message

Explanation During the creation and transmission of the virtual-instance activate TDL message a failure occurred. The message was not successfully sent and therefore the virtual-instance was not activated.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_VIRT_INSTANCE-3-DEACTIVATE_FAIL: Failed to send virtual-instance %s deactivate message

Explanation During the creation and transmission of the virtual-instance deactivate TDL message a failure occurred. The message was not successfully sent and therefore the virtual-instance was not deactivated.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_VIRT_INSTANCE-3-FILESYSTEM_CLEANUP: Failed to clean filesystem after removal of virtual-instance %s: %s

Explanation During the filesystem cleanup for the named virtual-instance, an unexpected failure occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_VIRT_INSTANCE-3-INIT_FAIL: Failed to initialize required virtual-instance object: %s

Explanation During the initialization of the resources required for the virtual-instance feature, a memory allocation failure occurred. This has prevented the virtual-instance feature from being enabled.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_VIRT_INSTANCE-3-INVALID_APPLIANCE_TIMEOUT: A response timeout occurred for an invalid virtual-instance

Explanation An unexpected condition occurred where the virtual-instance context pointer in the expired timer was set to NULL.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_VIRT_INSTANCE-3-INVALID_RF_MSG: Received an invalid RF message type from peer

Explanation An unexpected condition occurred where an invalid timeout type was detected.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_VIRT_INSTANCE-3-PKG_PATH: Failed to %s required by virtual-instance %s

Explanation Specified package definition file was not found following 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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_VIRT_INSTANCE-3-PKG_PATH_ACTIVATE: Failed to %s. Virtual-instance %s will not be activated

Explanation Specified package definition file was not found following a switchover. Unable to activate virtual-instance without specified package definition file present.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_VIRT_INSTANCE-3-RESET: Virtual-instance %s reset

Explanation An unexpected condition has occurred where Virt-manager has reported that it detected the named virtual-instance reset. This virtual-instance is not configured to be activated and as such, no attempt to reactivate it will be made.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_VIRT_INSTANCE-3-RESPONSE_TIMEOUT: Virtual-instance %s timed out waiting for a response from Virt-Manager

Explanation Failed to receive a response message from Virt-Manager for last activation operation performed on the named virtual-instance. The virtual-instance's activation state was marked as deactivated.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_VIRT_INSTANCE-3-ROMMON_UNSUPPORTED: Rom-monitor configuration does not support virtualization

Explanation Virtualization is not supported by the current rom-monitor configuration. Verify both the rom-monitor version and rom-monitor variable ENABLE_VTX are correct to enable virtualization.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the

Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_VIRT_INSTANCE-3-SEND_RF_MSG: Failed to send RF message to peer - %s

Explanation An unexpected condition occurred where an attempt to send an RF message to peer 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_VIRT_INSTANCE-3-STBY_PKG_PATH: Failed to %s required by virtual-instance %s on Standby

Explanation Specified package definition file was not found on Standby. Configuration was accepted. Copy package definition file to Standby at earliest convenience.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_VIRT_INSTANCE-3-STBY_ROMMON_UNSUPPORTED: Standby rom-monitor configuration does not support virtualization

Explanation Virtualization is not supported by the current rom-monitor configuration on the Standby. Verify both the rom-monitor version and rom-monitor variable ENABLE_VTX are correct to enable virtualization.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_VIRT_INSTANCE-3-UNKNOWN_APPLIANCE_TIMEOUT: A response timeout occurred for unknown virtual-instance %s

Explanation A response timeout occurred for an virtual-instance that is no longer in the virtual-instance 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_VIRT_INSTANCE-3-UNKNOWN_RF_MSG: Received an unknown RF message type (%d) from peer

Explanation An unexpected condition occurred where an unknown timer event was detected.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_VIRT_INSTANCE-3-UNKNOWN_TIMEOUT_TYPE: A response timeout occurred for an unknown timeout type (%d)

Explanation An unexpected condition occurred where an unknown timeout type was detected.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_VIRT_INSTANCE-3-UNKNOWN_TIMER_EVENT: A timer event occurred for an unknown timer event (%d)

Explanation An unexpected condition occurred where an unknown timer event was detected.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at

<http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_VIRT_INSTANCE-4-SWITCHOVER_ACTIVATE: Virtual-instance %s will not be activated following a switchover

Explanation Following a switchover, this virtual-instance will not be activated as there is an issue with its package definition file. Copy package definition file to Standby at earliest convenience.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_VIRT_INSTANCE-5-ACTIVATION_STATE: %s %s

Explanation The activation state of the named virtual-instance has changed as notified by Virt-Manager.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_VIRT_INSTANCE-5-RESET_REACTIVATE: Virtual-instance %s reset and will be reactivated

Explanation Virt-manager has reported that it detected the named virtual-instance reset. An attempt will be name to reactivate this virtual-instance.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

IOSXE_VMAN Messages

Error Message %IOSXE_VMAN-3-MSGDISPATCH: Unable to dispatch received TDL message from Virt-manager

Explanation An unexpected condition has occurred while IOS was trying to dispatch a TDL message received from Virt-manager.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_VMAN-3-MSGINITFAIL: Failed to initialize required Virt-manager resource: %s

Explanation During the initialization of the resources required by Virt-manager, a failure occurred. This has prevented virtual-instances from being activated.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %IOSXE_VMAN-3-RSPMSGHDLR: Failed to deliver response message: %s

Explanation An unexpected condition has occurred while IOS was trying to deliver a response message to an virtual-instance received from Virt-manager.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

IOSXE_WCCP Messages

Error Message %IOSXE_WCCP-4-BADACE: Access list contains invalid ace

Explanation An unexpected condition has occurred which is due to an invalid statement in the access list structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ip access-lists** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ip access-lists** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_WCCP-4-NOACL: Access list is null

Explanation An unexpected condition has occurred which is due to the absence of an access list structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ip access-lists** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ip access-lists** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_WCCP-4-NOINPUT: NULL input, %s

Explanation An unexpected condition has occurred which is due to the NULL value of the input parameter.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ip wccp** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ip wccp** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_WCCP-4-NOINTF: No %s interface info for Service Group (%d, %d, %u)

Explanation An unexpected condition has occurred which is due to the absence of MCP WCCP interface info for the specific service group.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show platform software wccp** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show platform software wccp** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_WCCP-4-NOSTATS: WCCP %s message error

Explanation An unexpected condition has occurred which is due to the error in receiving WCCP stats update message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show platform software wccp counters** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show platform software wccp counters** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_WCCP-4-NOSTATSINTF: Interface handle %u not exist for the stats message

Explanation An unexpected condition has occurred which cannot find the interface handle for the interface stats message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show platform software wccp int counters** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the

Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show platform software wccp int counters** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_WCCP-4-NOSTATSSVC: Service Group (%d, %d, %u) not exist for the stats message

Explanation An unexpected condition has occurred which cannot find the service group for the service group stats message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show platform software wccp** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show platform software wccp** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_WCCP-4-NOSVCGRP: %s Service Group (%d, %d, %u) NOT exist

Explanation An unexpected condition has occurred which is due to the absence of the service group structure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ip wccp** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ip wccp** commands and your pertinent troubleshooting logs.

Error Message %IOSXE_WCCP-4-UNKNOWNDIR: Unknown %s interface direction 0x%x for Service Group (%d, %d, %u)

Explanation An unexpected condition has occurred which is due to the unknown direction has been applied to the interface for the service group.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ip wccp** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and show platform software wccp commands and your pertinent troubleshooting logs.(show platform software wccp)

IOSXE_WD Messages

Error Message %IOSXE_WD-2-HEARTBEAT_FAIL: Heartbeat is not emitted. Heartbeat count:%d

Explanation Failure in IOS to generate a heartbeat is an abnormal condition.

Recommended Action This message may be related to an abnormal configuration and system load, or transient high processing demand. When reporting this message, copy the message text exactly as it appears, include the stack trace and report to your technical support representative

Error Message %IOSXE_WD-2-HOG_DETECT_FAIL: CPUHOG detection failed to start.

Explanation Failure in setting up CPUHOG detection mechanism is an abnormal condition.

Recommended Action This message may be related to an abnormal configuration and system load, or transient high processing demand. When reporting this message, copy the message text exactly as it appears, include the stack trace and report to your technical support representative

IPC Messages

Error Message %IPC-3-ACKALLOC : couldn't send to [chars]

Explanation Allocating an IPC acknowledgement failed, with the likely result that some software on the specified source node will timeout.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPC-3-ACKSEND : sending to [chars]: [chars]

Explanation Sending an acknowledgement reply to the specified source failed for the given reason, with the likely result that some software on the source will timeout.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPC-3-BADLENGTH : IPC length [int] > received length [int]

Explanation The length field in an IPC packet was larger than the number of bytes actually in the 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPC-3-BADMSG : received type [int]

Explanation An IPC message was received containing an invalid message type.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPC-3-BADRSTATE : Received ICP msg state [int]

Explanation Received IPC message while connection 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPC-3-BADSEQ : got [int], expected [int] (from [chars])

Explanation An IPC packet with the specified incorrect sequence number was received from the specified 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPC-3-CNTALLOC : IPC control msg subtype [int]

Explanation Allocating an IPC control message 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPC-3-CNTSEND : sending ICP msg subtype [int] to [chars]: [chars]

Explanation Sending an ICP control message to the specified source failed for the given reason. Message will be retried.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPC-3-CONTROL : Unhandled message subtype [int]

Explanation An IPC control message was received containing an unrecognized type.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPC-3-CREATEFAIL : IPC CREATE msg failed, invalid [chars] [int]

Explanation IPC Create message had invalid parameter.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPC-3-INIT_IN_PROGRESS : IPC Message received before init complete

Explanation Cannot process IPC packet until initialization stage is complete.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPC-3-LOG_ERR : [chars] CPP QoS Client Proxy failure

Explanation QoS proxy failed because of receiving invalid sub-type or failed to allocate ipc response buffer.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPC-3-NOHANDLER : message type [int] from [chars]

Explanation An IPC message was received containing an unrecognized type.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPC-3-NOSRC : packet from id [int]

Explanation Received an IPC packet from an unrecognized source node with the specified ID.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPC-3-PGENALLOC : [int] bytes

Explanation Allocating a packet of the specified size 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPC-3-PGENSEND : [chars]

Explanation Sending a generated packet failed for the 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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPC-3-PROXY_IPC_ALLOC_FAILED : Allocate IPC message by [chars] failed
- [chars]

Explanation Allocation of an IPC packet buffer by proxy 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPC-3-PROXY_IPC_SEND_FAILED : Attempt to send IPC message by [chars] failed

Explanation Transmission of an IPC message by proxy 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPC-3-REPLY : unexpected from [chars]

Explanation An unexpected reply was received from the specified 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPC-3-TOOBIG : message type [int], length [int] offset [hex] from [chars]

Explanation The length field in an IPC message was found to extend beyond the packet that contained 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPC-3-TOOSMALL : message type [int], length [int] offset [hex] from [chars]

Explanation The length field in an IPC message was smaller than the IPC msg header length.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPC-6-ACKRETRY : required [int] retries

Explanation Allocating an IPC acknowledgement failed on the first attempt, but succeeded on a later attempt.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

IPC_LOG Messages

Error Message %IPC_LOG-3-IPC_LOGWRITE_FAILED : ipc log write [int] bytes failed

Explanation An internal logging mechanism failed to write a message.

Recommended Action No action is required. However, if router performance is noticeably degraded, contact Cisco Technical Assistance. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

IPRT Messages

Error Message %IPRT-4-ROUTECOUNTNEGATIVE: IP route counter negative - %s, %i
Attempt: %d

Explanation Attempt to decrement IP route counter into negative value

Recommended Action Use **clear ip route *** command to reset the route counter. If the message still comes out consistently, copy the messages exactly as they appear, and report it to your technical support representative.

IPSEC Messages

Error Message %IPSEC-3-ANTI_REPLAY : SA ([hex],[hex])

Explanation Anti Replay check failed for the SA.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPSEC-3-CHUNK_CREATE_FAIL :

Explanation Chunk creation failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPSEC-3-CHUNK_DESTROY_ERROR :

Explanation Chunk destroy error, force cleanup.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPSEC-3-CHUNK_DESTROY_FAIL :

Explanation Chunk destroy 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPSEC-3-DROP : result type [hex]

Explanation Classification results in Drop.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPSEC-3-FOR_US_CLEARTEXT_POLICY_FAIL :

Explanation Policy fail for For-U's cleartext 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPSEC-3-FRAG_MPASS :

Explanation A multipass 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPSEC-3-IKE_TED_MSG_LIMIT : cnt [dec], sp [hex], cp sp [hex]

Explanation IKE TED message limit 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPSEC-3-IKE_TED_MSG_RATE : cnt [dec], sp [hex], cp sp [hex]

Explanation IKE TED message rate 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPSEC-3-INTF_NOT_CFG :

Explanation Got an encrypted packet on an interface on which ipsec is not configured.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPSEC-3-INVALID_PROT : invalid ipsec prot [hex]

Explanation Got an invalid IPSEC protocol 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPSEC-3-INVALID_SA : sa [hex], cp sa [hex]

Explanation SA is invalid.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPSEC-3-INVALID_SPI : spi [hex]

Explanation Got an invalid SPI 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPSEC-3-INVALID_VAL : val [hex]

Explanation Invalid value seen.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPSEC-3-IN_POLICY_FAIL : out sa ([hex],[hex]), out sp ([hex],[hex]), in sa ([hex],[hex]), in sp ([hex],[hex])

Explanation In-Out SP mismatch.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPSEC-3-IN_POLICY_MISS : sa [hex], cp sa [hex]

Explanation TCAM miss.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPSEC-3-IPC_ERR_SA : rc [hex]

Explanation An error has occurred sending SA Byte Lifetime expiry event.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPSEC-3-IPC_HANDLER_ERR : rc [hex]

Explanation Error setting IPC Handler.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPSEC-3-IPC_INVALID_MSG_LEN : [dec]:[dec] len [dec] flags [hex]
source [dec]

Explanation Invalid IPC message length.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPSEC-3-IPC_PAK_ALLOC : sp [hex], cp sp [hex]

Explanation IPC pak allocation failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPSEC-3-IPC_PAK_ALLOC_SA_EVENT : event [hex], sa [hex]

Explanation IPC pak allocation failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPSEC-3-IPC_PAK_SEND : rc [hex], sp [hex], cp sp [hex]

Explanation IPC send failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPSEC-3-IPC_PAK_SEND_SA_EVENT : rc [hex], event [hex], sa [hex]

Explanation IPC send failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPSEC-3-MEM_ALLOC_REACHED_LIMIT : IPC type [hex]

Explanation Cannot allocate more memory to store state for IPSec Traffic, reached upper limit.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPSEC-3-MEM_EXTEND_FAILED : IPC type [hex]

Explanation Extending memory 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPSEC-3-MEM_REQ_FAILED : IPC type [hex]

Explanation Requesting more memory 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPSEC-3-NO_MEMORY : No memory [hex]

Explanation No memory to send response back.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPSEC-3-SA_HARD_BYTE : SA ([hex], [hex])

Explanation SA Hardbyte Lifetime expiry event.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPSEC-3-SA_NOT_FOUND :

Explanation SA not 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPSEC-3-SA_SOFT_BYTE : SA ([hex], [hex])

Explanation SA Softbyte Lifetime expiry event.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPSEC-3-SEQNO_OVERFLOW : SA ([hex], [hex])

Explanation Sequence Number overflow for the SA.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPSEC-3-TRANSIT_POLICY_FAIL :

Explanation Policy fail for transit ipsec 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPSEC-3-UNEXPECTED_ERROR : orh.w0 [hex], error_op [hex], SA ([hex], [hex])

Explanation Unexpected error for the SA.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

IPV4_Forwarding Messages

Error Message %IPV4_FORWARDING-2-CAUSE_THROTTLE_ERR : Allocation of ipv4 throttle [chars] memory failed

Explanation Allocation of memory resource used by ipv4 throttle 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPV4_FORWARDING-3-CAUSE_LINKTYPE_ERR : Unsupported link type - linktype = [dec], dropping packet

Explanation Link type is unsupported at the current time.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPV4_FORWARDING-3-TABLE_ID_SZ_ERR : Table ID size configured incorrectly: [dec]

Explanation Table ID size must be less than or equal to 16 or 32 bits.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPV4_FORWARDING-3-TRAFFIC_IDX_ERR : Traffic index invalid value: [dec] Buckets allocated: [dec]

Explanation Traffic index is greater than or equal to the buckets allocated.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPV4_FORWARDING-4-CHECKSUM_ERR : Checksum buffer walk failed

Explanation Internal problem occurred during calculating segmented packet checksum.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

IPV4_REASS_PROXY Messages

Error Message %IPV4_REASS_PROXY-3-PROXY_IPC_FRAG_INFO_MEM_EXTEND_FAILED :

Explanation Increasing of fragment information pool 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPV4_REASS_PROXY-3-PROXY_IPC_FRAG_INFO_MEM_INIT_FAILED :

Explanation Initialization of fragment information pool 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPV4_REASS_PROXY-3-PROXY_IPC_INIT_FAILED : [dec]

Explanation IPC handler 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPV4_REASS_PROXY-4-PROXY_IPC_INVALID_MSG : [hex]

Explanation Received an invalid IPC messages subtype.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

IPV4_URPF Messages

Error Message %IPV4_URPF-4-DROP : Dropping [chars] from [chars]

Explanation This message indicates that the router dropped a packet due to Unicast Reverse Path Forwarding check failure.

Recommended Action This is an informational message. No action is required.

IPV4_VFR Messages

Error Message %IPV4_VFR-4-CONFIG : Dropping [chars] from [chars] due to system config.

Explanation This message indicates that the router drops fragment packet due to ip virtual-reassembly drop-fragments.

Recommended Action This is an informational message. No action is required.

Error Message %IPV4_VFR-4-FRAG_TABLE_OVERFLOW : Dropping [chars] from [chars] due to fragment table overflow.

Explanation The number of datagrams that can be reassembled at a time reached the maximum limit.

Recommended Action Check if the fragments received are from a genuine source. If so, increase the value of the *number* argument using the **ip virtual-reassembly max-fragments number** command.

Error Message %IPV4_VFR-4-INVALID_DROP_LOG_TYPE : Dropping [chars] from [chars]. Invalid drop log type [int]

Explanation Unsupported drop log type.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPV4_VFR-4-INVALID_FRAG_LENGTH : Dropping [chars] from [chars] due to invalid fragment length.

Explanation This message indicates that the router has encountered a fragment with invalid packet length.

Recommended Action To prevent further attacks, its highly recommended that an access control list (ACL) be configured to drop any traffic from the sender.

Error Message %IPV4_VFR-4-OVERLAP_FRAGMENTS : Dropping [chars] from [chars] due to overlap fragment.

Explanation This message is logged whenever the router encounters overlap fragments. An overlap fragment occurs when an offset of one fragment overlaps the offset of another fragment. For example, if the first fragment's offset is 0 and its length is 800, then the second fragment's offset must be 800. If the second fragment's offset is less than 800, that means the second fragment overlaps the first fragment.

Recommended Action This could possibly be an attack, configure a static access control list (ACL) to prevent further overlap fragments from the sender.

Error Message %IPV4_VFR-4-TIMEOUT : Dropping [chars] from [chars] due to virtual reassembly timeout.

Explanation This message indicates that the router is trying to do virtual-reassembly for fragments but time out before receiving all the fragments for a datagram.

Recommended Action This is an informational message. No action is required.

Error Message %IPV4_VFR-4-TINY_FRAGMENTS : Dropping [chars] from [chars] due to tiny fragment.

Explanation This message indicates that the router is receiving tiny fragments, which means that the initial fragment does not have a complete Layer 4 header.

Recommended Action This is an informational message. No action is required.

IPV4MCAST Messages

Error Message %IPV4MCAST-3-MCAST_CFG_ERR : [chars]

Explanation Processing multicast packet failed due to incorrect configuration to hardware 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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPV4MCAST-3-MCAST_MLRE_ERR : Non MLRE friendly FIA on interface [chars]

Explanation Unexpected flowlock id following feature execution.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %IPV4MCAST-3-MCAST_PA_REPLICATE_FAILED : [chars]

Explanation Multicast replication failure for PA described 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPV4MCAST-3-MCAST_REPLICATE_GATHER_FAILED : [chars], [inet]

Explanation m-cast replication failure due to a bad Multicast Gather parameter.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %IPV4MCAST-3-SANITY_CHECK_FAILED : PIM register from [inet] for ([inet], [inet])

Explanation An invalid IP header encapsulated in a PIM register message was received.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

IPv6_CLI Messages

Error Message %IPV6_CLI-3-ADDRESS_CFG: %P/%d can not be configured on %s, %s

Explanation An error was encountered while configuring an IPv6 address

Error Message Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a

case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

IPV6_FORWARDING Messages

Error Message %IPV6_FORWARDING-2-CAUSE_THROTTLE_ERR : Allocation of ipv6 throttle [chars] memory failed

Explanation Allocation of memory resources used by IPv6 throttle 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPV6_FORWARDING-3-CAUSE_LINKTYPE_ERR : Unsupported link type [chars], dropping packet

Explanation Link type is unsupported at the current time.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPV6_FORWARDING-3-TABLE_ID_SZ_ERR : Table ID size configured incorrectly: [dec]

Explanation Table ID size must be less than or equal to 16 or 32 bits.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPV6_FORWARDING-4-CHECKSUM_ERR : Checksum buffer walk failed

Explanation An internal error occurred while calculating segmented packet checksum.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

IPV6_POLICY_API Messages

Error Message IPV6_POLICY_API-4-IPV6_LOCALPOLICYOVERRIDE: Local dynamic policy overriding static local policy

Explanation Static policy and dynamic local policy are configured. The dynamic local policy will override the static local policy.

Recommended Action Remove the static local policy configuration if desired.

Error Message %IPV6_POLICY_API-4-IPV6_POLICYOVERRIDE: Dynamic policy overriding static on intf:%s

Explanation Static policy and dynamic policy are configured on the interface. The dynamic policy will override the static policy.

Recommended Action Remove the static policy configuration if desired.

IPV6MCAST Messages

Error Message %IPV6MCAST-3-MCAST_CFG_ERR : [chars]

Explanation Processing of a multicast packet failed due to incorrect hardware configuration.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the

Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPV6MCAST-3-MCAST_ERR : [chars] [hex] [hex] [hex] [hex]

Explanation A multicast replica 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPV6MCAST-3-SANITY_CHECK_FAILED : PIM register from [inet] for ([inet], [inet])

Explanation An invalid IP header encapsulated in a PIM register message was received.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

IPV6_REASS_PROXY Messages

Error Message %IPV6_REASS_PROXY-3-PROXY_IPC_FRAG_INFO_MEM_EXTEND_FAILED :

Explanation Increasing of fragment information pool 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPV6_REASS_PROXY-3-PROXY_IPC_FRAG_INFO_MEM_INIT_FAILED :

Explanation Initialization of fragment information pool 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPV6_REASS_PROXY-3-PROXY_IPC_INIT_FAILED : [dec]

Explanation IPC handler 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPV6_REASS_PROXY-4-PROXY_IPC_INVALID_MSG : [hex]

Explanation The system received an invalid IPC messages subtype.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

IPV6_URPF Messages

Error Message %IPV6_URPF-4-DROP : Dropping [chars] from [chars].

Explanation The router dropped a packet due to a Unicast Reverse Path Forwarding check failure.

Recommended Action This is an informational message. No action is required.

IPV6_VFR Messages

Error Message %IPV6_VFR-4-CONFIG: Dropping %s from %s due to system config.

Explanation This message indicates that the router drops fragment packet due to ipv6 virtual-reassembly drop-fragments.

Recommended Action This is an informational message

Error Message %IPV6_VFR-4-FRAG_TABLE_OVERFLOW: Dropping %s from %s due to fragment table overflow.

Explanation This means the number of datagrams reassembled at a time reached its maximum limit, increase the value of max-reassemblies using ipv6 virtual-reassembly in/out max-reassemblies.

Error Message %IPV6_VFR-4-INVALID_DROP_LOG_TYPE: Dropping %s from %s. Invalid drop log type %u

Explanation Unsupported drop log type.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %IPV6_VFR-4-INVALID_FRAG_LENGTH: Dropping %s from %s due to invalid fragment length.

Explanation This message indicates that the router has encountered a fragment with invalid packet length.

Recommended Action To prevent further attacks, its highly recommended that an ACL be configured to drop any traffic from the sender

Error Message %IPV6_VFR-4-OVERLAP_FRAGMENTS: Dropping %s from %s due to overlap fragment.

Explanation This message is logged whenever the router encounters overlap fragments. Overlap fragment means—offset of one fragment overlaps the offset of another fragment. For example, if first fragment's offset is 0 and length is 800, then the second fragments offset must be 800. If second fragment's offset is less than 800, that means the second fragment overlaps the first fragment.

Recommended Action This could possibly be an attack, configure a static ACL to prevent further overlap fragments from the sender.

Error Message %IPV6_VFR-4-TIMEOUT: Dropping %s from %s due to virtual reassembly timeout.

Explanation This message indicates that the router is trying to do virtual-reassembly for fragments, but got timeout before receiving all the fragments for a datagram.

Recommended Action This is an informational message.

Error Message %IPV6_VFR-4-TINY_FRAGMENTS: Dropping %s from %s due to tiny fragment.

Explanation This message indicates that the router is receiving tiny fragments—meaning the initial fragment does not have complete layer 4 header.

Recommended Action This is an informational message.

Error Message %IPV6_VFR-4-TOO_MANY_FRAGMENTS: Dropping %s from %s due to too many fragments for the datagram.

Explanation This message indicates the datagram being reassembled has received more fragments than its threshold value.

Recommended Action Check if the fragments received are from a genuine source, if so increase the value of max-fragments using the CLI `ipv6 virtual-reassembly in/out max-fragments`.

ISISL2 Messages

Error Message %ISISL2-3-MCAST_EVENT_UPD_FAILURE: %s-RIBInfo%s: %s client failed to send Multicast event (%u, %d) update request with error %s

Explanation ISISL2 client failed to send out Multicast event notification.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %ISISL2-3-MCAST_RT_UPD_REP_FAILURE: %s-RIBInfo%s: %s client receives the response of Multicast RT %s message with code:%d topoid:%u

Explanation ISISL2 client receives the response of Multicast RT update 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %ISISL2-3-MCAST_RT_UPD_REQ_FAILURE: %s-RIBInfo%s: Multicast RT (%u, %s, %s): Failed to send the route update request to MLMRIB with error %s

Explanation ISISL2 client failed to send the Multicast route update request to MLMRIB.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %ISISL2-3-UNICAST_EVENT_UPD_FAILURE: %s-RIBInfo%s: %s client failed to send Unicast event (%u, %d) update request with error %s

Explanation ISISL2 client failed to send out Unicast event notification.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %ISISL2-3-UNICAST_RT_UPD_REP_FAILURE: %s-RIBInfo%s: %s client receives the response of Unicast RT %s message with code:%d topoid:%u

Explanation ISISL2 client receives the response of Unicast RT update 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the

Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %ISISL2-3-UNICAST_RT_UPD_REQ_FAILURE: %s-RIBInfo%s: Unicast RT (%u, %s): Failed to send the route update request to MLURIB with error %s

Explanation ISISL2 client failed to send Unicast route update request to MLURIB.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

ISSU Messages

Error Message %ISSU-3-BOOT_SYNC : Problem with sync of ISSU boot state - [chars]

Explanation The ISSU state between two FRUs is not properly synchronized as a result of a boot error.

Recommended Action This message will automatically appear during certain events, such as during a FRU removal or if the FRU loses connectivity. In most cases, the router will resynchronize the ISSU state between the FRUs without any user intervention. If the ISSU state is not resynchronized after multiple attempts, the problem is likely a result of another problem. Monitor the other system messages to see if a more serious issue has occurred on your router. If you are unable to resolve this other issue and this message persists, gather the output of show tech-support and provide it to a Cisco technical support representative.

Error Message %ISSU-0-BOOT_SYNC_FAIL : Problem with sync of ISSU boot state - [chars]

Explanation The ISSU state between two FRUs is not properly synchronized as a result of a boot error.

Recommended Action This message will automatically appear during certain events, such as during a FRU removal or if the FRU loses connectivity. In most cases, the router will resynchronize the ISSU state between the FRUs without any user intervention. If the ISSU state is not resynchronized after multiple attempts, the problem is likely a result of another problem. Monitor the other system messages to see if a more serious issue has occurred on your router. If you are unable to resolve this other issue and this message persists, gather the output of show tech-support and provide it to a Cisco technical support representative.

Error Message %ISSU-0-PKG_INCONSIST : Reason: [chars]

Explanation A software consolidated package or sub-package has an error that indicates the sub-package should not be installed or used.

Recommended Action If this message is received, the desired consolidated package or sub-package should not be used. Upgrade using a different consolidated package or sub-package, and report the problem consolidated package or sub-package to Cisco technical support.

Error Message %ISSU-3-INCOMPAT : The packages in [chars] are not consistent

Explanation The sub-packages specified for running on the chassis are not compatible with one other.

Recommended Action Install a compatible set of packages to allow normal operation. This will require booting a known-good package set.

Error Message %ISSU-3-BOOT_UNCLEAN : Found reload log file, moved to [chars]

Explanation A log file was found at bootup indicating that all shutdown tasks were not performed on a previous reload.

Recommended Action No user action is necessary. The system will automatically resolve most issues related to the shutdown task as part of the bootup procedure. If a problem related to the tasks that did not shutdown occurs, another error message will occur providing information about that problem.

Error Message %ISSU-5-ISSU_STATE_INVALID : ISSU stored state found invalid and cleaned up: [chars]

Explanation The RP has corrected a failed ISSU install state that was detected at bootup.

Recommended Action No user action is necessary. This is an informative message indicating that the failed ISSU state has been corrected.

Error Message %ISSU-0-PKG_MNT_SCRIPT_FAIL : Package: [chars]

Explanation A consolidated package or sub-package has encountered an error indicating it is not usable.

Recommended Action Upgrade your software using a different consolidated package or sub-package.

Error Message %ISSU-5-ISSU_AUTO_ROLLBACK : ISSU rollback timer expired: initiating rollback

Explanation An ISSU upgrade has been rolled back because the rollback timer has expired.

Recommended Action No user action is needed. If you want to commit the ISSU upgrade, redo the upgrade. Otherwise, this is an informational message only.

Error Message %ISSU-0-SOFTWARE_INVALID : Package for location [chars]: [chars]

Explanation The sub-packages have encountered an error related to the structure of the loaded software.

Recommended Action This error is likely caused by a failure of the boot or installation process or a corrupted provisioning file. If the system displays error messages related to the boot that can be addressed, address those messages. Downloading new software, if possible, may also help with the problem. If the problem persists, gather the output of show tech-support and provide it to a Cisco technical support representative.

Error Message %ISSU-0-RESET_FRU_FAIL : Problem with ISSU reset of remote FRU - [chars]

Explanation After a sub-package installation, one or more FRUs that were upgraded failed to initialize within the timeout period.

Recommended Action This problem is more likely to occur in routers with larger configurations, so if your router has a large configuration, you may want to wait a few more minutes to see if your hardware initializes. If the hardware continues to not initialize, reset the FRUs which failed to initialize. If resetting the FRUs fails to resolve the issue, gather the output of show tech-support and contact a Cisco technical support representative.

Error Message %ISSU-3-UCODE_INCOMPAT : Found mismatch for ucode feature - [chars]

Explanation During boottime microcode feature version check, a version mismatch was found for this feature.

Recommended Action Ensure that versions of features in microcode are compatible by provisioning a different set of microcode files.

KEYSTORE Messages

Error Message %KEYSTORE-1-HW_KS_DEFECTIVE: The CTS hardware keystore asic is defective and must be replaced. To run CTS in the meantime, please configure cts keystore emulation and re-configure cts credentials. If no action is taken, all CTS authentication and authorization operations will fail.

Explanation The CTS hardware keystore on the switch has failed. Since CTS credentials are stored in the keystore, this means that CTS authentication and authorization operations will fail. The supervisor card should be returned to Cisco for rework. If it is not convenient to do so at this time, you can configure the switch to use software keystore emulation. After you have enabled software keystore emulation, please re-configure cts credentials to populate the software keystore.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-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 and provide the representative with the information you have gathered.

Error Message %KEystore-3-BAD_MAGIC: Bad magic number 0x%08x in software keystore file %s.

Explanation Keystore data file appears to have been corrupted. Keys can not be retrieved from persistent memory.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-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 and provide the representative with the information you have gathered.

Error Message %KEystore-3-IFS_OPEN_R: Failed to open file %s for reading software keystore. (%s)

Explanation An error occurred while opening the keystore file for reading. CTS keys could not be retrieved.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-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 and provide the representative with the information you have gathered.

Error Message %KEystore-3-IFS_OPEN_W: Failed to open file %s for writing software keystore. (%s)

Explanation An error occurred while opening a file for persistent storage. CTS keys could not be saved to persistent storage.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-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 and provide the representative with the information you have gathered.

Error Message %KEystore-3-IFS_READ: An error (%s) occurred while reading from the software keystore file.

Explanation CTS keys could not be retrieved from persistent storage.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-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 and provide the representative with the information you have gathered.

Error Message %KEystore-3-IFS_WRITE: An error occurred while writing to the software keystore file.

Explanation CTS keys could not be saved to persistent storage.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-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 and provide the representative with the information you have gathered.

Error Message %KEystore-3-IPCNOCConn: No IPC communication path to peer available for keystore %s.

Explanation No IPC connection to the peer was available for keystore redundancy messages. This means that any updates made to the ACTIVE keystore cannot be pushed to the STANDBY keystore.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-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 and provide the representative with the information you have gathered.

Error Message %KEystore-3-IPCOPEN: Failed to open IPC port to peer for keystore redundancy: %s

Explanation An error was encountered when trying to open an IPC port for keystore redundancy messages. This means that any updates made to the ACTIVE keystore cannot be pushed to the STANDBY keystore.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-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 and provide the representative with the information you have gathered.

Error Message %KEystore-3-IPCPORT: Failed to create IPC port (%s) for keystore redundancy. %s.

Explanation An error was encountered when trying to create an IPC port. This means that any updates made to the ACTIVE keystore cannot be pushed to the STANDBY keystore.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-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 and provide the representative with the information you have gathered.

Error Message %KEystore-3-IPCSEND: IPC send error (%s) while sending %s.

Explanation An error occurred while sending an IPC message to the peer during a keystore redundancy operation. This means that any updates made to the ACTIVE keystore cannot be pushed to the STANDBY keystore.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-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 and provide the representative with the information you have gathered.

Error Message %KEYSTORE-3-IPC_NO_PROC: Could not create a process to receive keystore redundancy messages.

Explanation An error was encountered when trying to create a process to handle incoming keystore redundancy messages. This means that any updates made to the ACTIVE keystore cannot be pushed to the STANDBY keystore.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-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 and provide the representative with the information you have gathered.

Error Message %KEYSTORE-3-ISSU_INCOMPAT: Standby incompatible for SSO.

Explanation The image on the standby failed ISSU message version negotiation. As a result, we will not be able to sync keystore updates to it and so it is disallowed from reaching ot standby status in SSO mode.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-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 and provide the representative with the information you have gathered.

Error Message %KEYSTORE-3-NO_KEYSTORE: CTS hardware keystore is defective and software emulation is not enabled.

Explanation The CTS hardware keystore on the switch has failed and needs to be replaced. In the meantime, you can configure the switch to use a software keystore emulation and populate the software keystore by re-configuring CTS credentials.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-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 and provide the representative with the information you have gathered.

Error Message %KEystore-3-UNEXPECTED_EOF: Unexpected end of file while reading software keystore %s.

Explanation Keystore data file appears to have been truncated. One or more keys can not be retrieved from persistent memory.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-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 and provide the representative with the information you have gathered.

L2BD Messages

Error Message %L2BD_PROXY-2-PROXY_IPC_INIT_FAILED : QFP L2BD Proxy IPC interface initialization failure (result: [dec]).

Explanation Cisco internal software error. QFP L2BD Proxy initialization detected that the IPC interface initialization failed. QFP L2BD proxy will not be functional while this condition exists.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %L2BD_PROXY-3-L2BD_MEM_EXTEND_FAILED : L2BD IPC subtype: [dec]

Explanation Extending memory failed.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %L2BD_PROXY-3-L2BD_MEM_REQ_FAILED : L2BD IPC subtype: [dec]

Explanation Requesting more memory failed.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %L2BD_PROXY-3-PROXY_BAD_MSG : QFP L2BD Proxy received bad length message type [dec]

Explanation Cisco internal software error. QFP L2BD Proxy received a corrupted message from control plane. This message will be ignored.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %L2BD_PROXY-3-PROXY_IPC_ALLOC_FAILED : QFP L2BD Proxy [chars] message lost due to message buffer allocation failure.

Explanation Cisco internal software error. QFP L2BD Proxy message processing detected a message buffer allocation failure. The message is lost as the result of this condition.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %L2BD_PROXY-3-PROXY_IPC_SEND_FAILED : QFP L2BD Proxy [chars] message lost due to message sent failure (result: [dec]).

Explanation Cisco internal software error. QFP L2BD Proxy message processing detected a message sent failure. The message is lost as the result of this condition.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %L2BD_PROXY-4-PROXY_INVALID_MSG : QFP L2BD Proxy received invalid message type [dec]

Explanation Cisco internal software error. QFP L2BD Proxy received an invalid message from control plane. This message will be ignored.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %L2BD_PROXY-4-PROXY_INVALID_MSG_LEN : QFP L2BD Proxy IPC invalid length, [dec]:[dec] len [dec] flags [hex] source [dec]

Explanation Cisco internal software error. QFP L2BD Proxy received invalid IPC message length from control plane. This message will be ignored.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

L4 Messages

Error Message %L4-3-HA_INVALID_MSG_LEN_RCVD : invalid [chars] rg [int] [int] expected [int] opcode [chars] [hex]

Explanation Standby received an invalid Firewall HA 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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %L4-3-HA_INVALID_MSG_RCVD : invalid [chars] [hex] expected [hex] opcode [chars] [hex]

Explanation Standby received an invalid Layer 4 HA 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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

LAYER2 Messages

Error Message %LAYER2_BRIDGE-3-ALLOC_FAILED : Allocation of [chars] memory failed for L1layer 2 bridging feature in QFP

Explanation Allocation of memory by the QFP layer 2 bridging feature microcode failed. The name of the memory chunk is specified in the message. This indicates a software failure.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %LAYER2_BRIDGE-3-INIT_FAILED : Initialization of the layer 2 bridging feature in QFP failed

Explanation Initialization of the layer 2 bridging feature in the QFP failed. This indicates a software failure.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %LAYER2_BRIDGE-3-PKT_REPLICA_INIT_FAILED : Failed to register with generic packet replication for layer 2 bridging feature in QFP

Explanation Layer 2 bridging initialization of packet replication registration failed.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

LDP Messages

Error Message %LDP-4-MAXMSGSIZE: Maximum implementation message size exceeded, actual %u, maximum %u

Explanation This is an informational message that appears when LDP receives a request to allocate memory resources for an LDP message with a size exceeding the current implemented maximum.

Explanation No action is required unless a larger message size is deemed to be required to support a new application. In this case the actual application should be identified and component owners contacted to increase the implemented maximum message size.

Error Message %LLDP-4-LLDP_NEW_ENTRY: Neighbor record not committed - malloc failure

Explanation LLDP entry creation failed

Recommended Action Run memory diagnostics

LI Messages

Error Message %LI-3-MEM_INIT_FAILED : Allocation of [chars] memory failed for LI

Explanation LI initialization of channel pool memory 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %LI-3-PKT_REPLICA_INIT_FAILED : Register to Generic Packet Replication failed for LI

Explanation LI initialization of packet replication registration 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

LIC_AGENT Messages

Error Message %LIC_AGENT-3-MEMORY: %s

Explanation License Agent subsystem has experienced a problem getting the required memory to complete this operation.

Recommended Action Check system memory for other memory allocation errors and contact Technical support for problem resolution. In the absence of IOS errors upgrading the memory in the network device may be required.

LIIN Messages

Error Message %LIIN-3-SET_ACCESS_FAIL : Installing LIIN interface access control failed

Explanation This error happens when IOS failed to set the access control function for the LIIN, possibly due to IOSd out of memory or corruption. In this case, LIIN interface setup will not proceed, will not operate properly and cannot be recovered. Persistent access features and interactive commands will not work.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %LIIN-3-SET_TABLEID_FAIL : Installing [chars] LIIN interface tableid failed

Explanation This error happens when IOS failed to set tableid into linux kernel, possibly due to either IOSd or kernel out of memory or corruption. In this case, LIIN interface will not have VRF installed for the associated address family. The LIIN interface will not operate properly and cannot be recovered. Persistent access features and interactive commands will not work.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %LIIN-3-VRFADD_FAIL : Problem creating vrf

Explanation The LIIN configuration process failed to allocate a mandatory iVRF. The LIIN interface will not operate properly and cannot be recovered. Persistent access features and interactive commands will not work.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the

Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %LIIN-3-VRFMODIFY_FAIL : Problem adding LIIN interface to vrf table

Explanation The LIIN configuration process failed to assign the LIIN interface to its mandatory iVRF. The LIIN interface will not operate properly and cannot be recovered. Persistent access features and interactive commands will not work.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

LOGGER Messages

Error Message %LOGGER-4-IPC_INIT : failure

Explanation The logger client proxy IPC registration failed.

Recommended Action Examine the logs for hardware errors. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %LOGGER-4-limit(ASSERT : failure at %0X:[chars]:[int] ([chars])

Explanation The system experienced an internal software error in which a fatal data inconsistency was detected.

Recommended Action Examine the logs for hardware errors. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case

with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %LOGGER-4-limit(IPC_UNHANDLED : failure

Explanation An unknown message was received by the logger client proxy.

Recommended Action Examine the logs for hardware errors. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %LOGGER-7-limit(DROPPED : [int] messages

Explanation One or more log messages were dropped due to a lack of available buffers.

Recommended Action Examine the logs for hardware errors. If the problem persists, Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %LOGGER-7-limit(IPC_ALLOC : failure

Explanation Messages were dropped due to a logger client IPC allocation failure.

Recommended Action Examine the logs for hardware errors. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %LOGGER-7-limit(IPC_SEND : failure: [chars]

Explanation Messages were dropped due to a logger client IPC send failure.

Recommended Action Examine the logs for hardware errors. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

LUA_VM Messages

Error Message %LUA_VM-3-INITIALIZATION : Cannot initialize the Lua Virtual Machine

Explanation The Lua Virtual Machine is a critical component of the shell-manager process. It is used to render responses to user commands. If this component cannot be initialized then the shell-manager will be unable to process any commands directed at the IOS-XE daemons.

Recommended Action The shell-manager process could not be started. Check the trace log files for more details as to why the virtual machine failed to initialize correctly. This may be an out of memory condition so rebooting the chassis may resolve the problem.

MBOX Messages

Error Message %MBOX-3-DEREG_FAIL_BAD_PARM : event [hex]

Explanation De registration of the handler function for a mailbox event failed.

Error Message %MBOX-3-DEREG_FAIL_NO_HANDLER : event [hex], handler [hex]

Explanation Termination of the handler function for a mailbox event failed because no handler was registered for the event.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MBOX-3-NO_HANDLER_FOR_EVENT : events [hex] bad bit number [int]

Explanation A mailbox event is pending but no handler is registered for the event.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MBOX-3-REG_FAIL_BAD_PARM : event [hex], handler [hex]

Explanation Registration of the handler function for a mailbox event failed due to a bad parameter.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MBOX-3-REG_FAIL_HANDLER_EXISTS : event [hex], handler [hex]

Explanation Registration of a handler function for a mailbox event failed because a handler is already registered for the event.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

MCP_SYS Messages

Error Message %MCP_SYS-0-ASSERTION_FAILED : Assertion failed: [chars]

Explanation An internal state consistency check failed. Correct operation cannot be guaranteed, and the system has been halted.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

MCT1E1 Messages

Error Message %MCT1E1-3-AUTODNR: [chars] failed for slot [dec] bay [dec] err [dec]

Explanation AUTODNR/USNDNR process has failed. The SPA and SIP are out of synchronization. This condition indicates a software error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MCT1E1-3-BAD_SIZE_ERR: [chars]: [dec] [chars] events on HDLC Controller were encountered. The SPA is being Restarted.

Explanation The SPA driver detected an error event on the HDLC controller.

Recommended Action If the condition persists, copy the error message exactly as it appears on the console or in the system log. Next research and attempt to resolve the issue using the SPA hardware troubleshooting documentation. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MCT1E1-3-BATCH_CMD_INVALID_TAG: [chars]: Invalid tag value [dec] at index [dec].

Explanation The SPA driver detected invalid tag value in a batch command.

Recommended Action The SPA driver has detected invalid command format from RP. If the ports on the SPA are not operating as expected, power down and reseal the indicated SPA card. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MCT1E1-3-BERT_OPERATION_ERR: [chars]: BERT operation error on interface [chars] - [chars].

Explanation The SPA reported failure during BERT operation. The current BERT operation will be terminated, but the affected interface might not be operational, if that is the case, try to 'shutdown' and then 'no shutdown' the interface to recover from this failure.

Recommended Action If running the **shutdown** and then **no shutdown** commands on the interface does not restore the operation, then SPA will need to be reloaded to recover from this failure state.

Error Message %MCT1E1-3-BERT_STOP_ERR: [chars]: Failed to stop BERT operation on interface [chars] - [chars].

Explanation The SPA failed to stop the BERT operation on the indicated interface. The interface might not be functional after this event, if that is the case, try to 'shutdown' and then 'no shutdown' the interface to recover from this failure.

Recommended Action If running the **shutdown** and then **no shutdown** commands on the interface does not restore the operation, then SPA will need to be reloaded to recover from this failure state.

Error Message %MCT1E1-2-CMD_DROP: [chars], cmd: [dec], arg0: [dec], arg1: [dec] arg2: [dec], arg3: [dec], vc: [dec] reason: [chars]

Explanation The SPA driver dropped a configuration command. One or more interfaces or controllers associated with the SPA may not be configured correctly.

Recommended Action Check the configuration of the interfaces and controllers and correct the configuration if necessary. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply

clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MCT1E1-3-CMD_FAILED: [chars]: Failed to send command '[chars]' to SPA - [chars].

Explanation The SPA driver could not successfully send a cmd to firmware.

Recommended Action The SPA driver has detected a command failure. If the ports on the SPA are not operating as expected, power down and reseal the indicated SPA card. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MCT1E1-3-COR_MEM_ERR: [chars]: [dec] correctable [chars] memory error(s) encountered. The error has been corrected and normal processing should continue. The memory address of most the recent error is: [hex]

Explanation The SPA driver detected a correctable memory error on the SPA card.

Recommended Action The SPA has encountered a correctable memory error on the SPA card. The error has been corrected and normal processing should continue. The hexadecimal memory address of the most recent error is specified in the message text on the console or in the system log. If the condition persists, or other errors are indicated for the SPA, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MCT1E1-2-EV_DROP: [chars], cmd: [dec], arg0: [dec], arg1: [dec] arg2: [dec] arg3: [dec] reason [chars]

Explanation The SPA driver dropped an event notification command. Counters or line protocols for one or more interfaces or controllers may be incorrect.

Recommended Action Restart any interfaces or controllers that are down. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MCT1E1-3-FPGA_CNTR_ERR: [chars]: [dec] [chars] error(s) encountered.

Explanation The SPA driver detected an FPGA error condition on the SPA card. Interface packet error counter corruption may result.

Recommended Action The SPA driver has encountered a parity error on the SPA card. The SPA should continue to function normally. If this message recurs, reset the SPA by doing a physical OIR. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MCT1E1-3-FRMR_CLKFAIL: [chars]: Framer input clock failure detected, CTCLK = [chars]CTIVE, LREFCLK = [chars]CTIVE, SREFCLK = [chars]CTIVE, ctclk count [int] lrefclk count [int] srefclk count [int]

Explanation The SPA driver detected failure of one or more input clocks to the framer chip. The T1/E1 Ports may not operate as expected.

Recommended Action The SPA driver has detected input clock failures on the framer chip. If the ports on the SPA are not operating as expected, power down and reseal the indicated SPA card. If message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MCT1E1-3-HDLC_CTRL_ERR: [chars]: [dec] [chars] events on HDLC Controller were encountered.

Explanation The SPA driver detected an error event on the HDLC controller.

Recommended Action If the condition persists, copy the error message exactly as it appears on the console or in the system log. Next research and attempt to resolve the issue using the SPA hardware troubleshooting documentation. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MCT1E1-3-INITFAIL: MCT1E1 (bay [dec]), Init Failed at [chars] - line [dec] arg [hex]

Explanation The SPA failed to complete hardware initialization.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MCT1E1-3-LOOPBACK_CFG_ERR: [chars]: Loop [chars] configuration error on controller [chars] - [chars][chars].

Explanation The SPA reported failure during setting of loop up/down operation. The current loopback will be terminated, but the affected controller might not be operational, if that is the case, try to 'shutdown' and then 'no shutdown' the controller to recover from this failure.

Recommended Action If manual 'shutdown' and then 'no shutdown' of the controller does not restore the operation, then SPA will need to be reloaded to recover from this failure state.

Error Message %MCT1E1-3-LOOP_UNSUPPORTED: [chars]: [chars] on port [dec]/[dec]/[dec] and it is not supported on SPA.

Explanation The SPA driver received 'loopback payload' request from the remote device on the SPA card. SPA does not support loopback payload.

Recommended Action The SPA driver has received 'loopback payload' request from the remote device on the SPA card. SPA does not support loopback payload. The remote request is ignored. Unconfigure the command on the remote device.

Error Message %MCT1E1-3-PERIODIC_PROCESS: [chars]: periodic process error [chars].

Explanation The SPA driver detected an error with periodic processing routine.

Recommended Action The SPA driver has detected problem with periodic routine. If the ports on the SPA are not operating as expected, power down and reseal the indicated SPA card. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MCT1E1-3-QUEUE_HALT_FAIL: [chars]: Could not suspend message ([dec]) or command ([dec]) queue

Explanation The Message/Command queue could not be stopped prior to the OIR removal of the SPA.

Recommended Action If the ports on the SPA are not operating as expected, power down and reseal the indicated SPA card. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MCT1E1-3-SPI4_HW_ERR: [chars]: [chars] Hardware error was encountered.

Explanation The SPA driver detected a Hardware error condition on the SPA card. This might result in improper operation.

Recommended Action The SPA driver has encountered a Hardware error on the SPA's SPI4 bus. Power down and reseat the indicated SPA card. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MCT1E1-3-TIMEOUT: [chars]: [chars] failed: [dec], state: [dec], ml_id: [dec] progress: [dec]

Explanation Linkrec is stuck at non ready This condition indicates a software error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MCT1E1-3-UNCOR_MEM_ERR: [chars]: [dec] uncorrectable [chars] memory error(s) encountered.The memory address of the most recent error is: [hex]The SPA is being restarted.

Explanation The SPA driver detected an uncorrectable memory error condition on the SPA card. Packet corruption may result.

Recommended Action The SPA driver has encountered an uncorrectable memory error on the SPA card. The hexadecimal memory address of the most recent error is specified in the message text on the console or in the system log. Power down and reseat the indicated SPA card. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MCT1E1-3-UNCOR_PARITY_ERR: [chars]: [dec] [chars] parity error(s) encountered.The address of the most recent error is: [hex]

Explanation The SPA driver detected an uncorrectable parity error condition on the SPA card. Packet corruption may result.

Recommended Action Power down and reseal the indicated SPA card. If the condition persists, copy the error message exactly as it appears on the console or in the system log. Next research and attempt to resolve the issue using the SPA hardware troubleshooting documentation. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

MEM_MGR Messages

Error Message %MEM_MGR-2-DRAM_POOL_CREATE_ERR : return code [dec]

Explanation Creation of public DRAM memory pool 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MEM_MGR-2-DUP_DRAM_POOL_CREATE : pool exists

Explanation A request to create public DRAM memory pool failed because a pool 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MEM_MGR-2-DUP_SRAM_POOL_CREATE : pool exists

Explanation A request to create public SRAM memory pool failed because a pool 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MEM_MGR-2-ELEMENT_CORRUPT : pool handle [hex], addr 0x5x, magic value [hex], ref cnt [int]

Explanation A memory element 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MEM_MGR-2-POOL_CORRUPT : pool handle [hex], magic value [hex]

Explanation A memory pool data structure has been corrupted.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MEM_MGR-2-SRAM_POOL_CREATE_ERR : return code [dec]

Explanation Creation of public SRAM memory pool 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MEM_MGR-3-DESTROY_PARM_ERR : pool handle [hex]

Explanation A request to delete memory pool failed due to a bad parameter 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MEM_MGR-3-FREE_PARM_ERR : pool handle [hex], addr [hex]

Explanation A memory de-allocation request failed due to a bad parameter 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MEM_MGR-3-LOCK_MAX_REF_CNT : pool handle [hex], addr [hex]

Explanation A request to lock memory pool element failed because the reference count for the element is at its maximum 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MEM_MGR-3-LOCK_PARM_ERR : pool handle [hex], addr [hex]

Explanation A request to lock memory pool element failed due to a bad parameter 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MEM_MGR-3-MALLOC_NO_MEM : pool handle [hex], size [int]

Explanation Memory pool allocation request failed due to insufficient memory 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MEM_MGR-3-MALLOC_PARM_ERR : pool handle [hex], size [int]

Explanation Memory allocation request failed due to bad parameter 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MEM_MGR-3-POOL_APPEND_PARM_ERR : pool handle [hex], addr [hex], size [int]

Explanation An attempt to append additional memory to pool failed due to a bad parameter 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MEM_MGR-3-POOL_CREATE_PARM_ERR : addr [hex], size [int]

Explanation An attempt to create memory pool failed due to a bad parameter 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MEM_MGR-3-POOL_STATS_PARM_ERR : pool handle [hex], stats addr [hex]

Explanation An attempt to read memory pool statistics failed due to a bad parameter 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

MEM_PROXY Messages

Error Message %MEM_PROXY-3-PROXY_IPC_PAK_ALLOC_FAILED :

Explanation Allocation of IPC packet 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MEM_PROXY-3-PROXY_IPC_SEND_FAILED : [chars]

Explanation Could not send IPC request for more 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

MLRIB Messages

Error Message %MLRIB-3-MLRIB_L2_ERROR_DELETING_TOPOLOGY: Error deleting routing topology scope %d information from routing database

Explanation This condition occurs when the information about a routing topology scope in the routing database gets corrupted and does not fully match with the expected information of the routing topology to be deleted.

Recommended Action Consider reconfiguring the routing topology scope. If the error persists reload the router

Error Message %MLRIB-3-MLRIB_L2_ERROR_DELETING_VPN: Error deleting private network %d information from routing database

Explanation This occurs when the information about a private network in the routing database gets corrupted and does not fully match with the expected information of the private network to be deleted.

Recommended Action Consider reconfiguring the private network. If the error persists reload the router

Error Message %MLRIB-4-MLRIB_CLIENT1_ROUTE_REPOPULATION_TIME_EXCEEDED: A routing database client id %d failed to complete route repopulation: Layer %d sub address family %d and routing client instances %d

Explanation Routing database client did not complete route repopulation within the allotted amount of time after a system failover.

Recommended Action Contact TAC for further investigation of this issue and provide them with the following logs: show mlrib layer2 log event all, show mlrib layer2 log error all, show mlrib layer2 log trace all, show mlrib common log event all, show mlrib common log error all and show logging

Error Message %MLRIB-4-MLRIB_CLIENT2_ROUTE_REPOPULATION_TIME_EXCEEDED: A routing database client id %d failed to complete route repopulation: Layer %d sub address family %d and routing client instances %d

Explanation Routing database client did not complete route repopulation within the allotted amount of time after a system failover.

Recommended Action Contact TAC for further investigation of this issue and provide them with the following logs: show mlrib layer2 log event all, show mlrib layer2 log error all, show mlrib layer2 log trace all, show mlrib common log event all, show mlrib common log error all and show logging

Error Message %MLRIB-4-MLRIB_CLIENT3_ROUTE_REPOPULATION_TIME_EXCEEDED: A routing database client id %d failed to complete route repopulation: Layer %d sub address family %d and routing client instances %d

Explanation Routing database client did not complete route repopulation within the allotted amount of time after a system failover.

Recommended Action Contact TAC for further investigation of this issue and provide them with the following logs: show mlrib layer2 log event all, show mlrib layer2 log error all, show mlrib layer2 log trace all, show mlrib common log event all, show mlrib common log error all and show logging

Error Message %MLRIB-4-MLRIB_CLIENT4_ROUTE_REPOPULATION_TIME_EXCEEDED: A routing database client id %d failed to complete route repopulation: Layer %d sub address family %d and routing client instances %d

Explanation Routing database client did not complete route repopulation within the allotted amount of time after a system failover.

Recommended Action Contact TAC for further investigation of this issue and provide them with the following logs: show mlrib layer2 log event all, show mlrib layer2 log error all, show mlrib layer2 log trace all, show mlrib common log event all, show mlrib common log error all and show logging

Error Message %MLRIB-4-MLRIB_ROUTE_REPOPULATION_TIME_EXCEEDED: All routing database client failed to complete route repopulation

Explanation None of the routing database client completed route repopulation within the allotted amount of time after a system failover.

Recommended Action Contact TAC for further investigation of this issue and provide them with the following logs: show mlrib layer2 log event all, show mlrib layer2 log error all, show mlrib layer2 log trace all, show mlrib common log event all, show mlrib common log error all and show logging

Error Message %MLRIB-4-SYSTEM_ROUTE_HIGHWATER_MARK_REACHED: Route system %d has reached its high water mark of %d

Explanation The number of routes installed in a routing database has exceeded a threshold. This condition indicates a high density of routes within this system.

Recommended Action Consider balancing some destinations using additional routing devices

Error Message %MLRIB-4-SYSTEM_ROUTE_LIMIT_REACHED: Routing system %d has reached its maximum route capacity of %d

Explanation The number of routes installed in a routing system has exceeded a preset limit. This condition indicates a high density of routes within this system. No more routes can be installed within this system until the number goes below high water mark of 95% of preset limit.

Recommended Action Consider balancing some destinations using additional routing devices

Error Message %MLRIB-4-TOPOLOGY_ROUTE_HIGHWATER_MARK_REACHED: Route topology scope %d has reached its high water mark of %d

Explanation The number of routes installed in a routing topology scope has exceeded a threshold. This condition indicates a high density of routes within this routing topology scope.

Recommended Action Consider routing some destination via other route topology scopes

Error Message %MLRIB-4-TOPOLOGY_ROUTE_LIMIT_REACHED: Route topology scope %d has reached its maximum route capacity of %d

Explanation The number of routes installed in a route scope topology has exceeded a preset limit. This condition indicates a high density of routes within this scope. No more routes can be installed within this scope until the number goes below high water mark of 95% of preset limit.

Recommended Action Consider routing some destination via other route topology scopes

Error Message %MLRIB-6-MLRIB_L2_PREEMPTIVE_PRIV_NETWORK_NOTIFICATION: A notification was sent preemptively for the private network %d and client id %d

Explanation This condition occurs when the client experiences a large number of notifications.

Error Message %MLRIB-6-MLRIB_REDUNDANCY_PREEMPTIVE_NOTIFICATION: A notification was sent preemptively for the private network %d and client id % after redundancy switchover

Explanation This condition occurs when the client experiences a large number of notifications.

MONITOR Messages

Error Message %MONITOR-3-VPN_EVENT : ipsec : [chars] : [dec] events

Explanation Crypto failure count has reached its limit. This message is just a warning, not an error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MONITOR-6-VIOLATION : list [chars] logged %lu events in %lu sec

Explanation Message logs the number of packets due to a policy violation/drop in the specified threshold and time interval, where the policy is specified by an access list.

Recommended Action This is an informational message. Any changes to the policy can be made as needed, according to the user-configured policy being monitored.

Error Message %MONITOR-6-VIOLATION_0 : list [chars] logged %lu events

Explanation Message logs the number of packets due to a policy violation/drop in the specified threshold and infinite interval, where the policy is specified by an access list.

Recommended Action This is an informational message. Any changes to the policy can be made as needed, according to the user-configured policy being monitored.

MSG_POS_OC3_OC12_SPA Messages

Error Message %MSG_POS_OC3_OC12_SPA-3-AUXC2W_INIT: [chars] (slot [dec]; bay [dec])
Device Auxiliary C2W initialization failed.

Explanation Auxiliary C2W bus initialization failed. It indicates a hardware failure.

Recommended Action Change the hardware or copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MSG_POS_OC3_OC12_SPA-3-DS1844_INIT: [chars] (slot [dec]; bay [dec])
Device DS1844 initialization failed.

Explanation DS1844 potentiometer initialization failed. It indicates a hardware failure.

Recommended Action Change the hardware or copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MSG_POS_OC3_OC12_SPA-3-FRAMER_CREATE: [chars] (slot [dec]; bay [dec]) Device Framer creation failed.

Explanation Framer device creation failed.

Recommended Action Change the hardware or copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MSG_POS_OC3_OC12_SPA-3-FRAMER_INIT: [chars] (slot [dec]; bay [dec]) Device Framer initialization failed.

Explanation Framer device initialization failed. It indicates a hardware failure.

Recommended Action Change the hardware or copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MSG_POS_OC3_OC12_SPA-3-IOFPGA_CREATE: [chars] (slot [dec]; bay [dec]) Device IOFPGA creation failed.

Explanation IOFPGA Device creation failed.

Recommended Action Change the hardware or copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MSG_POS_OC3_OC12_SPA-3-IOPPGA_INIT: [chars] (slot [dec]; bay [dec])
Device IOPPGA initialization failed.

Explanation IOPPGA Device initialization failed. It indicates FPGA associated PLL lock or interrupt issues. It may also indicate a hardware failure.

Recommended Action Change the hardware or copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MSG_POS_OC3_OC12_SPA-3-MAX1668_INIT: [chars] (slot [dec]; bay [dec])
Device MAX1668 initialization failed.

Explanation MAX1668 temperature sensor initialization failed. It indicates a hardware failure.

Recommended Action Change the hardware or copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MSG_POS_OC3_OC12_SPA-3-RESOURCE_ERROR: [chars] ([hex], [hex], [hex])
[chars]

Explanation Failed to get required interface.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MSG_POS_OC3_OC12_SPA-3-SMM665_INIT: [chars] (slot [dec]; bay [dec])
Device SMM665 initialization failed.

Explanation SMM665 Summit Controller initialization failed. It indicates a hardware failure.

Recommended Action Change the hardware or copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MSG_POS_OC3_OC12_SPA-3-SPI42_CREATE: [chars] (slot [dec]; bay [dec])
Device SPi42 creation failed.

Explanation SPi42 Device creation failed.

Recommended Action Change the hardware or copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MSG_POS_OC3_OC12_SPA-3-SPI42_INIT: [chars] (slot [dec]; bay [dec])
Device SPi42 initialization failed.

Explanation SPi42 Device initialization failed. It indicates a hardware failure.

Recommended Action Change the hardware or copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MSG_POS_OC3_OC12_SPA-3-XCVR_ANALYZE: [chars] (slot [dec]; bay [dec]; port [dec]) Tranceiver analyze failed.

Explanation Tranceiver analyze failed.

Error Message %MSG_POS_OC3_OC12_SPA-3-XCVR_RATE_NOTSUPPORTED: [chars] (slot [dec]; bay [dec]) Tranceiver rate not supported on the SPA.

Explanation Tranceiver rate not supported on the SPA.

Recommended Action Remove the tranceiver module and insert a valid module with rate that is supported on the SPA.

MX Messages

Error Message %MX-3-BADFEAT : [chars]: [dec]

Explanation Software detected the use of an invalid feature enumeration, which may be the result of incompatible software versions on different system components.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MX-3-BADMAGIC : [chars]: %04x in [hex]

Explanation A data structure inconsistency was detected in a buffer header, possibly as the result of memory corruption. A buffer has been dropped because of this, resulting in a memory leak and potential system unreliability.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. If the system becomes unstable, restarting or reloading the affected component should correct the instability.

Error Message %MX-3-BADPOOL : [chars]: [int]

Explanation Software detected the use of an invalid pool index, which may be the result of incompatible software versions on different system components.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MX-3-BADSTART : [chars]: [hex] (current [hex], size [int])

Explanation A software error was detected during an attempt to increase the size of an external memory region.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MX-3-CARVE : [chars]: size [int] too small

Explanation A software error resulted in an attempt to create buffers in an area of memory that was too small.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MX-3-INITBUFHDR : [chars]: mgmt memory allocation failure (size [int])

Explanation There is insufficient memory provided for initialization of the external memory manager, which will cause features that manage packets in multiple pieces, or that directly export data, not to 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MX-3-MAXPOOLS : too low

Explanation A source code inconsistency was detected.

Recommended Action Increase the number of pools allowed.

Error Message %MX-3-RESIZE : [chars]: non-contiguous resize: orig [hex]/[hex], new [hex]/[hex]

Explanation A software error was detected during a resize operation on the specified memory region.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MX-6-NOBUFHDR : [chars]

Explanation An attempt to add buffers within a memory region 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %MX-6-NOMEM : [chars] bufhdr allocation failure

Explanation An attempt to allocate memory failed. This could cause features that manage packets in multiple pieces, or that directly export data, not to work properly in some cases.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

NAT Messages

Error Message %NAT-3-ALLOC_FAIL : data [hex]

Explanation A request for memory allocation failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %NAT-3-CHUNK_ID_MISMATCH : id [int] not found

Explanation The chunk ID provided by the client does not match any of the available chunk IDs.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %NAT-3-DEFAULT_MAX_ENTRIES : default maximum entries value [dec] exceeds

Explanation This is an informational message that occurs when NAT is configured and a frame is dropped due to the default maximum entries limit. Beginning in Cisco IOS XE Release 2.5 (12.2(33)XNE), NAT will use a default for max-entries in the data plane based on the ESP type. This will not show in the configuration and is overridden by user configuration of the **ip nat translation max-entries** command. The purpose of the default data plane limit is to protect the box from memory exhaustion which could occur if no limit is enforced.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %NAT-3-EMPTY_CHUNK : id [int]

Explanation The memory provided by the client to the datapath initialization is null.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %NAT-3-HA_BULK_SYNC_FAIL : flags [hex]

Explanation There was a failure and the NAT bulk synchronization did not occur.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %NAT-3-HA_COULD_NOT_ALLOC_ADDR : addr [hex] port [hex]

Explanation The standby NAT could not allocate the address requested by the active instance.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %NAT-3-HA_COULD_NOT_CLR : Standby temporarily unable to process clea

Explanation A request from the active to process a clear translation failed. Retry.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %NAT-3-HA_COULD_NOT_CREATE_BIND : idomain [dec] orig adr [hex] port [hex] trans adr [hex] port [hex] vrf [hex] prot [hex]

Explanation Standby could not create the bind indicated by the HA 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %NAT-3-HA_COULD_NOT_CREATE_SESS : in_orig adr [hex] port [hex]
out_trans adr [hex] port [hex] vrf [hex] prot [hex] cook %lld

Explanation Standby could not create the session indicated by the HA 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %NAT-3-HA_COULD_NOT_FIND_MATCHING_SESS : values (msg/session): in_orig
adr ([hex]/[hex]) port ([hex]/[hex]) out_trans adr ([hex]/[hex])\ port
([hex].[hex])

Explanation Standby could not find the matching session indicated by the HA 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %NAT-3-HA_COULD_NOT_FIND_POOL : pool_id [dec]

Explanation The standby NAT could not find the pool indicated by the active instance.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %NAT-3-HA_COULD_NOT_FIND_SESS : in_orig adr [hex] port [hex] out_trans adr [hex] port [hex] vrf [hex] prot [hex] cook [hex] [hex]

Explanation Standby could not find the session indicated by the HA 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %NAT-3-HA_COULD_NOT_LOCK_PARENT : in_orig adr [hex] port [hex] out_trans adr [hex] port [hex] vrf [hex] prot [hex] cook %lld

Explanation Standby could not lock parent of the session.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %NAT-3-HA_INVALID_MSG_RCVD : invalid value [dec] opcode [hex] version [hex]

Explanation Standby received an invalid NAT HA 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %NAT-3-HA_INVALID_STATE : state [dec]

Explanation An invalid HA state was received from the HA infrastructure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %NAT-3-HA_NO_BUF :

Explanation There was not enough memory to send the HA record.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %NAT-3-HA_STANDBY_CLR_DB_FAILED : rc=[dec]

Explanation Standby failed trying to clear database with indicated return 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %NAT-3-HSL_ALLOC_FAIL : [chars]

Explanation High-speed logging memory allocation failed. When this happens the event will not be exported to the collector. This indicates a temporary condition when the system runs low on memory. The failure does not have any affect on the operation of NAT.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %NAT-3-MAPPING_REFCNT_FAIL : refcount [dec]

Explanation The mapping reference count is below zero. This indicates that the reference count incrementing and decrementing operations are out of synchronization.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %NAT-3-PER_VFR_HSL_ADD_FAILED :

Explanation The attempt to turn on NAT HSL for a vrfid %d failed. Remove configuration and try again.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %NAT-3-POOL_ADD_FAIL : pool-id [dec] rc [dec]

Explanation A request to the data plane to add or update a pool has failed To clean up remove pool configuration and try re-adding it.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %NAT-3-RMAP_OP_FAIL : Routemap hash table not set up (attempted [chars])

Explanation An operation was attempted on the route map hash table, but the hash table has not yet been 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %NAT-3-STATIC_MAP_ADD_FAIL : local addr [hex] global addr [hex] [chars]

Explanation The addition of a static NAT mapping failed due to listed reason. This mapping will be in the Cisco IOS XE configuration, but is not active in the data plane.

Recommended Action Remove the mapping from the configuration. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %NAT-4-DEFAULT_MAX_ENTRIES : default maximum entries value [dec] exceede

Explanation This is an information message which occurs when NAT is configured and a frame is dropped due to the default maximum entries limit. Starting with release 5, XNE, NAT will use a default max-entries in the data plane based on the ESP type. This will not show in the configuration

and is overridden by any user configuration of 'ip nat trans max-entries [value]'. The purpose of the default data plane limit is to protect the box from memory exhaustion which could occur if no limit is enforced.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %NAT-4-HA_INVALID_MSGVER_RCVD : invalid version [dec]

Explanation Standby received an invalid NAT HA 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %NAT-6-LOG_TRANSLATION : [chars] Translation [chars] %Ci:[dec]
%Ci:[dec] %Ci:[dec] %Ci:[dec] [dec]

Explanation A translation was created as a result of either a configuration or traffic flowing through the NAT subsystem.

Recommended Action This is a debug message only and appears only when logging is turned on. No action is required.

NAT64 Messages

Error Message %NAT64-6-V4UDP_0CSUM_FRAG: source IP %Ci dest IP %Ci source port %d
dest port %d, MSGDEF_LIMIT_MEDIUM

Explanation A first fragment of an IPv4 UDP packet with 0 checksum has been dropped.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %NAT64-6-V6UDP_OCSUM: src IP %CI dest IP %CI src port %d dest port %d, MSGDEF_LIMIT_MEDIUM

Explanation IPv6 UDP packet with 0 checksum has been dropped.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

NET_CLK_SEL Messages

Error Message %NET_CLK_SEL-6-NETCLK_HOLDOVER_TIMEOUT: Network clock holdover timeout exceeded for reference %d

Explanation Network clock holdover time out.

Recommended Action No action is required.

Error Message %NET_CLK_SEL-6-NETCLK_SET_AUTOMATIC: Network clock selection seto automatic mode

Explanation Network clock selection by the hardware.

Recommended Action No action is required.

Error Message %NET_CLK_SEL-6-NETCLK_SET_FORCE: Network clock selection forced.

Explanation Network clock selection forced by operator.

Recommended Action No action is required.

Error Message %NET_CLK_SEL-6-NETCLK_STATE_CHANGE: Network clock state change to %s (%s)

Explanation Network clock state change.

Recommended Action No action is required.

NETCLK Messages

Error Message %NETCLK-5-NETCLK_CHANGE: Network clock source transitioned from priority [dec] [chars] to priority [dec] [chars]

Explanation This notice indicates a change in the clock source.

Recommended Action No action required.

Error Message %NETCLK-4-NETCLK_CMD_FAIL: NULL

Explanation This message indicates that a network clock command from RP to IOS-SR or SPAs has failed.

Recommended Action The message can be ignored if the carrier card was reloaded or powered down. Otherwise, copy the message exactly as it appears on the console or in the system log. Enter the **show logging** and **show network-clocks** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging** and **show network-clocks** commands and your pertinent troubleshooting logs.

Error Message %NETCLK-5-NETCLK_MODE_CHANGE: Network clock source not available. The network clock has changed to [chars]

Explanation This message indicates that a network clock command from RP to IOS-SR or SPAs has failed.

Recommended Action The message can be ignored if the carrier card was reloaded or powered down. Otherwise, copy the message exactly as it appears on the console or in the system log. Enter the **show logging** and **show network-clocks** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging** and **show network-clocks** commands and your pertinent troubleshooting logs.

Error Message %NETCLK-5-NETCLK_PHASE_LOST: Network clock source not available. Phase-lost on clock priority [dec] [chars]

Recommended Action No action required

NILE Messages

Error Message %NILE_ASIC-2-TCAM_PARITY_ARRAY_ERR: TCAM4 Parity Array Error at Asic: %d TCAM Index: 0x%x Application: %s Region %s

Explanation The system detected a parity error in the TCAM4 and the entry was invalidated. This will result in unexpected traffic forwarding behavior.

Recommended Action Reload switch.

Error Message %NILE_ASIC-2-TCAM_PARITY_IO_ERR: TCAM4 Parity IO Error at Asic: %d

Explanation The system detected a parity error in the TCAM4 IO. This will result in unexpected traffic forwarding behavior.

Recommended Action Reload switch.

Error Message %NILE_ASIC-2-TCAM_PHASE_ERR: TCAM4 Phase Error Detected at Asic: %d.

Explanation The system detected a phase error in the TCAM4. This is considered a fatal error.

Recommended Action Reload switch.

Error Message %NILE_LICENSE-1-LICENSE_REGISTER_FAILED: %s - rc = %d

Explanation Licensing 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

OBJGROUP Messages

Error Message %OBJGROUP-3-CLASSMAP: Failed to perform classmap filter %s operation

Explanation Operation to modify classmap filter 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the

Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %OBJGROUP-3-CREATEFAIL: Failed to create/initialize internal data structures

Explanation Operation to create/initialize internal data structures 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %OBJGROUP-3-QFAIL: Failed to perform queue operation '%s'

Explanation Operation to perform processing on internal queue has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %OBJGROUP-4-BADCHILD: Object-group '%s' has bad child '%s'

Explanation Object-group has reference to invalid child object-group.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %OBJGROUP-4-BADCLASSMAP: Internal match structure points to invalid class-map '%s'

Explanation Object-group has reference to invalid child object-group.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %OBJGROUP-4-BADMATCH: Invalid internal match structure in class-map '%s' type %u

Explanation Object-group has reference to invalid match.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %OBJGROUP-4-BADOG: Reference to non-existent object-group '%s'

Explanation Internal structure references non-existent object-group.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %OBJGROUP-4-BADREFCNT: Bad reference counter classmap '%s' sgtid %u filter %u

Explanation Reference counter value indicates database 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the

Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %OBJGROUP-4-EINVAL: Unexpected input value

Explanation An unexpected input value to a function was 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %OBJGROUP-4-INVALIDCMD: Invalid subcommand %u

Explanation Attempt to configure invalid subcommand.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %OBJGROUP-4-INVALIDFILTER: Invalid filter type %u for classmap '%s'

Explanation Filter type for match statement was unknown/invalid.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %OBJGROUP-4-TOOMANYSGT: Exceeded maximum allowed SGT's (%u) in a class-map group-object match statement

Explanation The cumulative number of SGTs in a class-map match statement has exceeded the maximum allowed. The number of SGTs includes those in object-groups as well as child object-groups within the hierarchy.

Recommended Action Limit the number of SGTs in the object-group hierarchy referenced by the class-map match statement

OCE_FORWARDING Messages

Error Message %OCE_FORWARDING-2-CAUSE_FRR_BACKUP_LABEL_ERR : FRR OCE node protection error no backup label

Explanation No backup label available for FRR when node protection is invoked.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %OCE_FORWARDING-2-CAUSE_FRR_STATE_ERR : Illegal FRR OCE state - FRR OCE state = [dec]

Explanation Invalid FRR OCE 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %OCE_FORWARDING-2-CAUSE_ILLEGAL_OBJ_ERR : ILLEGAL OCE - unexpected oce

Explanation This object should not be seen by the forwarding 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %OCE_FORWARDING-3-CAUSE_IPV6_ERR : IPv6 not supported, dropping packet

Explanation IPv6 over MPLS is not supported.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %OCE_FORWARDING-2-CAUSE_OCE_LINKTYPE_ERR : LINKTYPE ERROR OCE - Linktype error in oce

Explanation Link type not supported in OCE.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %OCE_FORWARDING-3-CAUSE_OCE_ADJ_ID : hash table not initialized

Explanation OCE adjacency ID handle hash 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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %OCE_FORWARDING-3-CAUSE_OCE_CHAIN_ERR : OCE chain error, dropping packet

Explanation OCE chain pointer contain an error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %OCE_FORWARDING-3-CAUSE_OCE_CHOICE_ERR : OCE Choice unsupported link error, [chars] 0x%X

Explanation OCE Choice unsupported link 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %OCE_FORWARDING-3-CAUSE_OCE_COUNTER_EXCEED_STACK : OCE counter stack exceed

Explanation OCE counter exceed the allocated stack size.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %OCE_FORWARDING-3-CAUSE_OCE_INJECT_ADJ : unexpected subtype

Explanation OCE adjacency ID is of unknown fix up subtype.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

OOM Messages

Error Message %OOM-3-NO_MEMORY_AVAIL : The system is very low on available memory. Operations will begin to fail.

Explanation The system has exhausted all available memory. It is not possible to continue stable operation.

Recommended Action The system has exhausted all available memory and stable operation is no longer possible.

Error Message %OOM-0-NO_MEMORY_RESET : The system is completely out of available memory. The board will be reset.

Explanation The system has exhausted all available memory and the hardware component will be reset.

Recommended Action Review other messages related to low memory states and see if those messages contain any information about an issue that can be addressed. 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

OTV_APP Messages

Error Message %OTV_APP-3-INVALID_CLIENT_REG: OTV was unable to register with RIB

Explanation This is a RIB error triggered when an OTV Application routine tried to register as a client with MLRIB.

Recommended Action This error message likely indicates an internal IOS software issue. As a result the internal state of the device may now be incorrect and one should reboot the device. If this continues use the Cisco software defect search tool to determine if this issue has been fixed in a later software release. If no defect is found then contact your Cisco technical support representative and provide the representative with the exact error message seen as well as the version of IOS being used.

Error Message %OTV_APP-3-INVALID_DELETE_MAC_FLOOD: otv mac flood %e was not deleted from the RIB, the return code was %x

Explanation This is a RIB error, which was triggered when an OTV Application routine tried to delete a route to the data base.

Recommended Action This error message likely indicates an internal IOS software issue. As a result the internal state of the device may now be incorrect and one should reconfigure otv mac flood and try deleting it. If this error continues use the Cisco software defect search tool to determine if this issue has been fixed in a later software release. If no defect is found then contact your Cisco technical support representative and provide the representative with the exact error message seen as well as the version of IOS being used.

Error Message %OTV_APP-3-INVALID_EVENT_THREAD: An OTV Application routine was called by an invalid thread

Explanation This is an internal error triggered when an OTV Application routine is called incorrectly.

Recommended Action This error message likely indicates an internal IOS software issue. As a result the internal state of the device may now be incorrect and a reboot of the device should be performed. Use the Cisco software defect search tool to determine if this issue has been fixed in a later software release. If no defect is found then contact your Cisco technical support representative and provide the representative with the exact error message seen as well as the version of IOS being used.

Error Message %OTV_APP-3-INVALID_MCAST_MAPPING: OTV was unable to process ISIS mapping received

Explanation This is an ISIS error triggered when an ISIS tries to send an invalid mapping to OTV.

Recommended Action This error message likely indicates an internal IOS software issue. As a result the internal state of the device may now be incorrect and one should reboot the device. If this continues use the Cisco software defect search tool to determine if this issue has been fixed in a later software release. If no defect is found then contact your Cisco technical support representative and provide the representative with the exact error message seen as well as the version of IOS being used.

Error Message %OTV_APP-3-INVALID_ROUTE_REDIST_REG: OTV was unable to register for route redistribution

Explanation This is a RIB error, which was triggered when an OTV Application routine tried to send a redistribution request.

Recommended Action This error message likely indicates an internal IOS software issue. As a result the internal state of the device may now be incorrect and one should reconfigure the overlay. If this continues use the Cisco software defect search tool to determine if this issue has been fixed in a later software release. If no defect is found then contact your Cisco technical support representative and provide the representative with the exact error message seen as well as the version of IOS being used.

Error Message %OTV_APP-3-INVALID_UPDATE_MAC_FLOOD: otv mac flood %e was not added to the RIB, the return code was %x

Explanation This is a RIB error, which was triggered when an OTV Application routine tried to add a route to the data base.

Recommended Action This error message likely indicates an internal IOS software issue. As a result the internal state of the device may now be incorrect and one should reconfigure otv mac flood. If this error continues to occur use the Cisco software defect search tool to determine if this issue has been fixed in a later software release. If no defect is found then contact your Cisco technical support representative and provide the representative with the exact error message seen as well as the version of IOS being used.

OUTPUT_CLK_SEL Messages

Error Message %OUTPUT_CLK_SEL-3-GEN_FRM_FRCL: BITS Framer Receive Carrier Loss

Explanation This msg reports interrupt changes.

Recommended Action No action is required.

Error Message %OUTPUT_CLK_SEL-3-GEN_FRM_RLOS: BITS Receive Loss of Sync

Explanation This msg reports interrupt changes.

Recommended Action No action is required.

Error Message %OUTPUT_CLK_SEL-3-GEN_FRM_RUA1: BITS Receive Unframed All One's (T1 Blue Alarm, E1 AIS)

Explanation This msg reports interrupt changes.

Recommended Action No action is required.

Error Message %OUTPUT_CLK_SEL-6-T4DPLL_CLK_STATE_CHANGE: Output clock state changed to %s.

Explanation Output clock state changed.

Recommended Action No action is required.

PA_PKT Messages

Error Message %PA_PKT-3-PA_DLIST_MEM_REQ_FAILED :

Explanation Failure occurred when attempting to request segmented packet 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PA_PKT-3-PA_MCST_DUP_FAILURE : [chars]

Explanation PA multicast replication failed to allocate duplicate the requisite PA structures.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PA_PKT-3-PA_MCST_GPM_ALLOC_FAILURE : [chars]

Explanation PA multicast replication failed to allocate required GPM.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PA_PKT-3-PA_MCST_REPL_DESC_OVERFL : [chars]

Explanation PA multicast gather descriptor list exceeded limit of 255 entries.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PA_PKT-3-PA_PUT_FAILURE : [chars]

Explanation The PA API layer failed to complete a requested WRITE into packet 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PA_PKT-3-PA_VFR_CALLBACK_ARGS_ERROR : [chars] [hex]

Explanation PA vFR callback input args error.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %PA_PKT-4-PA_CALLBACK_ALLOC_FAILED : [dec] [dec]

Explanation The system could not allocate the vFR callback list.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PA_PKT-5-PA_DLIST_ALLOC_FAILED :

Explanation The system failed to allocate segmented packet list header.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

PA_PKT_PROXY Messages

Error Message %PA_PKT_PROXY-2-PROXY_IPC_INIT_FAILED : [dec]

Explanation The system could not initialize the IPC handler.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PA_PKT_PROXY-3-PROXY_IPC_EXTENDED_PKT_MEM_INIT_FAILED : [dec]

Explanation Initialization of extended packet memory 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PA_PKT_PROXY-3-PROXY_IPC_INVALID_MSG : [dec]:[dec] len [dec] flags [hex] source [dec]

Explanation Invalid length for 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PA_PKT_PROXY-3-PROXY_IPC_PBUF_EXTEND_FAILED : [dec]

Explanation Extending of packet buffer header memory 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PA_PKT_PROXY-3-PROXY_IPC_PBUF_MEM_INIT_FAILED : [dec]

Explanation Initialization of packet buffer header memory 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PA_PKT_PROXY-3-PROXY_IPC_PKT_DRAM_EXTEND_FAILED : [dec]

Explanation Extension of extended packet memory 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PA_PKT_PROXY-3-PROXY_IPC_SEG_DLIST_EXTEND_FAILED : [dec]

Explanation Extending the segmented packet dlist memory 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PA_PKT_PROXY-3-PROXY_IPC_SEG_DLIST_MEM_INIT_FAILED : [dec]

Explanation Initialization of segmented packet dlist memory 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PA_PKT_PROXY-3-PROXY_IPC_INIT_FAILED : [dec]

Explanation The system was unable to initialize IPC handler.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PA_PKT_PROXY-4-PROXY_IPC_INVALID_MSG : [dec]:[dec] len [dec] flags [hex] source [dec]

Explanation The system detected an invalid length for 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PA_PKT_PROXY-4-PROXY_IPC_UNKNOWN_SUBTYPE : [dec]

Explanation The system detected an IPC message of unknown type.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

PAM_UPDB Messages

Error Message %PAM_UPDB-3-NOPROMPT_READ : Error reading [chars] prompt: [chars]

Explanation The authentication module was unable to read the specified prompt file. The default prompt will be used.

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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PAM_UPDB-3-NOENVIRONMENT_SET : Error setting user in application environment: [chars]

Explanation The user has successfully authenticated, but the user information could not be saved to the application environment. The user session will not proceed.

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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

PBUF Messages

Error Message %PBUF-3-PBUF_MEM_INIT_FAILED : [chars]

Explanation Failure occurred when attempting to create memory resource.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PBUF-3-PBUF_MEM_REQ_FAILED :

Explanation Failure occurred when attempting to request extended packet 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PBUF-3-PBUF_PKT_MEM_CORRUPT : [hex] [hex]

Explanation Memory corruption was detected while freeing extended packet 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PBUF-3-PBUF_SH_DRAM_CVT_FAIL : [chars]

Explanation An attempt to convert a shared DRAM buffer to non-shared status 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

PERF_MONITOR_RESOURCE Messages

Error Message %PERF_MONITOR_RESOURCE-1-RM_CLEAR: RESOURCE EVENT CLEAR. Measurement impacting event cleared for Event Type - %s, Event description - %s

Explanation A Resource Manager Event clear indicates that a previously reported lack of resources has been corrected. The event type and event description provide the nature of the lack of resources. Measurement accuracy for performance monitoring will only be restored when all outstanding events have been cleared.

Recommended Action No action is required.

Error Message %PERF_MONITOR_RESOURCE-1-RM_SET: RESOURCE EVENT RAISE. Loss of Confidence in the measurement due to Event Type - %s, Event description - %s

Explanation A Resource Manager Event is logged when certain resources are not available. The event type and event description provide the nature of the lack of resources. Measurements reported by Performance Monitoring are not accurate either for entire device, specific monitor or specific flow until the event is cleared.

Recommended Action No action is required.

PERF_TRAFFIC_INFRA Messages

Error Message %PERF_TRAFFIC_INFRA-3-CHUNKCREATE: Failed to chunk create memory for %s

Explanation Unable to chunk create memory chunk.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PERF_TRAFFIC_INFRA-3-CHUNKDESTROY: Failed to chunk destroy memory for %s

Explanation Unable to chunk destroy memory chunk.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PERF_TRAFFIC_INFRA-3-CHUNKMALLOC: Failed to malloc chunk memory for %s

Explanation Unable to malloc memory chunk, malloc failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the

Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PERF_TRAFFIC_INFRA-3-CHUNK_INIT: Chunk is not initialized - %s

Explanation Chunk memory is not created or failed to be created.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PERF_TRAFFIC_INFRA-3-CONV_FAILURE: Conversion failed - %s

Explanation Conversion from one format to another 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PERF_TRAFFIC_INFRA-3-DEFRECCREATE: Creation of default-record %s failed - reason %s

Explanation Failed to create system defined default flow-records.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PERF_TRAFFIC_INFRA-3-EXP_ATTR: Failed to set flow attribute for exporter - %s

Explanation An error occurred when setting flow attribute use to transform match and collect metrics to export 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PERF_TRAFFIC_INFRA-3-FDEF_NOTIFY: Failed to register PD flow definition %s

Explanation The flow definition received from ME or PD is NULL.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PERF_TRAFFIC_INFRA-3-FDEF_TEMP: Invalid flow definition template - %s

Explanation The template was not initialized during system initialization.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PERF_TRAFFIC_INFRA-3-FIELDENA: Enable fnf field %s failed - %s

Explanation Failed to enable a field for use with a configuration.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the

Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PERF_TRAFFIC_INFRA-3-FLOW_EXCEED: The number of flows has exceeded 95% of the configured maximum flow. %s

Explanation This is warning message if the flow size exceeds the maximum 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PERF_TRAFFIC_INFRA-3-FLOW_NONEXCEED: The number of flows is below 85% of the configured maximum flow. %s

Explanation This is info message if the flow size falls below the maximum 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PERF_TRAFFIC_INFRA-3-FNFPARSERENA: Enable flow monitor parser failed - %s

Explanation Failed to enable performance monitor typed monitor.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PERF_TRAFFIC_INFRA-3-INVCMDB: Invalid cmd type %d to %s

Explanation This is an internal error, the command type is invalid.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PERF_TRAFFIC_INFRA-3-INVCRIT: Invalid react criteria %d to %s

Explanation This is an internal error, the saved react criteria 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PERF_TRAFFIC_INFRA-3-INVFIELDTYPE: Enable fnf field %d failed - invalid field type

Explanation Failed to enable a field for use with a configuration.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PERF_TRAFFIC_INFRA-3-INVMODE: Invalid performance-monitor configuration mode

Explanation This is an internal error, the configuration sub mode is invalid.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the

Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PERF_TRAFFIC_INFRA-3-INVMONITOR: The flow monitor pointer is invalid

Explanation An internal error occurred. The performance-monitor pointer saved in the common monitor is NULL.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PERF_TRAFFIC_INFRA-3-INV_ARG: The argument is not valid - %s

Explanation An internal error occurred. The argument for an internal API is not valid.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PERF_TRAFFIC_INFRA-3-INV_COMMON_MONITOR: The common monitor ptr is invalid

Explanation An internal error occurred. The common monitor ptr saved in the performance-monitor monitor is NULL.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PERF_TRAFFIC_INFRA-3-INV_MONITOR_TYPE: The monitor type %d is invalid

Explanation An internal error occurred. The monitor type is out of the range.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PERF_TRAFFIC_INFRA-3-INV_POLICY_MAP: The retrieved policy map is invalide - %s

Explanation An internal error occurred. The policy map saved in csb is invalid.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PERF_TRAFFIC_INFRA-3-INV_REACT: react is not valid - %s

Explanation This is an internal error, the saved react info 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PERF_TRAFFIC_INFRA-3-INV_TARGET: A target object does not exist - %s

Explanation An internal error occurred. Try to access a null target object.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the

Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PERF_TRAFFIC_INFRA-3-MEMLEAK: Memory leak detected - %s

Explanation A memory leak is detected during media-mon memory handling.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PERF_TRAFFIC_INFRA-3-MMONOBJDUP: A mmon_obj already exists for policy %s class %s

Explanation A mmon object already exists in the MMON DB under the same policy and class for CLASS_ADD.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PERF_TRAFFIC_INFRA-3-MMONOBJINV: A mmon_obj does not exist for policy %s class %s

Explanation Unable to find an existing mmon object for event CLASS_REMOVE and CLASS_MODIFY.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PERF_TRAFFIC_INFRA-3-MONITOR_CREATE: Failed to create Monitor at Metering layer. Error - %s

Explanation Failed to create monitor at Metering layer for this policy. The error code provides the reason for failure. No statistics will be collected.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PERF_TRAFFIC_INFRA-3-MONITOR_DELETE: Failed to delete Monitor at Metering layer. Error - %s

Explanation Failed to delete monitor at Metering layer for this policy. The error code provides the reason for 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PERF_TRAFFIC_INFRA-3-MONITOR_SYNC: Out of sync - %s

Explanation This is an internal error, the reference count in flow monitor reached negative.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PERF_TRAFFIC_INFRA-3-NOPARENTMMONOBJ: Internal error, target has no parent mmon object

Explanation None valid pointer to mmon object found in target object for CLASS_REMOVE.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at

<http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PERF_TRAFFIC_INFRA-3-NULLFLOW: A flow does not exist

Explanation An internal error occurred. Try to access a null flow.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PERF_TRAFFIC_INFRA-3-NULLHIST: A history bucket does not exist

Explanation An internal error occurred. Try to access a null history.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PERF_TRAFFIC_INFRA-3-PROC_MSG: Failed to process received record - %s

Explanation Failure during the process of handling the received fnf record.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PERF_TRAFFIC_INFRA-3-RECSETKEY: Adding key fields for default-record %s failed - reason %s

Explanation Failed to add key fields for defined default flow-records.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PERF_TRAFFIC_INFRA-3-RECSETNONKEY: Adding non-key fields for %s default-record failed - reason %s

Explanation Failed to add non-key fields for defined default flow-records.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PERF_TRAFFIC_INFRA-3-RECSETPROP: Setting property for %s default-record failed - reason %s

Explanation Failed to set properties for system defined default flow-records.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PERF_TRAFFIC_INFRA-3-RESETMODE: Failed to reset csb vars

Explanation Reset of the csb vars failed due to lack of memory.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the

Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PERF_TRAFFIC_INFRA-3-SIB_LINK: sib member %u with %u, error %s

Explanation Failed to link two sibling members in the MMON PD.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PERF_TRAFFIC_INFRA-3-SIB_UNLINK: sib member %u from %u, error %s

Explanation Failed to unlink two sibling members in the MMON PD.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

PERF_TRAFFIC_METER Messages

Error Message %PERF_TRAFFIC_METER-3-INITFAIL: Metering engine initialization fail - %s

Explanation An internal error occurred. Unable to initialize the performance monitor metering engine.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PERF_TRAFFIC_METER-3-MONITOR_UNBIND: Failed to unbind monitor from target. Error - %s

Explanation Failed to unbind monitor at Metering layer for this target. The error code provides the reason for 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

PERF_TRAFFIC_REACT Messages

Error Message %PERF_TRAFFIC_REACT-0-EMERGCLEAR: TCA CLEAR. Detailed info: %s%s%s%s

Explanation A threshold crossing alarm is cleared. The alarm severity is EMERGENT.

Recommended Action No action is required.

Error Message %PERF_TRAFFIC_REACT-0-EMERGSET: TCA RAISE. Detailed info: %s%s%s%s

Explanation A threshold crossing alarm is raised. The alarm severity is EMERGENT. system is unusable.

Recommended Action No action is required.

Error Message %PERF_TRAFFIC_REACT-1-ALERTCLEAR: TCA CLEAR. Detailed info: %s%s%s%s

Explanation A threshold crossing alarm is cleared. The alarm severity is ALERT.

Recommended Action No action is required.

Error Message %PERF_TRAFFIC_REACT-1-ALERTSET: TCA RAISE. Detailed info: %s%s%s%s

Explanation A threshold crossing alarm is raised. The alarm severity is ALERT.

Recommended Action No action is required.

Error Message %PERF_TRAFFIC_REACT-2-CRITCLEAR: TCA CLEAR. Detailed info: %s%s%s%s

Explanation A threshold crossing alarm is cleared. The alarm severity is CRITICAL.

Recommended Action No action is required.

Error Message %PERF_TRAFFIC_REACT-2-CRITSET: TCA RAISE. Detailed info: %s%s%s%s%s

Explanation A threshold crossing alarm is raised. The alarm severity is CRITICAL.

Recommended Action No action is required.

Error Message %PERF_TRAFFIC_REACT-2-INFOCLEAR: TCA CLEAR. Detailed info: %s%s%s%s%s

Explanation A threshold crossing alarm is cleared. The alarm severity is INFO.

Recommended Action No action is required.

Error Message %PERF_TRAFFIC_REACT-2-INFOSET: TCA RAISE. Detailed info: %s%s%s%s%s

Explanation A threshold crossing alarm is raised. The alarm severity is INFO.

Recommended Action No action is required.

Error Message %PERF_TRAFFIC_REACT-3-ERRCLEAR: TCA CLEAR. Detailed info: %s%s%s%s%s

Explanation A threshold crossing alarm is cleared. The alarm severity is ERROR.

Recommended Action No action is required.

Error Message %PERF_TRAFFIC_REACT-3-ERRSET: TCA RAISE. Detailed info: %s%s%s%s%s

Explanation A threshold crossing alarm is raised. The alarm severity is ERROR.

Recommended Action No action is required.

PKTLOG Messages

Error Message %PKTLOG-1-PROXY_MEM_APPEND_ERR : [int] [int] [int]

Explanation The system could not add memory to the memory pool.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PKTLOG-1-PROXY_MEM_RET_ERR : [chars] [int] [int] [int]

Explanation IPC failed and could not return 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PKTLOG-2-PROXY_IPC_SET_FAILED : [chars]

Explanation Packet logger proxy IPC handler 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PKTLOG-3-PKTLOG_IPC_SEND_FAILED : [chars] [chars]

Explanation Transmission of an IPC message by the packet logger failed. Access control list and statistics lost.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PKTLOG-3-PROXY_BAD_SUBTYPE : [dec]

Explanation Invalid subtype was passed to packet logger proxy IPC handler.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PKTLOG-3-PROXY_IPC_ALLOC_FAILED : [chars]

Explanation Allocation of an IPC packet buffer by the packet logger proxy 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PKTLOG-3-PROXY_IPC_SEND_FAILED : [chars] [chars]

Explanation Transmission of an IPC message by the packet logger proxy 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PKTLOG-4-PKTLOG_IPC_ALLOC_FAILED : [chars]

Explanation Allocation of an IPC packet buffer by the packet logger 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PKTLOG-4-PROXY_DUP_INIT : [chars]

Explanation Duplicate initialization IPC message received for user %d client id %d.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PKTLOG-4-PROXY_INVALID_USER_IDX : [int] [int]

Explanation IPC message contained invalid user index for client id.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PKTLOG-4-PROXY_IPC_INVALID_MSG_LEN : [dec]:[dec] len [dec] flags [hex] source [dec]

Explanation Invalid IPC message length.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

PLATFORM Messages

Error Message %PLATFORM-3-ELEMENT_CRITICAL : [chars]/[int]: [chars] value [chars] [chars] critical level [chars]

Explanation The Shell Manager monitors the health of each board and emits an error message when a value has passed a critical level.

Recommended Action Reduce static and dynamic loads on the system by reducing the number of elements in the configuration or by limiting the capacity for dynamic services.

Error Message %PLATFORM-3-GEC_NOMAC : Can't allocate MAC address for port-channel interface [int]

Explanation MAC address allocation failed for the port-channel interface specified in the message. This may happen if the port-channel interface exceeds the maximum number of supported port-channel interfaces.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PLATFORM-3-HASTATUS_FAIL : RP switchover, [chars] (count [int])

Explanation RP switchover failed to reach active state. The RP will be reset. This is indicative of a IPC problem between IOSd and CMRP.

Recommended Action Ensure system achieves full redundant state after the RP reset. If not, reload entire system.

Error Message %PLATFORM-3-NOMAC : Can't allocate MAC address for interface [int]/[int]

Explanation MAC address allocation failed because of an incorrect slot andport combination, which exceeds the maximum available hardware.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PLATFORM-3-NO_BASEMAC : Can't retrieve base MAC address

Explanation Base MAC address determination failed at system 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PLATFORM-3-NVRAM_OPEN_FAIL : Failed to open nvram - [chars].

Explanation The NVRAM device could not be opened.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PLATFORM-3-NVRAM_READ_FAIL : Failed to read nvram - [chars].

Explanation The NVRAM contents could not be read.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PLATFORM-3-NVRAM_WRITE_FAIL : Failed to write nvram - [chars].

Explanation The system could not write to the NVRAM device.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PLATFORM-3-RF_PROG_FAIL : Progression completion notification to chassis management failed, [chars]

Explanation Could not notify the completion of the RF progression to the chassis management process. The system will potentially not be in a fully redundant 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PLATFORM-3-RF_RELOAD_PEER : Reload peer notification to chassis management failed, [chars]

Explanation Could not notify Reload Peer to the chassis management process. The Standby peer could not be reloaded by the Active. The system will potentially not be in a fully redundant state.

Recommended Action Reload peer instance using the available CLI commands. If system does not achieve full Standby status after that, the system must be reloaded.

Error Message %PLATFORM-4-ELEMENT_WARNING : [chars]/[int]: [chars] value [chars] [chars] warning level [chars]

Explanation The Shell Manager monitors the health of each board and emits a warning message when a value has passed a critical level.

Recommended Action Reduce static and dynamic loads on the system by reducing the number of elements in the configuration or by limiting the capacity for dynamic services.

Error Message %PLATFORM-4-HASTATUS_WARN: RP HA status warning, %s)

Explanation Standby RP reports peer not present event. This is indicative of a IPC problem between IOSd and CMRP.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PLATFORM-4-RELOAD_STANDBY : [chars] reload requested by [chars]. Reason [chars]

Explanation Unexpected configuration or states mismatch between Active and Standby RPs. Reloading Standby to synchronize the configuration or states.

Recommended Action None. This is expected behavior.

Error Message %PLATFORM-4-STATS_COLLECTION: Reducing statistics collection interval for SPA (%s) will impact the RP control plane activity

Explanation MIB statistics for HW counters are sent from CC to RP every 10 seconds by default, changing the timer through CLI to send more often will increase RP CPU utilization and result in sending more IPC messages between CC and RP.

Recommended Action No action is required.

Error Message %PLATFORM-5-RESETCARD : [chars] reset to acquire provisioned software

Explanation The linecard specified was not running the currently provisioned software, which it will acquire on restart.

Recommended Action No user action is necessary. This message indicates the system is functioning normally and is provided for informational purposes only.

Error Message %PLATFORM-6-EVENT_LOG : [chars]

Explanation An entry from the internal event log at reload on the standby RP. This is informational.

Recommended Action No action is required.

Error Message %PLATFORM-6-HASTATUS : RP switchover, [chars]

Explanation RP switchover events received by platform code.

Recommended Action No action is required.

Error Message %PLATFORM-6-HASTATUS_DETAIL : RP switchover, [chars] (count [int])

Explanation RP switchover events received by platform code.

Recommended Action No action is required.

Error Message %PLATFORM-6-RF_PROG_SUCCESS : RF state [chars]

Explanation A marker to illuminate when the standby reaches a terminal state.

Recommended Action No action is required.

Error Message %PLATFORM-6-SB_INIT_DELAY : RF progression will be suspended due to standby initialization delay configuration setting. Standby initialization will resume after [int] seconds

Explanation An informational message about the standby initialization delay configuration. RF progression will be delayed for the configured value. Bulk-sync and other progression events will not happen until after the configured delay value.

Recommended Action No action is required.

Error Message %PLATFORM-6-SB_INIT_DELAY_END : RF progression delay timer expired. Standby initialization will now continue

Explanation An informational message about the standby initialization delay configuration. RF progression will now continue since configured delay has expired.

Recommended Action No action is required.

PLATFORM_ENV Messages

Error Message %PLATFORM_ENV-1-DUAL_PWR: Faulty internal power supply %s detected

Explanation Faulty internal power supply detected in two power supplies supported platforms.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PLATFORM_ENV-1-EXTERNAL_ALARM_CONTACT_ASSERT: Alarm asserted: %s

Explanation Error condition detected on external alarm contact.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PLATFORM_ENV-1-EXTERNAL_ALARM_CONTACT_CLEAR: Alarm cleared: %s

Explanation Error condition cleared on external alarm contact.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PLATFORM_ENV-1-FAN: Faulty fan%s detected

Explanation Faulty fan detected.

Recommended Action If the fault persists, replace the fan.

Error Message %PLATFORM_ENV-1-FAN_NOT_PRESENT: Fan is not present

Explanation Fan is not present.

Recommended Action If it is a removable fan, insert it back into the switch. If fault persists after insertion, replace the fan.

Error Message %PLATFORM_ENV-1-FRU_PS_ACCESS: %s

Explanation Switch failed to access power supply due to communication problem.

Recommended Action This problem could be transient. If fault persists, replace the power supply.

Error Message %PLATFORM_ENV-1-FRU_PS_FAN_FAILED: Faulty PS%s fan detected

Explanation Power supply fan failure detected.

Recommended Action Replace the faulty fan.

Error Message %PLATFORM_ENV-1-FRU_PS_FAN_OK: PS%s fan ok

Explanation Power supply fan working ok.

Recommended Action No action is required.

Error Message %PLATFORM_ENV-1-FRU_PS_SIGNAL_FAULTY: %s signal on power supply %d is faulty

Explanation The specified signal of power supply is faulty.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PLATFORM_ENV-1-FRU_PS_SIGNAL_OK: %s signal on power supply %d is restored

Explanation The specified signal of power supply has been restored.

Recommended Action No action is required.

Error Message %PLATFORM_ENV-1-PLATFORM_FAN_CRITICAL: %s

Explanation Faulty fans (FRU fan or PS fan) detected.

Recommended Action Replace the faulty fan(s) and then turn on the system.

Error Message %PLATFORM_ENV-1-PS_NONPOE: Internal Power supply not adequate for inline power

Explanation Internal Power supply not adequate for inline power.

Recommended Action Procure a power supply that can provide adequate inline power.

Error Message %PLATFORM_ENV-1-PWR: Internal power supply not supplying power

Explanation Internal power supply is not supplying power because either the cable is removed or the power supply is faulty.

Recommended Action Check the power supply cables and the power source. 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PLATFORM_ENV-1-PWR_RPS: Redundant power supply faulty or in standby mode

Explanation Redundant power supply is either faulty or it is in standby mode.

Recommended Action Move the redundant power supply out of standby mode and check the cables. Refer to the RPS User's Guide for the steps. 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PLATFORM_ENV-1-RPS_ACCESS: %s

Explanation RPS communication error 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the

Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PLATFORM_ENV-1-RPS_FAN_FAILED: %s

Explanation RPS fan failure detected.

Recommended Action Disconnect any switches connected to the RPS and replace the fan immediately.

Error Message %PLATFORM_ENV-1-RPS_OVER_CURRENT: %s

Explanation RPS overcurrent condition detected.

Recommended Action Unplug the switches that are being backed off.

Error Message %PLATFORM_ENV-1-RPS_PS_FAN_FAILED: RPS power supply %s fan failure detected

Explanation RPS power supply fan failure has been detected.

Recommended Action Disconnect any switches connected to the RPS and replace the power supply immediately.

Error Message %PLATFORM_ENV-1-RPS_PS_MISMATCH: %s

Explanation Power supplies inserted in RPS are incompatible.

Recommended Action Remove either one of the power supplies or insert compatible power supplies.

Error Message %PLATFORM_ENV-1-RPS_PS_SIGNAL_FAULTY: %s signal on RPS power supply %s is faulty

Explanation The specified power supply of RPS has faulty 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PLATFORM_ENV-1-RPS_PS_THERMAL_CRITICAL: RPS power supply %s temperature has reached critical threshold

Explanation The power supply inside RPS has reached the critical threshold. RPS cannot function normally.

Recommended Action The external temperature is very high. Reduce the temperature in the room immediately.

Error Message %PLATFORM_ENV-1-RPS_STANDBY: %s

Explanation Faulty RPS 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PLATFORM_ENV-1-RPS_SYS_POWER_BAD: %s

Explanation RPS system power changed state to bad. It may not provide backup.

Recommended Action Check the power supplies in RPS. If fault persists, replace the power supply.

Error Message %PLATFORM_ENV-1-RPS_SYS_POWER_GOOD: %s

Explanation RPS system power changed state to good.

Recommended Action No action is required.

Error Message %PLATFORM_ENV-1-RPS_THERMAL_CRITICAL: RPS temperature has reached critical threshold

Explanation The temperature sensor value inside RPS has reached the critical threshold. RPS cannot function normally.

Recommended Action The external temperature is very high. Reduce the temperature in the room immediately.

Error Message %PLATFORM_ENV-1-TEMP: Abnormal temperature detected

Explanation Abnormal temperature detected.

Recommended Action Ensure that ambient temperature is not too high in the area. If fault persists, replace the component.

Error Message %PLATFORM_ENV-1-THERMAL_CRITICAL: Temperature has reached critical threshold

Explanation The temperature sensor value inside the switch has reached the critical threshold. Switch cannot function normally.

Recommended Action The external temperature is very high. Reduce the temperature in the room immediately.

Error Message %PLATFORM_ENV-2-RPS_THERMAL_WARNING: RPS temperature has reached warning threshold

Explanation The temperature sensor value inside RPS has reached the warning threshold. RPS can function normally until the temperature reaches the critical threshold .

Recommended Action The external temperature is high. Reduce the temperature in the room.

Error Message %PLATFORM_ENV-2-THERMAL_WARNING: Temperature has reached warning threshold

Explanation The temperature sensor value inside the switch has reached the warning threshold. The switch can function normally till the temperature reaches the critical threshold.

Recommended Action The external temperature is high. Reduce the temperature in the room.

Error Message %PLATFORM_ENV-3-ENV_INIT_FAIL: Environmental Driver Initialization Error

Explanation The Environmental Driver failed to initialize. There is no way to determine the switch system, voltage rail, thermal, and fan status behavior.

Recommended Action If the fault persists, replace the component and/or update the environmental driver.

Error Message %PLATFORM_ENV-3-GLUE_INIT_FAIL: Hardware Tracking Driver Initialization Error

Explanation The Hardware Tracking Driver failed to initialize. There is no way to determine the switch FRU power supplies, SFP, FPGA, SPI, JTAG, and Alarms behavior.

Recommended Action If the fault persists, replace the component and/or update the driver.

Error Message %PLATFORM_ENV-3-GLUE_INTR_NOT_FUNCTIONING: Hardware Tracking Driver: State Change Detection not functioning

Explanation The Hardware Tracking Driver no longer detects state changes. There is no way to determine the switch FRU power supplies, SFP, FPGA, SPI, JTAG, and Alarms state change.

Recommended Action Ensure that the ambient temperature is not too high in the area. If the fault persists, replace the component and/or update the driver.

Error Message %PLATFORM_ENV-3-ILP_PORT_POST_ERR: %s can't be brought up because it failed POST in Inline Power test.

Explanation An error reported by the Power over Ethernet (PoE) controller during POST.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PLATFORM_ENV-3-LOOPBACK_PORT_POST_ERR: %s can't be brought up because it failed POST in Loopback test.

Explanation A loopback error detected during POST.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PLATFORM_ENV-3-MCU_I2C_READ_ERROR: I2C read failed in MCU and attached devices (e.g. Temperature Sensor) can't be read.

Explanation MCU I2C read failed. The temperature sensor .read failed in MCU. There is no way to determine the switch temperature behavior.

Recommended Action Ensure that the ambient temperature is not too high in the area. If the fault persists, replace the component.

Error Message %PLATFORM_ENV-3-RPS_BACKOFF_FAILED: %s

Explanation RPS is continuing to backup switch even though switch issued a command to backoff.

Recommended Action No action is required.

Error Message %PLATFORM_ENV-3-RPS_CHANGE_TO_STANDBY: %s

Explanation RPS has changed state to standby. It will no longer backup the switch.

Recommended Action No action is required.

Error Message %PLATFORM_ENV-3-RPS_FAULTY_BACKUP: %s

Explanation RPS error condition detected.

Recommended Action This problem could be transient. If fault persists, remove and reconnect the switch

Error Message %PLATFORM_ENV-3-RPS_POST_FAILED: %s

Explanation RPS POST failure detected.

Recommended Action No action is required.

Error Message %PLATFORM_ENV-3-SMB_HW_FAULT: %s 0x%2x

Explanation Faulty Bus State 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PLATFORM_ENV-3-SMB_RESET_EXCEEDED: %s 0x%02x

Explanation Faulty device 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PLATFORM_ENV-3-THERMAL_NOT_FUNCTIONING: Temperature Sensor is not functioning

Explanation The temperature sensor is not functioning. There is no way to determine the switch temperature behavior.

Recommended Action Ensure that the ambient temperature is not too high in the area. If the fault persists, replace the component and/or update the driver.

Error Message %PLATFORM_ENV-3-VOLTAGE_NOT_FUNCTIONING: Voltage Rail Sensors are not functioning

Explanation The voltage rail sensors are not functioning. There is no way to determine the switch voltage rail behavior.

Recommended Action Ensure that the ambient temperature is not too high in the area. If the fault persists, replace the component and/or update the driver.

Error Message %PLATFORM_ENV-5-RPS_THERMAL_NORMAL: RPS temperature is within the acceptable limit

Explanation The temperature sensor value inside RPS is within the normal limit.

Recommended Action No action is required.

Error Message %PLATFORM_ENV-5-THERMAL_NORMAL: Temperature is within the acceptable limit

Explanation The temperature sensor value inside the switch is within the normal limit.

Recommended Action No action is required.

Error Message %PLATFORM_ENV-6-FRU_PS_OIR: FRU Power Supply %s

Explanation Power Supply inserted or removed.

Recommended Action No action is required.

Error Message %PLATFORM_ENV-6-RPS: Redundant Power Supply(RPS) %s

Explanation Redundant Power Supply (RPS) changed state.

Recommended Action No action is required.

Error Message %PLATFORM_ENV-6-RPS_INFO: Redundant Power Supply %s

Explanation Related info about RPS.

Recommended Action No action is required.

Error Message %PLATFORM_ENV-6-RPS_PS_INSERTED: %s

Explanation Power supply inserted in RPS.

Recommended Action No action is required.

Error Message %PLATFORM_ENV-6-RPS_PS_REMOVED: %s

Explanation Power supply removed from RPS.

Recommended Action No action is required.

PLATFORM_IPV6HOST Messages

Error Message %PLATFORM_IPV6HOST-2-CANNOT_INIT: Insufficient resources to initialize platform-specific IPv6 host functionality

Explanation The platform-specific part of the IPv6 host support failed to initialize at boot time.

Recommended Action IPv6 cannot be used on this system.

PLATFORM_IPv6_UCAST Messages

Error Message %PLATFORM_IPv6_UCAST-3-ADJ: %s

Explanation Platform ipv6 unicast routing adj related 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PLATFORM_IPv6_UCAST-3-ADJ_BACKWALK: %s

Explanation Platform ipv6 unicast routing Adj Backwalk related 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PLATFORM_IPv6_UCAST-3-ERROR: %s

Explanation Platform ipv6 unicast routing module encountered an error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PLATFORM_IPv6_UCAST-3-FIB: %s

Explanation Platform ipv6 unicast routing prefix related 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PLATFORM_IPv6_UCAST-3-INTERFACE: %s

Explanation Platform ipv6 unicast routing interface related 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PLATFORM_IPv6_UCAST-3-LB: %s

Explanation Platform ipv6 unicast routing load balance related 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PLATFORM_IPv6_UCAST-3-LB_BACKWALK: %s

Explanation Platform ipv6 unicast routing LB Backwalk related 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PLATFORM_IPv6_UCAST-3-ND: %s

Explanation Platform ipv6 unicast routing neighbor discovery related 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PLATFORM_IPv6_UCAST-3-PROXY: %s

Explanation Platform ipv6 unicast routing ND-Proxy related 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PLATFORM_IPv6_UCAST-3-RPC: %s

Explanation Platform ipv6 unicast routing RPC related 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PLATFORM_IPv6_UCAST-3-TABLE: %s

Explanation Platform ipv6 unicast routing table related 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

PLATFORM_NCEF Messages

Error Message %PLATFORM_NCEF-3-ADJ: %s

Explanation Platform nile cef adj related 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PLATFORM_NCEF-3-ADJ_BACKWALK: %s

Explanation Platform nile cef Adj Backwalk related 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PLATFORM_NCEF-3-ERROR: %s

Explanation Platform nile cef module encountered an error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the

Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PLATFORM_NCEF-3-FIB: %s

Explanation Platform nile cef prefix related 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PLATFORM_NCEF-3-INTERFACE: %s

Explanation Platform nile cef interface related 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PLATFORM_NCEF-3-LB: %s

Explanation Platform nile cef load balance related 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PLATFORM_NCEF-3-LB_BACKWALK: %s

Explanation Platform nile cef LB Backwalk related 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PLATFORM_NCEF-3-NULL_HANDLE: %s

Explanation Platform nile cef null handle 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PLATFORM_NCEF-3-TABLE: %s

Explanation Platform nile cef table related 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

PLATFORM_NETWORK_CLOCK Messages

Error Message %PLATFORM_NETWORK_CLOCK-4-ERROR: NULL

Explanation An unexpected condition has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

PLATFORM_SCC Messages

Error Message %PLATFORM_SCC-1-AUTHENTICATION_FAIL: Chassis authentication failed

Explanation This Router may not have been manufactured by Cisco or with Cisco's authorization. This product may contain software that was copied in violation of Cisco's license terms. If your use of this product is the cause of a support issue, Cisco may deny operation of the product, support under your warranty or under a Cisco technical support program such as Smartnet. contact Cisco's Technical Assistance Center for more information.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

PLATFORM_UCAST Messages

Error Message %PLATFORM_UCAST-3-ERROR: %s

Explanation An internal platform unicast routing 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PLATFORM_UCAST-3-ERROR: %s

Explanation An internal platform unicast routing 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

PLOGDRP Messages

Error Message %PLOGDRP-3-MSGBIPCBUFFER: Unable to acquire a BIPC buffer for sending messages.

Explanation A message was to be sent by IOS, but no BIPC buffer was available. The message to be sent has been discarded and the associated operation failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PLOGDRP-3-MSGDISPATCHERR: Error when receiving TDL error message: [chars]

Explanation An unexpected condition in which IOS has received an error during TDL message processing from the Proxy Logger.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PLOGDRP-3-MSGDISPATCHNULL: Received NULL TDL message

Explanation An unexpected condition in which IOS has received a NULL TDL message for the Proxy Logger.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PLOGDRP-3-MSGINVALIDFIELD: Invalid errmsg field '[chars]' received from the Proxy Logger, error [dec]

Explanation An error message received from the Proxy Logger is missing a required field.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

PLU_PROXY Messages

Error Message %PLU_PROXY-3-GPM_ALLOC_FAILED : GPM allocation for reply failed pak_size [hex] reply_size [hex]

Explanation GPM could not be allocated for reply.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PLU_PROXY-3-IPC_SEND_FAILED : IPC send reply failed [chars]

Explanation The Pointer Lookup Unit (PLU) proxy failed to send a reply to 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PLU_PROXY-3-IPC_UNHANDLED : type [dec]

Explanation An unknown message was received by the Pointer Lookup Unit (PLU) client proxy.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

PMAN Messages

Error Message %PMAN-0-PROCESS_NOTIFICATION : The process lifecycle notification component failed because [chars]

Explanation The process lifecycle notification component failed, preventing proper detection of a process start and stop. This problem is likely the result of a software defect in the software sub-package.

Recommended Action Note the time of the message and investigate the kernel error message logs to learn more about the problem and see if it is correctable. If the problem cannot be corrected or the logs are not helpful, copy the error message exactly as it appears on the console along with the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %PMAN-0-PROCFAILCRIT A critical process [chars] has failed (rc [dec])

Explanation A process important to the functioning of the router has failed.

Recommended Action Note the time of the message and investigate the error message logs to learn more about the problem. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PMAN-3-PROCFAILOPT An optional process [chars] has failed (rc [dec])

Explanation A process that does not affect the forwarding of traffic has failed.

Recommended Action Note the time of the message and investigate the kernel error message logs to learn more about the problem. Although traffic will still be forwarded after receiving this message, certain functions on the router may be disabled as a result of this message and the error should be investigated. If the logs are not helpful or indicate a problem you cannot correct, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PMAN-3-PROCFAIL The process [chars] has failed (rc [dec])

Explanation The process has failed as the result of an error.

Recommended Action This message will appear with other messages related to the process. Check the other messages to determine the reason for the failures and see if corrective action can be taken. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PMAN-3-PROCFAIL_IGNORE [chars] process exits and failures are being ignored due to debug settings. Normal router functionality will be affected. Critical router functions like RP switchover, router reload, FRU resets, etc. may not function properly.

Explanation A process failure is being ignored due to the user-configured debug settings.

Recommended Action If this behavior is desired and the debug settings are set according to the user's preference, no action is needed. If the appearance of this message is viewed as a problem, change the debug settings. The router is not expected to behave normally with this debug setting. Functionality like SSO switchover, router reloads, FRU resets, etc. will be affected. This setting should only be used in a debug scenario. It is not normal to run the router with this setting.

Error Message %PMAN-3-PROCHOLDDOWN The process [chars] has been helddown (rc [dec])

Explanation The process was restarted too many times with repeated failures and has been placed in the holddown state.

Recommended Action This message will appear with other messages related to the process. Check the other messages to determine the reason for the failures and see if corrective action can be taken. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PMAN-3-RELOAD_RP_SB_NOT_READY : Reloading: [chars]

Explanation The RP is being reloaded since there is no ready standby instance.

Recommended Action Ensure that the reload is not due to an error condition.

Error Message %PMAN-3-RELOAD_RP : Reloading: [chars]

Explanation The RP is being reloaded.

Recommended Action Ensure that the reload is not due to an error condition. If it is due to an error condition, collect information requested by the other log messages.

Error Message %PMAN-3-RELOAD_SYSTEM : Reloading: [chars]

Explanation The system is being reloaded.

Recommended Action Ensure that the reload is not due to an error condition. If it is due to an error condition, collect information requested by the other log messages.

Error Message %PMAN-3-RPSWITCH : RP switch initiated. Critical process [chars] has failed (rc [dec])

Explanation A RP switchover has been initiated due to a critical fault.

Recommended Action Ensure that the switchover is not due to an error condition. If it is due to an error condition, collect debug information like all console output and log files.

Error Message %PMAN-3-RPSWITCH : RP switch initiated. Critical process [chars] has failed (rc [dec])

Explanation A RP switchover has been initiated due to a critical fault.

Recommended Action Ensure that the switchover is not due to an error condition. If it is due to an error condition, collect debug information like all console output and log files.

Error Message %PMAN-3-PROC_BAD_EXECUTABLE : Bad executable or permission problem with process [chars]

Explanation The executable file used for the process is bad or has permission problem.

Recommended Action Ensure that the named executable is replaced with correct executable.

Error Message %PMAN-3-PROC_BAD_COMMAND:Non-existent executable or bad library used for process <process name>

Explanation The executable file used for the process is missing or a dependent library is bad.

Recommended Action Ensure that the named executable is present and dependent libraries are good.

Error Message %PMAN-3-PROC_EMPTY_EXEC_FILE : Empty executable used for process [chars]

Explanation The executable file used for the process is empty.

Recommended Action Ensure that the named executable is of non-zero size.

Error Message %PMAN-5-EXITACTION : Process manager is exiting: [chars]

Explanation The process manager is exiting

Recommended Action Ensure that the process manager exiting is not due to an error condition. If it is due to an error condition, collect information requested by the other log messages.

Error Message %PMAN-6-PROCSHUT : The process [chars] has shutdown

Explanation The process has gracefully shutdown.

Recommended Action No user action is necessary. This message is provided for informational purposes only.

Error Message %PMAN-6-PROCSTART : The process [chars] has started

Explanation The process has launched and is operating properly.

Recommended Action No user action is necessary. This message is provided for informational purposes only.

Error Message %PMAN-6-PROCSTATELESS : The process [chars] is restarting stateless

Explanation The process has requested a stateless restart.

Recommended Action No user action is necessary. This message is provided for informational purposes only.

POP Messages

Error Message %POP3_ALG-3-CHUNK_CREATE_FAIL: , MSGDEF_LIMIT_MEDIUM

Explanation Chunk create failed. POP3 ALG will not be able to finish initialization.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %POP3_ALG-4-POP3_INVALID_COMMAND: (target:class)-(%s:%s): Invalid POP3 command from initiator (%Ci:%u): %s, MSGDEF_LIMIT_MEDIUM

Explanation An invalid POP3 command has been detected in the inspected POP3 connection. This message indicates that a suspicious violation was detected that may be an attack on the mail server system.

Recommended Action This message is for informational purposed only, but may indicate a security problem.

Error Message %POP3_ALG-4-POP3_NON_SECURE_LOGIN: (target:class)-(%s:%s):LOGON POP3 command from initiator (%Ci:%u): %s, MSGDEF_LIMIT_MEDIUM

Explanation POP3 code has detected a cleartext logon attempt in the inspected POP3 connection while secure-login is configured. This command has been rejected.

Recommended Action This message is for informational purposed only, but may indicate a security problem.

PPROT_FSM Messages

Error Message %PPROT_FSM-3-CHUNK_CREATE: chunk create failed

Explanation Chunk create 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 Search Tool at

<http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PPROT_FSM-3-CREATE_FAIL: creation failed : %s

Explanation Creation failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PPROT_FSM-3-MALLOC_FAIL: malloc failed : %s

Explanation malloc failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PPROT_FSM-3-PROC_ALL_TRANSIT_EVENT: All events could not be processed in transit queue

Explanation All events could not be processed in transit queue.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PPROT_FSM-3-TRANSIT_EVENT: Invalid event %d while processing transit event queue

Explanation Invalid event while processing transit event queue.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PPROT_FSM-4-FSM_FIND_INFO_FAIL: Could not find element (if_number %d) in FSM list

Explanation Could not find element in FSM list.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

PPROT_L3_TRIG Messages

Error Message %PPROT_L3_TRIG-3-CHUNK_CREATE: chunk create failed

Explanation Chunk create 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PPROT_L3_TRIG-3-INVALID_CLIENT_TYPE: Invalid client type (%d) from xdr

Explanation Invalid client type from xdr.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PPROT_L3_TRIG-3-ISSU_COMP_FAIL: L3 trigger xdr priority msg not issu compatible

Explanation L3 trigger xdr priority msg not ISSU 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PPROT_L3_TRIG-3-MALLOC_FAIL: malloc failed: %s

Explanation malloc failed .

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

PQ3_TSEC Messages

Error Message %PQ3_TSEC-3-UNDERFLO: PQ3/FE(%d), Transmit underflow

Explanation While transmitting a frame, the controller chip's local buffer received insufficient data because data could not be transferred to the chip fast enough to keep pace with its output rate. Normally, such a problem is temporary, depending on transient peak loads within the system.

Recommended Action The system should recover. No action is required.

Error Message %PQ3_TSEC-3-UNDERFLO: PQ3/FE(%d), Transmit underflow

Explanation While transmitting a frame, the controller chip's local buffer received insufficient data because data could not be transferred to the chip fast enough to keep pace with its output rate. Normally, such a problem is temporary, depending on transient peak loads within the system.

Recommended Action The system should recover. No action is required.

Error Message %PQ3_TSEC-5-COLL: PQ3/FE(%d), Excessive collisions, TDR=%d, TRC=%d.

Explanation Ethernet/Fast Ethernet is seeing multiple collisions. This may occur under heavy loads.

Recommended Action The system should recover. No action is required.

Error Message %PQ3_TSEC-5-LOSTCARR: PQ3/FE(%d), Lost carrier. Transceiver problem?

Explanation The cable is not connected to the port.

Recommended Action Connect the cable to the port.

PTP Messages

Error Message %PTP-4-CLK_INV_MASTER_PORT_SELECTED: slave clock port %s invalid master ip %s is selected. Action is ignored because of the invalid master clock source.

Explanation A master source IP address is selected which is either invalid or non-existent in the current list of master source addresses.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %PTP-6-CLK_MASTER_PORT_SELECTED: slave clock port %s master ip new:%s old:%s

Explanation A slave port may associate with multiple master port IP addresses. This message describes the IP address of the selected master port.

Recommended Action No action is required.

Error Message %PTP-6-CLK_STATUS_UPDATE: Slave clock status changed to %s : %s.

Explanation Clock status update for the Precision Timing Protocol

Recommended Action No action is required.

Error Message %PTPD-0-CHASFS_OBJECT_CREATE: ion to a Cisco technical supportrepresentative.

Explanation The hardware failed to create a chassis filesystem object.

Error Message %PTPD-0-CHASFS_OBJECT_NOT_PRESENT: ion to a Cisco technical supportrepresentative.

Explanation A chassis filesystem object expected to be present is not. This could be due to a software defect or filesystem failure.

Error Message %PTPD-0-CHASFS_OBJECT_WATCH: ion to a Cisco technical supportrepresentative.

Explanation A chassis filesystem object was not watched because of the reason stated in the error message.

Error Message %PTPD-0-CHASFS_PROPERTY_CREATE: ion to a Cisco technical supportrepresentative.

Explanation A chassis filesystem property was not properly created.

Error Message %PTPD-0-CHASFS_PROPERTY_GET: ion to a Cisco technical supportrepresentative.

Explanation A chassis filesystem property was not properly read by the system.

Error Message %PTPD-0-CHASFS_PROPERTY_NOT_PRESENT: ion to a Cisco technical supportrepresentative.

Explanation A chassis filesystem object property expected to be present is not. This could be due to a software defect or filesystem failure.

Error Message %PTPD-0-CHASFS_PROPERTY_SET: ion to a Cisco technical supportrepresentative.

Explanation A chassis filesystem property failed to write.

Error Message %PTPD-0-EVENT_LIBRARY: ion to a Cisco technical supportrepresentative.

Explanation An event facility initialization or maintenance function failed. This could be due to a software defect or system resource exhaustion.

Error Message %PTPD-0-IPC_CONNECTION_INVALID: ion to a Cisco technical supportrepresentative.

Explanation An IPC connection has an invalid state. This could be due to a software defect or system

resource exhaustion.

Error Message %PTPD-0-IPC_CONNECT_MASTER: ion to a Cisco technical supportrepresentative.

Explanation IPC connection to the active RSP failed. This couldbe due to a software defect or system resource exhaustion.

Error Message %PTPD-0-IPC_INITIALIZATION: ion to a Cisco technical supportrepresentative.

Explanation IPC initialization failed. This could be due toa software defect or system resource exhaustion.

Error Message %PTPD-0-MESSAGE_REGISTER: ion to a Cisco technical supportrepresentative.

Explanation The active RSP failed to register.

Error Message %PTPD-0-MESSAGE_RELAY: ion to a Cisco technical supportrepresentative.

Explanation Failed to relay a message. This could be due toa software defect or system resource exhaustion.

Error Message %PTPD-0-MESSAGE_RESPONSE: ion to a Cisco technical supportrepresentative.

Explanation An invalid message response was received. This could bedue to a software defect or system resource exhaustion.

Error Message %PTPD-0-MQIPC_ADVANCE: ion to a Cisco technical supportrepresentative.

Explanation The MQIPC initialization failed.

Error Message %PTPD-0-MQIPC_INITIALIZATION: ion to a Cisco technical supportrepresentative.

Explanation MQIPC initialization failed. This could be due toa software defect or system resource exhaustion.

Error Message %PTPD-0-PEER_TABLE: ion to a Cisco technical supportrepresentative.

Explanation A peer table initialization or maintenance functionfailed. This could be due to a software defect or systemresource exhaustion.

Error Message %PTPD-0-RESOURCE: Resource allocation failed in %s because %s

Explanation The system is unable to allocate the requested resource.

Recommended Action In most cases, this message is seen as a result of a temporary resource issue. Retry the request for the resource when the system is experiencing lower traffic volumes. If the message persists, reload the router using the reload command.

Error Message %PTPD-3-CHASFS_OBJECT_DESTROY: ion to a Cisco technical support representative.

Explanation A chassis filesystem object that should have been destroyed was not destroyed.

Error Message %PTPD-3-CHASFS_PROPERTY_DESTROY: ion to a Cisco technical support representative.

Explanation A chassis filesystem property that should have been destroyed was not destroyed.

Error Message

PW Messages

Error Message %PW-3-IPC_ALLOC_FAILED : [chars]

Explanation Allocation of an IPC packet buffer by the pseudo wired feature 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %PW-3-IPC_SEND_FAILED : [chars]

Explanation Transmission of an IPC message by the pseudo wire feature 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

QFP_ETH Messages

Error Message %QFP_ETH-3-VLAN_BIND_XCONN_CONFIG_ERR : Cannot apply VLAN encap configuration if main interface is configured for xconnect port-forwarding. Check configuration of [chars], remove any xconnect port-forwarding configuration and reapply VLAN encap configuration.

Explanation A main interface set in Xconnect port-forwarding mode will reject VLAN encapsulation configurations.

Recommended Action No action is required.

QFP_FNF Messages

Error Message %QFP_FNF-4-FNF_MEM_UPLIMIT_CLEAR: Netflow and Flexible Netflow configuration is using (%PRIu64) bytes of data plane DRAM which is now below the recommended maximum of (%PRIu64) bytes.

Explanation Configured Netflow and Flexible Netflow records are now using less than the recommended maximum of total DRAM.

Recommended Action No action is required.

Error Message %QFP_FNF-4-FNF_MEM_UPLIMIT_WARN: Netflow and Flexible Netflow configuration is using (%PRIu64) bytes of data plane DRAM which exceeds the recommended maximum of (%PRIu64) bytes.

Explanation Configured Netflow and Flexible Netflow records are using more than the recommended maximum of total DRAM.

Recommended Action No action is required.

QFP_MLP Messages

Error Message %QFP_MLP-2-BQS_SCRATCH_TOOSMALL : QFP BQS Scratch area too small for MLP feature usage (size: [dec], need: [dec]).

Explanation The system experienced an internal software error. QFP MLP initialization detected that the BQS scratch memory area is insufficient for MLP usage. The MLP bundle interfaces will not be functional while this condition 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %QFP_MLP-2-PROXY_IPC_INIT_FAILED : QFP MLP Proxy IPC interface initialization failure (result: [dec]).

Explanation The system experienced an internal software error. QFP MLP initialization detected that the Proxy IPC interface initialization failed. The MLP bundle interfaces will not be functional while this condition 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %QFP_MLP-3-EARLY_RX_CLEANUP : QFP MLP Early Receive cleanup error ([chars])

Explanation The system experienced an internal software error. Multilink Early Receive cleanup could not be performed due to indicated error. This could cause possible QFP memory leak.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %QFP_MLP-3-EARLY_RX_INIT : QFP MLP Early Receive initialization error ([chars])

Explanation The system experienced an internal software error. Multilink Early Receive initialization could not be performed due to indicated error. This could cause possible lost MLP encapsulated packets during member link/bundle bring up and possibly cause the failure to complete member link or bundle initialization.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %QFP_MLP-3-INV_PROXY_MSG : QFP MLP Proxy received invalid Message ID [dec]

Explanation The system experienced an internal software error. QFP MLP Proxy received an invalid Message ID. This 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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %QFP_MLP-3-MCMP_INVALID_RX_CLASS : MLP MCMP suspension class ID ([dec]) received from the peer must be less than the number of negotiated classes ([dec]) for interface [chars] (Peer error)

Explanation Possible error on the peer device with PPP Multilink Multiclass (MCMP). Received MLP packet contained a MCMP suspension class ID greater than the number of negotiated suspension classes.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %QFP_MLP-3-MCMP_TX_ENCAP_SEQ_CFG_ERROR : MLP QoS encap-sequence ([dec]) must be less than the number of MCMP suspension classes ([dec]) for output interface [chars]

Explanation User software configuration mismatch with PPP Multilink Multiclass (MCMP). User needs to either reduce the highest encap-sequence in the policy-map to be less than the number of negotiated MCMP suspension classes or increase the number of suspension classes negotiated with the peer.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %QFP_MLP-3-PROXY_B_TX_IDLE_LINK_TRANSITION : QFP MLP Proxy ([chars] [chars]) invalid Bundle state [chars] ([dec]) for interface [chars]/[chars]

Explanation The system experienced an internal software error. Multilink Idle-Link transition could not be made due to invalid bundle state at the time of the request. The associated MLP bundle interface may not be fully functional as a result of this 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %QFP_MLP-3-PROXY_DUP_LINK_ID : QFP MLP Proxy ([chars] [chars]) duplicate Link ID [dec] for interface [chars] and [chars]

Explanation The system experienced an internal software error. QFP MLP Proxy message Link Add could not be processed for the indicated interface due to use of a given Link ID on multiple member links within the same MLP bundle. The associated MLP bundle interface may not be fully functional as a result of this 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %QFP_MLP-3-PROXY_INV_BUFFER_LIMIT : QFP MLP Proxy ([chars] [chars]) indicated an invalid Rx buffer limit ([dec]) for interface [chars]

Explanation The system experienced an internal software error. QFP MLP was provided a invalid Rx buffer limit value. The associated MLP bundle interface may not be fully functional as a result of this 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %QFP_MLP-3-PROXY_INV_BUNDLE_STATE : QFP MLP Proxy ([chars] [chars]) invalid Bundle state [chars] ([dec]) for interface [chars]

Explanation The system experienced an internal software error. QFP MLP Proxy message could not be processed due to the MLP bundle being in an incorrect state to accept the message. The associated MLP bundle interface may not be fully functional as a result of this 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %QFP_MLP-3-PROXY_INV_CLASS_INFO : QFP MLP Proxy ([chars] [chars]) invalid Class Info (Base: 0x%08x, Num: [dec]) for interface [chars]

Explanation The system experienced an internal software error. QFP MLP Proxy message contained invalid MLP Class information. The associated MLP bundle interface may not be fully functional as a result of this 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %QFP_MLP-3-PROXY_INV_LINK_ID : QFP MLP Proxy ([chars] [chars]) invalid Link ID [dec] for interface [chars]

Explanation The system experienced an internal software error. QFP MLP Proxy message Link Add could not be processed for the indicated interface due to an invalid Link ID. The associated MLP bundle interface may not be fully functional as a result of this 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %QFP_MLP-3-PROXY_INV_LINK_STATE : QFP MLP Proxy ([chars] [chars]) invalid Link state [chars] ([dec]) for interface [chars]

Explanation The system experienced an internal software error. QFP MLP Proxy message could not be processed due to the MLP Link being in an incorrect state to accept the message. The associated MLP bundle interface may not be fully functional as a result of this 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 Search Tool at

<http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %QFP_MLP-3-PROXY_INV_LOST_FRAG_TO : QFP MLP Proxy ([chars] [chars]) indicated an invalid lost fragment timeout ([dec]) for interface [chars]

Explanation The system experienced an internal software error. QFP MLP was provided a invalid lost fragment timeout value. The associated MLP bundle interface may not be fully functional as a result of this 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %QFP_MLP-3-PROXY_INV_MRRU : QFP MLP Proxy ([chars] [chars]) invalid MRRU [dec] for interface [chars]

Explanation The system experienced an internal software error. QFP MLP Proxy message contained an invalid MLP Bundle MRRU. The associated MLP bundle interface may not be fully functional as a result of this condition.

Recommended Action A possible workaround is to reduce the interface MTU on the multilink bundle interface on both ends of the connection to 9216 or less, and then restart the bundle interface using the **shutdown** and **no shutdown** commands on the multilink bundle interface to force renegotiation of the MLP MRRU. If the problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %QFP_MLP-3-PROXY_INV_RX_TX_INTF_VALUE : QFP MLP Proxy ([chars] [chars]) invalid Rx/Tx interface value [dec] for interface [dec] (handle)

Explanation The system experienced an internal software error. QFP MLP Proxy was unable to complete the requested MLP bundle state change or configuration update due to an invalid interface Rx/Tx designation in the proxy request. The associated MLP bundle interface may not be fully functional as a result of this 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %QFP_MLP-3-PROXY_INV_TX_LINK_FRAG_SIZE : QFP MLP Proxy ([chars] [chars]) indicated an invalid Tx Link optimal fragment size ([dec]) for interface [chars]

Explanation The system experienced an internal software error. QFP MLP Proxy message contained invalid Tx Link optimal fragment size information. The associated MLP member link and/or bundle interface may not be fully functional as a result of this 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %QFP_MLP-3-PROXY_INV_TX_LINK_WEIGHT : QFP MLP Proxy ([chars] [chars]) indicated an invalid Tx Link weight ([dec]) for interface [chars]

Explanation The system experienced an internal software error. QFP MLP Proxy message contained invalid Tx Link weight information. The associated MLP member link and/or bundle interface may not be fully functional as a result of this 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %QFP_MLP-3-PROXY_IPC_ALLOC_FAIL : QFP MLP Proxy ([chars]) response lost due to buffer allocation failure (Interface [chars])

Explanation The system experienced an internal software error. QFP MLP Proxy message processing detected an IPC buffer allocation failure during response processing. The associated MLP interface may not be fully functional as a result of this 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %QFP_MLP-3-PROXY_LAI_TX_IDLE_LINK_TRANSITION : QFP MLP Proxy ([chars] [chars]) invalid Link state [chars] ([dec]) for interface [chars]/[chars]

Explanation The system experienced an internal software error. Multilink Idle-Link transition could not be made due invalid link state at the time of the request to convert the link to an Idle-Link. The associated MLP Bundle interface may not be fully functional as a result of this 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %QFP_MLP-3-PROXY_LIA_TX_IDLE_LINK_TRANSITION : QFP MLP Proxy ([chars] [chars]) invalid Link state [chars] ([dec]) for interface [chars]/[chars]

Explanation The system experienced an internal software error. Multilink Idle-Link transition could not be made due invalid Link state at the time of the request to convert the Idle-Link to an active link. The associated MLP bundle interface may not be fully functional as a result of this 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 Search Tool at

<http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %QFP_MLP-3-PROXY_MAX_FRAGS_UNDEFINED : QFP MLP Proxy ([chars] [chars])
max fragments undefined for interface [chars]

Explanation The system experienced an internal software error. QFP MLP was provided a invalid max fragments value. The associated MLP Bundle interface may not be fully functional as a result of this 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %QFP_MLP-3-PROXY_NULL_BUNDLE : QFP MLP Proxy ([chars] [chars]) NULL
Bundle sub-block for interface [chars]

Explanation The system experienced an internal software error. QFP MLP Proxy was unable to complete the requested MLP bundle state change or configuration update due to an invalid or uninitialized bundle sub-block. The associated MLP bundle interface may not be fully functional as a result of this 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %QFP_MLP-3-PROXY_NULL_LINK : QFP MLP Proxy ([chars] [chars]) NULL Member Link sub-block for interface [chars]

Explanation The system experienced an internal software error. QFP MLP Proxy was unable to complete the requested MLP member link state change or configuration update due to an invalid or uninitialized member link sub-block. The associated MLP member link interface may not be fully functional as a result of this 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %QFP_MLP-4-PROXY_IPC_ALLOC_FAIL2 : QFP MLP Proxy ([chars]) response lost due to buffer allocation failure (Interface [chars])

Explanation The system experienced an internal software error. QFP MLP Proxy message processing detected a IPC buffer allocation failure during proxy response processing. The associated MLP functionality may not be fully functional as a result of this 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %QFP_MLP-4-PROXY_SYNC : QFP MLP Proxy ([chars] [chars]) Bundle/Link sync issue with interface [chars]

Explanation The system experienced an internal software error. QFP MLP Proxy message processing detected a bundle-link state synchronization abnormality. This condition should be cosmetic. Full context of the message will help in problem isolation.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %QFP_MLP-4-TX_BUNDLE_FLOVED_OFF : QFP MLP Tx Bundle [chars] flowed off for an abnormal duration due to one or more congested member link(s)

Explanation Possible Cisco internal software or hardware error. QFP MLP Tx processing detected that a MLP bundle interface was flowed off for an extended period of time due to a congested member link queue. The associated MLP bundle interface may not be fully functional as a result of this 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

QFP_TUN Messages

Error Message %QFP_TUN-3-TUN_MODE_CONFIG_ERR : Detected unsupported tunnel mode [chars] configuration.

Explanation An unsupported tunnel mode has been configured.

Recommended Action No action is required.

QFP_XCONNECT Messages

Error Message %QFP_XCONNECT-3-XCONNECT_CONFIG_ERR : Cannot configure xconnect port-forwarding on [chars] if there are subinterfaces present with VLAN encaps. Remove all subinterface configurations before configuring xconnect port-forwarding.

Explanation A main interface cannot be configured for Xconnect port-forwarding because interface subinterfaces with VLAN encapsulation are present.

Recommended Action No action is required.

QFPOOR Messages

Error Message %QFPOOR-4-LOWRSRC: QFP %d %s resource low - %d depleted

Explanation A QFP resource has dropped below a critical level.

Recommended Action No action is required.

Error Message %QFPOOR-4-LOWRSRC_PERCENT: QFP %d %s resource low - %d percent depleted

Explanation A QFP resource has dropped below a critical level.

Recommended Action No action is required.

Error Message %QFPOOR-5-RSRC: QFP %d %s resource recovered - %d depleted

Explanation A QFP resource has recovered from the critical level.

Recommended Action No action is required.

Error Message %QFPOOR-5-RSRC_PERCENT: QFP %d %s resource recovered - %d percent depleted

Explanation A QFP resource has recovered from the critical level.

Recommended Action No action is required.

QOS Messages

Error Message %QOS-3-INVALID_CLASS_QID : Class Queuing error for interface [chars], qid [dec] vqid [dec]

Explanation The system experienced an internal software error. The dataplane was unable to complete enqueueing a packet. This is likely due to a data initialization 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %QOS-3-INVALID_DEFAULT_QID : Default Queuing error for interface [chars], qid [dec] vqid [dec]

Explanation The system experienced an internal software error. The dataplane was unable to complete enqueueing a packet. This is likely due to a data initialization 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %QOS-3-INVALID_QID : Queuing error for interface [chars] qid [dec] wred [hex]

Explanation The system experienced an internal software error. The dataplane was unable to complete enqueueing a packet. This is likely due to a data initialization 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %QOS-3-INVALID_Q_ADDRESS : Invalid Queue address for interface [chars], qaddr [hex]

Explanation The system experienced an internal software error. The dataplane was unable to complete enqueueing a packet. This is likely due to a data initialization 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %QOS-3-INVALID_STATS_INFO : Invalid address [hex] detected

Explanation The system experienced an internal software error. The dataplane was unable to complete enqueueing a packet. This is likely due to a data initialization 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %QOS-3-INVALID_WRED_THRESH_ADDR : Wred threshold address is invalid addr [dec]

Explanation The system experienced an internal software error. The dataplane was unable to complete enqueueing a packet. This is likely due to a data initialization 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %QOS-3-POLICE_CLASSIFY_FAIL : Color aware policer classification error for interface [chars]

Explanation The system experienced an internal software error. The dataplane was unable to complete processing of a service policy due to a classification failure on a color aware policer class. This is likely due to a data initialization 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %QOS-3-POLICE_FAIL_ADDRESS_IN : dataplane policer error for input interface [chars] [hex] [hex] [hex] [hex] [hex]

Explanation The system experienced an internal software error. The dataplane was unable to complete processing of a service policy due to a policer failure. This is likely due to a data initialization 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %QOS-3-POLICE_FAIL_ADDRESS_OUT : dataplane policer error for output interface [chars] [hex] [hex] [hex] [hex] [hex]

Explanation The system experienced an internal software error. The dataplane was unable to complete processing of a service policy due to a policer failure. This is likely due to a data initialization 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %QOS-3-QOS_CLASSIFY_FAIL : dataplane classification error for interface [chars]

Explanation The system experienced an internal software error. The dataplane was unable to complete processing of a service policy due to a classification failure. This is likely due to a data initialization 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %QOS-3-QOS_CLASSIFY_FAIL_CCE_IN : dataplane classification error for input interface [chars] [hex] [hex] [hex] [hex]

Explanation The system experienced an internal software error. The dataplane was unable to complete processing of a service policy due to a classification failure. This is likely due to a data initialization 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %QOS-3-QOS_CLASSIFY_FAIL_CCE_OUT : dataplane classification error for output interface [chars] [hex] [hex] [hex] [hex]

Explanation The system experienced an internal software error. The dataplane was unable to complete processing of a service policy due to a classification failure. This is likely due to a data initialization 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %QOS-3-QOS_CLASSIFY_FAIL_CHILD_IN : child dataplane classification error for input interface [chars]

Explanation The system experienced an internal software error. The dataplane was unable to complete processing of a service policy due to a classification failure. This is likely due to a data initialization 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 Search Tool at

<http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %QOS-3-QOS_CLASSIFY_FAIL_CHILD_OUT : child dataplane classification error for output interface [chars]

Explanation The system experienced an internal software error. The dataplane was unable to complete processing of a service policy due to a classification failure. This is likely due to a data initialization 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %QOS-3-VALID_DEFAULT_QID : Using Default Queue for interface [chars], qid [dec] vqid [dec]

Explanation The system experienced an internal software error. The dataplane was unable to complete enqueueing a packet. This is likely due to a data initialization 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

RCMD_ALG Messages

Error Message %RCMD_ALG-3-CHUNK_CREATE_FAIL :

Explanation Chunk create failed. RCMD ALG will not be able to finish initialization.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %RCMD_ALG-3-INCOMPATIBLE_HA_MSG_LEN : rcvd:[hex] expect:[hex]

Explanation Incompatible HA Message Length. RCMD ALG will reject sync data.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %RCMD_ALG-3-INCOMPATIBLE_HA_VERSION : rcvd:[hex] expect:[hex]

Explanation Incompatible HA Version. RCMD ALG will reject sync data.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %RCMD_ALG-3-INCORRECT_HA_MAGIC : rcvd:[hex] expect:[hex]

Explanation Incorrect HA MAGIC. RCMD ALG will reject sync data.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %RCMD_ALG-3-INVALID_HA_OPCODE : rcvd:[hex] expect:[hex]

Explanation Invalid HA opcode. RCMD ALG will reject sync data.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %RCMD_ALG-3-L7_DATA_CREATE_ERROR :

Explanation Error during Layer 7 data creation.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %RCMD_ALG-3-PKT_MANIP_FAIL :

Explanation Packet manipulation failed. The packet will be 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

RF Messages

Error Message %RF-3-NOTIF_TMO: Notification timer Expired for RF Client: %s(%d)

Explanation As part of the progression, the client had previously indicated to RF that it has work to do by returning RF_OK, but it did not complete the work or respond to RF within the notification time.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show redundancy history** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show redundancy history** commands and your pertinent troubleshooting logs.

Error Message %RF-3-NOTIF_TMO: Notification timer Expired for RF Client: %s(%d)

Explanation The client has indicated it has work to do to RF by returning RF_OK as part of the progression but it did not complete the work or respond to RF within the notification timer.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show redundancy history** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show redundancy history** commands and your pertinent troubleshooting logs.

RG_AR Messages

Error Message %RG_AR-3-NOPEER: Peer does not exist for RG ID = (%d) with error code = (%d)

Explanation Failures in communication with peer.

Recommended Action Ensure that there are no configuration errors.

Error Message %RG_AR-3-NOPROCESS: Unable to create process for %s.

Explanation Quite likely, we ran out of memory. Other explanations are possible.

Recommended Action If this message recurs. Check bug toolkit on Cisco website for the issue. If you did not find one, Enter **Show tech-support** command, collect all the information and error message and report it to your technical support representative.

RBM Messages

Error Message %RBM-1-RBM_ALERT: %s

Explanation RBM_INTERNAL_ERROR

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %RBM-2-RBM_CRIT: %s

Explanation RBM_INTERNAL_ERROR

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %RBM-3-RBM_ERR: %s

Explanation RBM_INTERNAL_ERROR

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %RBM-3-RBM_PARSE_ACE: Could not parse command for adding ACE '%s' to %s Role-Based Access List '%s'

Explanation An error occurred while attempting to add an ACE to a Role-Based Access List. The ACE syntax is most likely incompatible with the type of RBACL.

Recommended Action Verify the syntax of the ACEs of the RBACL in ACS and the IP protocol versions the RBACL applies to. RBACL ACE syntax could be verified by manually configuring IP/IPv6 RBACL on the system within (config-rb-acl)/(config-ipv6rb-acl) configuration mode respectively.

Error Message %RBM-3-RBM_PARSE_CMD: Could not parse command. See command output and errors below %s

Explanation An error occurred while attempting to parse command. Look for command output and parser errors below this message.

Recommended Action Follow the recommended action of the additional error messages that follow this message.

Error Message %RBM-3-RBM_PARSE_RBACL: Could not parse command for creating %s Role-Based Access List '%s' '%s'

Explanation An error occurred while attempting to create Role-Based Access List

Recommended Action This error could occur when TrustSec attempts to install RBACL it has acquired from ACS while configuration mode is locked exclusively. TrustSec will retry this operation and should eventually succeed once configuration mode is no longer locked. If the error occurs when the configuration mode is not locked or if the RBACL does not get installed after the configuration mode lock is released Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %RBM-4-RBM_WARNING: %s

Explanation RBM_INTERNAL_ERROR

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %RBM-5-RBM_NOTICE: %s

Explanation Normal but significant conditions

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %RBM-6-RBM_INFO: %s

Explanation Informational messages

Recommended Action No action is required.

Error Message %RBM-7-RBM_ASSERT: Assertion Failure (%s @%s:%d) : %s

Explanation RBM_INTERNAL_ERROR

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

RTSP Messages

Error Message %RTSP_ALG-3-CHUNK_CREATE_FAIL :

Explanation A chunk create process failed causing incomplete RTSP application layer gateway (ALG) initialization.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %RTSP_ALG-3-CREATE_CALLBACK_ERROR :

Explanation Missing Layer 7 data during imprecise channel creation callback.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %RTSP_ALG-3-INCOMPATIBLE_HA_MSG_LEN : rcvd:[hex] expect:[hex]

Explanation Incompatible HA Message Length. RTSP ALG will reject sync data.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %RTSP_ALG-3-INCOMPATIBLE_HA_VERSION : rcvd:[hex] expect:[hex]

Explanation Incompatible HA Version. RTSP ALG will reject sync data.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %RTSP_ALG-3-INCORRECT_HA_MAGIC : rcvd:[hex] expect:[hex]

Explanation Incorrect HA MAGIC. RTSP ALG will reject sync data.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %RTSP_ALG-3-L7_DATA_CREATE_ERROR :

Explanation The system experienced an internal software error during Layer 7 data creation.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %RTSP_ALG-3-WRITEBACK_ERROR :

Explanation The system experienced an internal software error during writeback.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

SBC Messages

Error Message %SBC-2-IPC_INIT : IPC message handler registration failure, rc [int]

Explanation Registering an IPC message handler for the session border controller (SBC) feature failed. This will cause the feature not to function.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SBC-3-FEAT_DOWN : Invalid request [chars] while feature down, call id [int]

Explanation While the feature was not active, an invalid request was received from another layer of the SBC software stack for the specified call ID. Some requests do not have an associated call ID. For them the displayed call ID is zero.

Recommended Action This is a software issue. The consequences could be limited to only one or a few calls. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SBC-3-FEAT_UP : Invalid request [chars] while feature up

Explanation While the feature was active, an invalid request was received from another layer of the SBC software stack.

Recommended Action This is a software issue. There are no consequences as this can only have been an initialize request while the feature was already active. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SBC-3-IPC_NORES : No space for the IPC reply, size [int]

Explanation For a request from upper SBC software stack layers it was not possible to allocate space for a reply for the specified size. The consequence of this could be a stuck call that cannot be established etc. In rare cases this could also affect other operations such as feature activation, deactivation, modification, High-Availability switchover operations.

Recommended Action This is normally a software issue. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SBC-3-IPC_OPEN_REPLY : IPC Open Reply failed, request [int]

Explanation For a request from upper SBC software stack layers it was not possible to open the reply buffer. The consequence of this could be a stuck call that cannot be established. In rare cases this could also affect other operations such as feature activation, deactivation, modification, or high-availability switchover operations.

Recommended Action This is normally a software issue. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SBC-3-NO_RES : [chars] resource not available for the [chars] request, call id [int]

Explanation The specified software resource was not available or could not be located for the specified request from upper SBC software stack layers for the specified call ID.

Recommended Action This is a software issue. The consequences are that the specified request could not be performed. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

SBC_MPS Messages

Error Message %SBC_MPS-3-ENQUEFAIL: Enqueue of TDL message failed ([chars]).

Explanation An unexpected condition has occurred which resulted in configuration or event details not being forwarded.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SBC_MPS-3-INITFAIL: SBC module initialisation failure: [chars].

Explanation An unexpected condition has occurred which resulted in the module being unable to initialize.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SBC_MPS-3-INTERNAL: An internal IOSd SBC error has been encountered[chars].

Explanation An internal error has been encountered.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SBC_MPS-3-MAX_RESOURCES: The maximum resource limit has been reached.

Explanation The system was asked to allocate more resources, but the maximum resource limit had already been reached.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>,

or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SBC_MPS-3-UNEXPECTED_PKT: An unexpected packet for call [dec] has been received by SBC.

Explanation A packet been received by SBC for the noted call, but the call was not in a correct state to handle it. The system will ignore the packet and continue operating.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SBC_MPS-3-UNEXPECTED_TDL: An unexpected message ([chars]) has been received by SBC while in the [chars] state.

Explanation An internal message has been received by SBC, but it was not expecting that message at that particular time. The system will ignore the message and continue operation.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SBC_MPS-3-UNEXPECTED_TIMEOUT: An unexpected timeout has been encountered by SBC ([chars]).

Explanation A timeout was experienced by the IOSd SBC subsystem, but no such timeout should have occurred. The system will ignore the timeout and continue operating.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>,

or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SBC_MPS-4-NEW_MPF_CAPABILITIES: New SBC MPF Capabilities handling failure.

Explanation SBC has received a new set of Media Packet Forwarding capabilities from the associated Forwarding Processor that are inconsistent with those already in use. SBC was unable to process these new capabilities online, and will automatically restart.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SBC_MPS-4-MPF_SRTP_CAPABILITIES : Unable to set SRTP capabilities

Explanation SBC made an attempt to set the platform capabilities with respect to its handling of SRTP streams and was not successful. SRTP streams will not be handled through the SBC.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %SBC_MPS-6-DEACTIVATE_NO_RSP: SBC deactivate response is considered lost.

Explanation The response for SBC deactivate can get lost due to FP startup or switchover while deactivation is in progress.

Recommended Action SBC can be activated now if needed.

Error Message %SBC_MPS-6-DEACTIVATE_RESPONSE: SBC deactivate is complete.

Explanation SBC deactivation can take a while. This happens when SBC deactivation is done in the presence of significant calls with deactivation-mode set to abort. SBC deactivate is now complete.

Recommended Action SBC can be safely activated now if needed.

SBC_SPF Messages

Error Message %SBC_SPF-3-ENQUEFAIL: Enqueue of TDL message failed ([chars]).

Explanation An unexpected condition has occurred which resulted in configuration or event details not being forwarded.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SBC_SPF-3-INTERNAL: An internal IOSd SBC error has been encountered[chars].

Explanation An internal error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SBC_SPF-3-NOT_FOUND: An unsolicited message has been received by SBC ([chars] [int])

Explanation An internal message has been received by SBC, but it was not expecting that message at that particular time. The system will ignore the message and continue operation.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

SCC Messages

Error Message %SCC-1-AUTHENTICATION_FAIL: This Switch may not have been manufactured by Cisco or with Cisco's authorization. This product may contain software that was copied in violation of Cisco's license terms. If your use of this product is the cause of a support issue, Cisco may deny operation of the product, support under your warranty or under a Cisco technical support program such as Smartnet. Please contact Cisco's Technical Assistance Center for more information.

Explanation Smart Cookie authentication failure

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

SCOOBY Messages

Error Message %SCOOBY-5-SERIAL_BRIDGE_BLOCK_EVENT : Block [chars]/[int] of serial bridge [int] had I/O event [int]

Error Message %SCOOBY-5-SERIAL_BRIDGE_BLOCK_EVENT Block [chars]/[dec] of serial bridge [dec] had I/O event %#x

Explanation A serial bridge I/O event has occurred. This event is not serious but is logged for diagnostic purposes.

Recommended Action No user action is required.

Error Message %SCOOBY-3-SERIAL_BRIDGE_CRITICAL_ERROR Reloading [chars] due critical event %#x in block [chars]/[dec] of serial bridge [dec]

Explanation A critical serial bridge I/O event has occurred.

Recommended Action The system automatically reloads the hardware component experiencing the error. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SCOOBY-5-SERIAL_BRIDGE_EVENT_RATE The [chars] event rate of %llu has exceeded the threshold of %llu on serial bridge [dec] interconnect [dec]

Explanation A Serial Bridge has experienced a high event rate. This condition is not considered serious, but is logged for diagnostic purposes. This could be due to a hardware or software driver defect.

Recommended Action No user action is required. If this message persists, a serial bridge critical message that needs to be addressed will appear.

Error Message %SCOOBY-3-SERIAL_BRIDGE_CRITICAL_ERROR_RATE : Reloading [chars] due to critically high serial bridge error rate.

Explanation A Serial Bridge has experienced a persistently high error rate. The condition is serious and the card must be reloaded. This could be due to a hardware or software driver defect.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

SCCP Messages

Error Message %SCCP_ALG-3-CHUNK_CREATE_FAIL :

Explanation Chunk create failed. SCCP ALG will not be able to finish initialization.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SCCP_ALG-3-INCOMPATIBLE_HA_MSG_LEN : rcvd:[hex] expect:[hex]

Explanation Incompatible HA Message Length. SCCP ALG will reject sync data.

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. Also perform a search of the Bug Toolkit. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %SCCP_ALG-3-INCOMPATIBLE_HA_VERSION : rcvd:[hex] expect:[hex]

Explanation Incompatible HA Version. SCCP ALG will reject sync data.

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. Also perform a search of the Bug Toolkit. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %SCCP_ALG-3-INCORRECT_HA_MAGIC : rcvd:[hex] expect:[hex]

Explanation Incorrect HA MAGIC. SCCP ALG will reject sync data.

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. Also perform a search of the Bug Toolkit. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %SCCP_ALG-3-INVALID_HA_OPCODE : rcvd:[hex] expect:[hex]

Explanation Invalid HA opcode. SCCP ALG will reject sync data.

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. Also perform a search of the Bug Toolkit. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

SDP Messages

Error Message %SDP-3-CONFIG_PTR_ERROR : Received invalid config pointer from application. Unable to process.

Explanation The secure device provisioning (SDP) library application has an invalid configuration pointer. The SDP library is therefore unable to handle the request that it received. The configuration of the application will not be as expected and SDP parsing errors may result, even for valid SDPs.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SDP-3-INTERNAL : [chars]

Explanation An internal software secure device provisioning (SDP) 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SDP-3-SDP_PTR_ERROR : Received invalid SDP pointer from application. Unable to process.

Explanation The secure device provisioning (SDP) library application has an invalid SDP pointer. The SDP library is therefore unable to handle the request that it received. SDP parsing or build errors may result.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

SERIAL_12IN1 Messages

Error Message %SERIAL_12IN1-1-CLOCKRATE: [chars]:Link has been brought [chars] due to clock rate change, threshold configured = [int], received clock rate = [int]

Explanation The received clock rate is changed from below the threshold configured to above or vice versa.

Recommended Action Check the received clock rate from the provider end and the clockrate threshold configuration, if the clock rate goes below the threshold configured, interface is brought down

Error Message %SERIAL_12IN1-3-SPI4_ERR: SPA [dec]/[dec]: [chars] was encountered. Intr status: [hex]

Explanation The SPA driver detected a Hardware error condition on the SPA card. This might result in improper operation.

Recommended Action The SPA driver has encountered a hardware error on the SPA's SPI4 bus. power down and reseal the indicated SPA card. If the condition persists, copy the message exactly as it appears on the console or in the system log. Enter the **show monitor event-log spa all** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show monitor event-log spa all** commands and your pertinent troubleshooting logs.

Error Message %SERIAL_12IN1-3-SW_ERR: [chars]: A software error was encountered at [chars]: [chars]

Explanation The SPA driver detected a software error condition on the SPA card. This might result in improper operation.

Recommended Action The SPA driver has encountered a software error. Power down and reseal the indicated SPA card. Copy the message exactly as it appears on the console or in the system log. Enter the **show monitor event-log spa all** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show monitor event-log spa all** commands and your pertinent troubleshooting logs.

Error Message %SERIAL_12IN1-3-SW_ERR_1: [chars]: A software error was encountered at [chars]: [chars] [hex]

Explanation The SPA driver detected a software error condition on the SPA card. This might result in improper operation.

Recommended Action The SPA driver has encountered a software error. Power down and reseal the indicated SPA card. Copy the message exactly as it appears on the console or in the system log. Enter the **show monitor event-log spa all** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show monitor event-log spa all** commands and your pertinent troubleshooting logs.

Error Message %SERIAL_12IN1-3-SW_ERR_2: [chars]: A software error was encountered at [chars]: [chars] [hex]/[hex]

Explanation The SPA driver detected a software error condition on the SPA card. This might result in improper operation.

Recommended Action The SPA driver has encountered a software error. Power down and reseal the indicated SPA card. Copy the message exactly as it appears on the console or in the system log. Enter the **show monitor event-log spa all** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show monitor event-log spa all** commands and your pertinent troubleshooting logs.

SERVICES Messages

Error Message %SERVICES-5-NOINIT : Error initializing services: [chars]

Explanation An application failed to initialize the core services library. The application will not be able to communicate with other modules on the system.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SERVICES-5-NORESOLVE_LOCAL : Error resolving local FRU: [chars]

Explanation An application was not able to determine its local FRU. The application was likely started incorrectly.

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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SERVICES-5-NORESOLVE_ACTIVE : Error resolving active FRU: [chars]

Explanation An application was not able to determine the active FRU. The application was likely started incorrectly.

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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SERVICES-5-NORESOLVE_STANDBY : Error resolving standby FRU: [chars]

Explanation An application was not able to determine the standby FRU. The application was likely started incorrectly.

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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

SIP Messages

Error Message %SIP_ALG-3-CHUNK_CREATE_FAIL :

Explanation A chunk create process failed. The SIP application layer gateway (ALG) cannot finish initialization.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SIP_ALG-3-CREATE_CALLBACK_ERROR :

Explanation An invalid channel creation callback caused missing Layer 7 data.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SIP_ALG-3-L7_DATA_CREATE_ERROR :

Explanation An error occurred during Layer 7 data creation.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SIP_ALG-3-WRITEBACK_ERROR :

Explanation An error occurred during writeback.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

SM Messages

Error Message %SM-5-STOPPED Event '[chars]' ignored because the state machine is stopped: [chars] [chars]

Explanation An attempted was made to post an event to a state machine that has already been stopped.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SM-5-BADEVENT Event '[chars]' is invalid for the current state '[chars]': [chars] [chars]

Explanation An attempt was made to post an event to a state machine that is invalid for the current state.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SM-5-PERSIST Persistent event '[chars]' did not leave the current state '[chars]': [chars] [chars]

Explanation An attempt was made to post a persistent event to a state machine that would cause an infinite loop in the current state.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SM-5-INIT Internal error while initializing state machine '[chars]', state '[chars]': [chars]

Explanation An attempt was made to initialize an invalid state machine.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

SMAN Messages

Error Message %SMAN-3-PTL_RENDERER_FAILURE : Rendering error with [chars].[chars]. Transform is missing or invalid for data.

Explanation The Shell Manager process attempted to render a command response but the transformation failed due to an internal error. The failure may have been caused by a missing transform file or an included file cannot be found. The transformation may also fail if the data returned in the response is binary and has not been processed correctly. In this case, the rendering engine is unable to interpret the data resulting in a failure. The transformation may also fail if there is a mismatch of packages installed on the system. In this case, incompatible messages are exchanged between the Shell Manager and the daemon servicing the command request and incorrect data is passed to the rendering engine.

Recommended Action This error indicates a configuration issue resulting from bad or mismatched packages. Review the Shell Manager trace files and log files. Uninstall, then reinstall, any new packages.

Error Message %SMAN-3-TDL_MESSAGE : Cannot construct an IPC message for library. The message name is [chars] and the reason is: [chars]

Explanation A problem occurred while constructing a type definition language (TDL) message or setting a field in a TDL message. If the problem occurred during construction of a TDL message, the system is out of memory. If the problem occurred while setting a field in the TDL message, there is a library mismatch issue.

Recommended Action Check [uipeer] ERR entries in the log files for message reporting problems.

Error Message %SMAN-3-NO_MEMORY : Cannot allocate memory for an internal data structure

Explanation An out-of-memory condition occurred when attempting to create an internal data structure. The daemon encountering the problem will exit, after which the process manager will restart.

Recommended Action Check the log files for the associated daemon. Monitor processes for excessive memory consumption.

Error Message %SMAN-3-INVALID_EPOCH_FILE : An upgrade or installation has produced an invalid messaging configuration file [chars], [chars]

Explanation During an upgrade or installation of a new package, an invalid messaging configuration file was produced. The file is either empty or has invalid permissions and cannot be read.

Recommended Action Repeat the installation or upgrade. If the problem persists, revert to a previous known good package.

Error Message %SMAN-3-HOSTINFO_READ_FAILURE : Error reading host info ([chars]):
[chars]

Explanation During process startup and when changes occur, the Shell Manager reads host-related information, such as the hostname. This error occurs if there is a failure reading information.

Recommended Action Check the Shell Manager trace file for related details.

Error Message %SMAN-3-HOSTINFO_MONITOR_FAILURE : Error initializing host info monitoring: [chars]

Explanation During initialization, the Shell Manager monitors changes to host-related information, such as the hostname. This error occurs if initialization fails.

Recommended Action Check the Shell Manager trace file for related details.

Error Message %SMAN-3-NO_CD_L_FILE : Could not access command definition file [chars]: [chars]

Explanation During initialization, the Shell Manager loads a XML CDL file to load all the CLI structure. This file is for some reason not found.

Recommended Action Check the Shell Manager trace file for related details.

SMANRP Messages

Error Message %SMANRP-3-BADREPLYJOBID: Incorrect command reply job id [int] (origin [chars]), expecting [int]

Explanation A command reply message from the Shell Manager referenced the wrong originating job ID.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SMANRP-3-CMDBUILD: Interactive command directive [dec] of [dec] failed

Explanation In processing a CLI command, one of the instructions returned through the Shell Manager could not be turned into an interactive command for remote execution.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SMANRP-3-CMDCONNECT: Connection to local interactive relay failed: [chars]

Explanation Connecting to the local relay for an interactive command failed due to the reason indicated in the error message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SMANRP-3-CMDSEND: Send interactive command to relay failed: [chars]

Explanation Sending the interactive command string to the local relay after the connection was established failed by the reason indicated in the error message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SMANRP-3-CMDTOOLONG: Interactive command too long

Explanation Instructions for command execution would result in creation of a command string that is beyond the maximum size.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SMANRP-3-INVALIDCONNHANDLE: Invalid connection handle [int] referenced during command execution.

Explanation The execution of a CLI command, which must communicate with Shell Manager for command execution, has referenced a connection handle that is invalid. The CLI command execution will have failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SMANRP-3-MSGBIPCBUFFER: Unable to acquire a BIPC buffer for sending messages.

Explanation A message was to be sent by IOS, but no BIPC buffer was available. The message to be sent has been discarded and the associated operation failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SMANRP-3-MSGBIPCONNERR: Unable to register with the BIPC subsystem for connections to Shell Manager

Explanation IOS Shell Manager client code could not register with the BIPC communications infrastructure in order to establish a connection with the Shell Manager.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SMANRP-3-MSGBIPCERR: Unable to process received BIPC messages from Shell Manager, error: [chars]

Explanation An unexpected condition has occurred while IOS trying to process a received BIPC message from Shell Manager.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SMANRP-3-MSGBUILDERROR: Error [dec] building TDL message '[chars]' to send to the Shell Manager: [chars]

Explanation An unexpected condition has occurred while IOS is building a TDL message to send to the Shell Manager.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SMANRP-3-MSGDISPATCH: Unable to dispatch received TDL messages from Shell Manager

Explanation An unexpected condition has occurred while IOS is trying to dispatch to the TDL message handler functions for received TDL messages from Shell Manager.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SMANRP-3-MSGDISPATCHNULL: Received NULL TDL message

Explanation An unexpected condition in which IOS has received a NULL TDL message from Shell Manager.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SMANRP-3-MSGENQUEUEERROR: Error queueing TDL message '[chars]' to send to the Shell Manager

Explanation An unexpected condition has occurred when IOS attempted to queue a TDL message to send to the Shell Manager.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SMANRP-3-MSGERROR: Error [dec] handling a received TDL message '[chars]' from the Shell Manager: [chars]

Explanation An unexpected condition has occurred while IOS is processing a TDL message received from the Shell Manager.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SMANRP-3-MSGINVALIDFIELDINT: Invalid field '[chars]' in TDL message '[chars]' received: value '[int]' from the Shell Manager

Explanation A message with an invalid field value was received from the Shell Manager.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SMANRP-3-MSGINVALIDFIELDSTR: Invalid field '[chars]' value '[chars]' in TDL message '[chars]' received from the Shell Manager

Explanation A message with an invalid field value was received from the Shell Manager.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SMANRP-3-MSGMARSHALERROR: Error '[dec]' marshaling TDL message '[chars]' to send to the Shell Manager

Explanation An unexpected condition has occurred while IOS is marshaling TDL message to send to the Shell Manager.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SMANRP-3-MSGMISSINGFIELD: Missing field '[chars]' in TDL message '[chars]' received from the Shell Manager

Explanation A message missing a required field was received from the Shell Manager.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SMANRP-3-SET_ACCESS_FAIL: Installing LIIN interface access control failed

Explanation This error happens when the Shell Manager shim failed to set the access control function for the LIIN, possibly due to IOS out of memory or corruption. Interactive commands will not work.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SMANRP-3-SMAN_HANDLER_QUEUE_NOTEMPTY: Dynamic command handler exited foreground process with non-empty queue

Explanation The dynamic command handler which dispatches commands to the shell manager, has exited without proper cleanup.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SMANRP-3-SMAN_INIT_CONN_FAIL: Shell Manager client connection pool initialization failed: Unable to request creation of [int] of [int] connections.

Explanation The Shell Manager client has failed to create all of its connections to Shell Manager. Ability to execute some CLI commands will be several restricted or non-existent.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SMANRP-3-SMAN_INIT_DC_TDL_FAIL: Shell Manager client initialization failed: Unable to initialize messaging: [chars]

Explanation The Shell Manager client has failed to initialize the infrastructure for messaging with the Shell Manager. Ability to execute some CLI commands will be several restricted or non-existent.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SMANRP-3-SMAN_INIT_WQ_FAIL: Shell Manager client connection handler initialization failed: Unable to create [int] of [int] receiving queues.

Explanation The Shell Manager client has failed to create all of its receiving queues. Ability to execute some CLI commands will be several restricted or non-existent.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SMANRP-6-SMSTATUS: Shell Manager is [chars]

Explanation The current status of Shell Manager.

Recommended Action No action is required.

SMTP Messages

Error Message SMTP_ALG-3-SMTP_CHUNK_CREATE_FAIL :

Explanation Chunk create failed. SMTP ALG will not be able to finish initialization.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

SP_MONITOR Messages

Error Message %SP_MONITOR-3-PEER_EXCEPTION: SP_MONITOR peer has failed due to exception , reset SP proc [%d/%d]

Explanation SP_MONITOR messages have failed on the peer processor and the SP proc would be reset.

Recommended Action No action is required.

Error Message %SP_MONITOR-3-PEER_FAILED: SP_MONITOR peer process has failed to receive heartbeats, reset SP proc [%d/%d]

Explanation SP_MONITOR messages have failed on the peer process and the SP proc would be reset.

Recommended Action No action is required.

Error Message %SP_MONITOR-3-TIMED_OUT: SP_MONITOR messages have failed, resetting %s [%d/%d]

Explanation SP_MONITOR messages have failed and the SP proc would be reset.

Recommended Action No action is required.

Error Message %SP_MONITOR-6-NOT_HEARD: SP_MONITOR messages have not been heard for %d seconds [%d/%d]

Explanation SP_MONITOR messages have not been heard for a significant amount of time. It is likely that a timeout will occur soon which will reset the SP processor.

Recommended Action No action is required.

SPA Messages

Error Message %SPA-3-BAD_FCITYPE: [chars]: Illegal FCI type [dec].

Explanation An invalid FCI type is passed to SPA. This is a software error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA-3-ENTITY_INITFAIL: SPA entity initialization error

Explanation A failure occurred during the SPA entity management subsystem startup. Entity management is not enabled.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

Error Message %SPA-3-ENVMON_INITFAIL: SPA environmental monitoring initialization error

Explanation A failure occurred during the SPA environmental monitoring subsystem startup. Environmental monitoring is not enabled.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

Error Message %SPA-3-ENVMON_NOT_MONITORED: Environmental monitoring is not enabled for [chars]

Explanation The indicated SPA has not registered any sensors with the environmental monitoring 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA-3-INITFAIL: Initialization error

Explanation A failure occurred during the initialization.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

Error Message %SPA-3-SW_ERROR: NULL

Explanation This error is seen when there is a problem in internal software coding; it should not be seen under 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA-2-TEMP_CRITICAL: [chars] temperature too high on sensor [int] ([dec]C).

Explanation SPA temperatures are indicated to be outside of the normal ranges. Component reliability and data integrity may be compromised. Correct immediately.

Recommended Action Verify that there are not any airflow restrictions. Verify that blank filler plates are installed in all empty slots. Clean and check air filters, if present. It might be necessary to lower the ambient temperature.

Error Message %SPA-0-TEMP_SHUTDOWN: [chars] temperature too high on sensor [int] ([dec]C). SPA has been shut down.

Explanation SPA temperatures are indicated to be outside of the normal ranges. Component reliability and data integrity may be compromised. The SPA has been shut down.

Recommended Action Verify that there are not any airflow restrictions. Verify that blank filler plates are installed in all empty slots. Clean and check air filters, if present. It might be necessary to lower the ambient temperature.

Error Message %SPA-0-TEMP_SHUTDOWN_OVR: [chars] temperature too high on sensor [int] ([dec]C) but shutdown has been overridden.

Explanation SPA temperatures are indicated to be outside of the normal ranges. Component reliability and data integrity may be compromised. SPA shutdown has been overridden by configuration.

Recommended Action Verify that there are not any airflow restrictions. Verify that blank filler plates are installed in all empty slots. Clean and check air filters, if present. It might be necessary to lower the ambient temperature.

Error Message %SPA-4-TEMP_WARNING: [chars] temperature too high on sensor [int] ([dec]C).

Explanation SPA temperatures are indicated to be outside of the normal ranges. Component reliability and data integrity may be compromised.

Recommended Action Verify that there are not any airflow restrictions. Verify that blank filler plates are installed in all empty slots. Clean and check air filters, if present. It might be necessary to lower the ambient temperature.

Error Message %SPA-4-TEMP_WARNLOW: [chars] temperature too low on sensor [int] ([dec]C).

Explanation SPA temperature too low. Component reliability and data integrity may be compromised.

Recommended Action Raise the ambient temperature if it is too low. If there is no issue with the ambient temperature, then the SPA temperature sensor has likely failed. If there are no data errors, this warning can be ignored.

Error Message %SPA-2-VOLT_CRITICAL: [chars] voltage outside of nominal range. Nominal ([dec]mV), value([dec]mV)

Explanation One or more voltage rails on the SPA are out of normal ranges. Component reliability and data integrity may be compromised.

Recommended Action Replace the SPA during a maintenance window.

Error Message %SPA-0-VOLT_SHUTDOWN: [chars] voltage out of operating range. Nominal ([dec]mV), value ([dec]mV). The SPA has been shut down.

Explanation One or more voltage rails on the SPA are out of normal ranges. Component reliability and data integrity may be compromised. The SPA has been shut down to prevent component damage.

Recommended Action Replace the SPA immediately. Record the associated messages and return the SPA for service.

Error Message %SPA-2-VOLT_SHUTDOWN_OVR: [chars] voltage outside of operating range. Nominal ([dec]mV), value([dec]mV). SPA shutdown has been overridden by configuration.

Explanation One or more voltage rails on the SPA are out of normal ranges. Component reliability and data integrity may be compromised. SPA shutdown has been overridden by configuration.

Recommended Action Replace the SPA during a maintenance window.

SPA_ATM_ENABLER Messages

Error Message %SPA_ATM_ENABLER-3-SPA_ATM_LICENSE_EULA_NOT_ACCEPTED:
 ***** WARNING: SPA ATM License is not yet activated. Please configure 'license feature atm' and accept the EULA to activate the license.

Explanation EULA is not accepted for the license

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

SPA_CCB Messages

Error Message %SPA_CCB-4-BADENCAP: [chars]: Unknown encapsulation command [dec].

Explanation An invalid encapsulation command is received by SPA. This is a software error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_CCB-3-CMDFAIL_0ARG: [chars]: host command [dec] error: [chars].

Explanation A command from host failed to execute for the given 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_CCB-3-CMDFAIL_1ARG: [chars]: host command [dec] (arg0=[dec]) error: [chars].

Explanation A CCB command failed to execute for the given 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_CCB-3-CMDFAIL_2ARG: [chars]: host command [dec] (arg0=[dec], arg1=[dec]) error: [chars].

Explanation A command from host failed to execute for the given 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_CCB-3-CMDFAIL_3ARG: [chars]: host command [dec] (arg0=[dec], arg1=[dec], arg2=[dec]) error: [chars].

Explanation A command from host failed to execute for the given 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_CCB-3-CMD_TOOEARLY: [chars]: host command [dec] received before handler ready.

Explanation Host command comes before handler is 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_CCB-3-ENQUEUE_FAIL: [chars]: host command [dec] failed to enqueue.

Explanation An error occurred while the SPA console was attempting to enqueue a host command to command queue.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_CCB-3-IF_CONFIG: [chars]: IF_CONFIG type [dec] failed.

Explanation Interface configuration type not valid for SPA card.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

SPA_CHOXC Messages

Error Message %SPA_CHOXC-3-NULL: [chars]

Explanation The NULL pointer was seen in when getting the data structure.

Recommended Action This is a internal software error. Decode the traceback. Enable **debug hw-module subslot <slot>/<bay> oir plugin** when the problem is happening. Check Bug Search Tool before calling the TAC. When calling the TAC, provide the above information along with output of **show logging** and the output of **show tech** details.

Error Message %SPA_CHOXC-3-CORRUPT: Corrupt configuration, unsupported [chars] ([int]) encountered

Explanation The OC3/STM1 RP driver running configuration is corrupt.

Recommended Action This is an internal software error. Decode the traceback and get the output of **show running-config**. Check Bug Search Tool before calling the TAC. When calling the TAC, provide the above information along with the output of **show tech** details

Error Message %SPA_CHOXC-3-CREATE_FAIL: Failed to create [chars] : slot/bay: [dec]/[dec]

Explanation The channelized SPA controller descriptor block creation failed. Check the amount of system memory 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_CHOXC-5-DEF_SUBRATE: [chars] [chars]

Explanation Remote subrate configuration changed.

Recommended Action Inform the network operator that subrate configuration changed by remote end

Error Message %SPA_CHOXC-3-ERROR: Failed to create for [chars] : slot/bay: [dec]/[dec]

Explanation The channelized SPA controller encountered an error.

Recommended Action Check the memory available in the system 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_CHOXC-3-FATAL_ERROR: Fatal error for [chars] : slot/bay:[dec]/[dec]

Explanation The channelized SPA controller encountered a fatal 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_CHOXC-3-FRR_ERROR: Error in handling FRR: [chars], [chars], [hex], [hex]

Explanation Error in FRR processing.

Recommended Action This is an internal software error. If this error happened while configuring FRR, try reconfiguring the interface. If the error persists or occurred during normal operation, decode the traceback 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_CHOXC-3-INTFC_FAILED: Channel provisioning failed for [chars]

Explanation Channel could not be provisioned on SPA for this interface interface corresponding to that channel has been moved to downstate. If this interface was provisioned using the user interface then it may not appear in the interface list.

Recommended Action This is an internal software error. Decode the traceback. Enable **debug hw-module subslot <slot>/<bay> oir plugin** when the problem is happening. Check Bug Search Tool before calling the TAC. When calling the TAC, provide the above information along with output of **show logging** and the output of **show tech** details.

Error Message %SPA_CHOXC-3-INVALID_SPA_TYPE: Invalid SPA type : slot/bay:[dec]/[dec], spa_type=[dec].

Explanation The CHOXC SPA type cannot be recognized by the version of Cisco IOS software currently running on the system.

Recommended Action Upgrade your system to the latest version of Cisco IOS software in your release train. If you require further assistance,

Error Message %SPA_CHOXC-3-NULL_INSTANCE: Null [chars] instance for [chars] : slot/bay: [dec]/[dec]

Explanation The instance pointer is NULL when getting data structure.

Recommended Action This is a internal software error. Decode the traceback and get the output of **show running-config**. Check Bug Search Tool before calling the TAC. When calling the TAC, provide the above information along with the output of **show running** and **show tech** details.

Error Message %SPA_CHOXC-3-NULL_SUBBLOCK: Null ssb for [chars]

Explanation The hwidb subblock is NULL.

Recommended Action This is a internal software error. Decode the traceback and get the output of **show running-config**. Check Bug Search Tool before calling the TAC. When calling the TAC, provide the above information along with the output of **show running** and **show tech** details.

Error Message %SPA_CHOXC-3-RETURN_ERROR: Return error for [chars]: return_value=[dec]

Explanation Return error code received.

Recommended Action This is a internal software error. Decode the traceback and get the output of **show running-config**. Check Bug Search Tool before calling the TAC. When calling the TAC, provide the above information along with the output of **show running** and **show tech** details.

Error Message %SPA_CHOXC-3-UNKNOWN_OPTION: Received unknown [chars]: option=[dec]

Explanation Unknown option received.

Recommended Action This is a internal software error. Decode the traceback and get the output of **show running-config**. Check Bug Search Tool before calling the TAC. When calling the TAC, provide the above information along with the output of **show running** and **show tech** details.

Error Message %SPA_CHOXC-6-XFP_OK: [dec]/[dec]/[dec]: [chars] detected/inserted

Explanation XFP has been detected or inserted in a port in Channelized SPA.

Recommended Action This is a information message, no action required.

Error Message %SPA_CHOXC-6-XFP_REMOVED: [dec]/[dec]/[dec]

Explanation XFP removed from a port in Channelized SPA.

Recommended Action This is a information message, no action required.

Error Message %SPA_CHOXC-3-XFP_UNSUPPORTED: [dec]/[dec]/[dec]: [chars] detected/inserted is not supported

Explanation Unsupported XFP has been detected or inserted in a port in Channelized SPA.

Recommended Action Remove unsupported XFP or SFP and insert the supported XFP.

SPA_CHOXC_DSX Messages

Error Message %SPA_CHOC_DSX-3-AUTODNR: [chars] failed for slot [dec] bay [dec]

Explanation AUTODNR/USNDNR process has failed. The SPA and SIP are out of synchronization. This condition indicates a software error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_CHOC_DSX-3-BAD_SIZE_ERR: SPA [dec]/[dec]: [dec] [chars] events on HDLC Controller were encountered.The SPA is being restarted.

Explanation The SPA driver detected an error event on the HDLC controller.

Recommended Action If the condition persists, copy the error message exactly as it appears on the console or in the system log. Next research and attempt to resolve the issue using the SPA hardware troubleshooting documentation. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_CHOC_DSX-3-COR_MEM_ERR: SPA [dec]/[dec]: [dec] correctable [chars] memory error(s) encountered. The error has been corrected and normal processing should continue. The memory address of most the recent error is: [hex]

Explanation The SPA driver detected a correctable memory error on the SPA card.

Recommended Action The SPA has encountered a correctable memory error on the SPA card. The error has been corrected and normal processing should continue. The hexadecimal memory address of the most recent error is specified in the message text on the console or in the system log. If the condition persists, or other errors are indicated for the SPA, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_CHOC_DSX-3-EFC_ERROR: EFC ERROR: [chars] - [chars] [int]

Explanation The SPA Extended Flow Control encountered an error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_CHOC_DSX-3-HDLC_CTRL_ERR: SPA [dec]/[dec]: [dec] [chars] events on HDLC Controller were encountered.

Explanation The SPA driver detected an error event on the HDLC controller.

Recommended Action If the condition persists, copy the error message exactly as it appears. Next research and attempt to resolve the issue using the SPA hardware troubleshooting documentation. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_CHOC_DSX-3-INVALID_IF_TYPE: Invalid SPA type [dec] on [chars]. Port Number = [dec].

Explanation The software cannot recognize the interface type.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_CHOC_DSX-3-INVLIAD_IF_INDEX: Invalid interface index [dec] on slot/bay:[dec]/[dec]. Min. Index = [dec]. MAX. Index = [dec].

Explanation The index is not valid for the interface 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_CHOC_DSX-3-LINK_TABLE_ERR: [chars]: Could not create link table, error [dec]

Explanation Error creating link record table. Interfaces may not come up or pass traffic.

Recommended Action If the ports on the SPA are not operating as expected, power down and reseal the indicated SPA card. If the error messages persists, copy the error message exactly as it appears on the console or in the system log. Next research and attempt to resolve the issue using the SPA hardware troubleshooting documentation. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_CHOC_DSX-3-NODESTROYSUBBLOCK: The [chars] subblock named [chars] was not removed

Explanation IDB sub-blocks could not be removed during the unprovisioning of a channel. This condition indicates a software error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_CHOC_DSX-3-NULL_DATA_STRUCTURE: Failed to create [chars] on slot/bay:[dec]/[dec]. Port Number = [dec].

Explanation The software resource cannot be allocated for this hardware.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_CHOC_DSX-3-NULL_SPA_PTR:

Explanation The pointer to an SPA value is of a null value.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_CHOC_DSX-3-PERIODIC_PROCESS: [chars]: periodic process error [chars].

Explanation The SPA driver detected an error with the periodic processing routine.

Recommended Action If the ports on the SPA are not operating as expected, take it out of service by entering the **hw-module subslot slot#/bay# stop** command followed by the **hw-module subslot slot#/bay# start** command for the indicated SPA card. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_CHOC_DSX-3-SEMAHOG: SPA on [chars]: Semaphore Hog was encountered.Hogged by process [chars]

Explanation The semaphore used by the IPC communication between host and the SPA was hogged by one process. This behavior would cause other processes fail to send commands down to the SPA. This might result improper operation.

Recommended Action Stop all the traffic on the SPA and then reload the configuration by entering the **shutdown** and **no shutdown** commands on the controllers. If the problem persists, power cycle the SPA. If the condition persists, copy the error message exactly as it appears on the console or in the system log. Next research and attempt to resolve the issue using the SPA hardware troubleshooting documentation. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_CHOC_DSX-3-SPA_CMD_RETURN_ERR: SPA command [chars] return error [int]

Explanation The SPA returned an error status for a host command.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_CHOC_DSX-3-SPA_CMD_SEND_ERR: Failed to send [chars] command to SPA

Explanation The host failed to send a command to 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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_CHOC_DSX-3-SPA_SW_ERR: SPA on [chars]: [chars] Software error was encountered.

Explanation The SPA driver detected a Software error condition on the SPA card. This might result in improper operation.

Recommended Action The SPA driver has encountered a Software error. first reload the configuration by entering the **shutdown** and **no shutdown** commands on the controllers. If the problem persists, power cycle the SPA. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_CHOC_DSX-3-SPI4_HW_ERR: SPA on [chars]: [chars] Hardware error was encountered.

Explanation The SPA driver detected a Hardware error condition on the SPA card. This might result in improper operation.

Recommended Action The SPA driver has encountered a hardware error on the SPA's SPI4 bus. Power down and reseal the indicated SPA card. If the condition persists, copy the error message exactly as it appears on the console or in the system log. Next research and attempt to resolve the issue using the SPA hardware troubleshooting documentation. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search

Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_CHOC_DSX-3-T1CFG_ERROR: Interface [chars] T3 [int] T1 [int] config command error (cmd [int], arg [int], retval [int])

Explanation A command sent from the system to a linecard 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_CHOC_DSX-3-T3CFG_ERROR: Interface [chars] T3 [int] config command error (cmd [int], arg [int], retval [int])

Explanation A command sent from the system to a linecard 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_CHOC_DSX-3-UNCOR_MEM_ERR: SPA [dec]/[dec]: [dec] uncorrectable [chars] memory error(s) encountered.The memory address of most the recent error is: [hex]The SPA is being restarted.

Explanation The SPA driver detected an uncorrectable memory error condition on the SPA card. Packet corruption may result.

Recommended Action The SPA driver has encountered an uncorrectable memory error on the SPA card. The hexadecimal memory address of the most recent error is specified in the message text on the console or in the system log. Power down and reseal the indicated SPA card. If the condition persists, copy the error message exactly as it appears on the console and in the system log. Next research and attempt to resolve the issue using the SPA hardware troubleshooting documentation.

Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_CHOC_DSX-3-UNCOR_PARITY_ERR: SPA [dec]/[dec]: [dec] [chars] parity error(s) encountered.The address of the most recent error is: [hex]

Explanation The SPA driver detected an uncorrectable parity error condition on the SPA card. Packet corruption may result.

Recommended Action Power down and reseal the indicated SPA card. If the condition persists, copy the error message exactly as it appears on the console and in the system log. Next research and attempt to resolve the issue using the SPA hardware troubleshooting documentation. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_CHOC_DSX-3-UNKNOWN_CMD: Unknown [chars] command recieved on slot/bay:[dec]/[dec]. Command Type = [dec]

Explanation An unknown command was received by the SPA card carrier.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_CHOC_DSX-4-UNPROV_FAIL: Interface [chars] unprovisioning failed: [chars]

Explanation The system failed to respond to an unprovisioning command. A hidden VLAN could not be deleted within a 2 second timeout window. This condition may be caused by a system that is too busy, or by a FIB IPC failure. The line card driver code will attempt to delete the hidden VLAN.

Recommended Action If processing continues normally, no action is required. If system operation is adversely affected, Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_CHOC_DSX-3-VCCFG_ERROR: Interface [chars] config command error (cmd [int], arg [int], retval [int])

Explanation A command sent from the system to a linecard has failed. This is an internal software error.

Recommended Action Decode the traceback and get the output of the **show logging** command on RP and SIP and check if there are any errors being reported. Try to recreate the problem to see if there is a consistent method to recreate. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

SPA_CHOCX_MCPRP Messages

Error Message %SPA_CHOCX_MCPRP-1-ALLOCFAIL: OC3/STM1 [dec]/[dec] [chars] allocation failure

Explanation CHOCX controller or channel memory allocation failure.

Recommended Action This is a internal software error. Decode the traceback. Enable **debug hw-module subslot <slot>/<bay> oir plugin** when the problem is happening. Check Bug Search Tool before calling the TAC. When calling the TAC, provide the above information along with output of **show logging** and the output of **show tech** details.

Error Message %SPA_CHOXC_MCPRP-3-APS_CMD_FAIL: Failed to send APS command [hex] to [chars] (retcode [hex])

Explanation APS command sending failed.

Recommended Action This is a internal software error. If this error happened while configuring APS, try reconfiguring the interface. If the error persists or occurred during normal operation, decode the traceback 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_CHOXC_MCPRP-3-CORRUPT: Corrupt configuration, unsupported [chars] ([int]) encountered

Explanation The OC3/STM1 RP driver running configuration is corrupt.

Recommended Action This is a internal software error. Copy the message exactly as it appears on the console or in the system log. Enter the **show running-config** command and decode the traceback 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show running-config** commands and your pertinent troubleshooting logs.

Error Message %SPA_CHOXC_MCPRP-5-DEF_SUBRATE: [chars] [chars]

Explanation Remote subrate configuration changed.

Recommended Action Inform the network operator that subrate configuration changed by remote end.

Error Message %SPA_CHOXC_MCPRP-3-FRR_ERROR: Error in handling FRR: [chars], [chars], [hex], [hex]

Explanation Error in FRR processing.

Recommended Action This is a internal software error. If this error happened while configuring FRR, try reconfiguring the interface. If the error persists or occurred during normal operation, decode the traceback 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still

require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_CHOXC_MCPRP-3-NULL_SUBBLOCK: Null ssb for [chars]

Explanation The hwidb subblock is NULL.

Recommended Action This is a internal software error. Decode the traceback and get the output of **show running-config**. Check Bug Search Tool before calling the TAC. When calling the TAC, provide the above information along with the output of **show running** and **show tech** details.

Error Message %SPA_CHOXC_MCPRP-5-PATH_UPDOWN: Path [chars], changed state to [chars]

Explanation A Sonet high order path changed its state.

Recommended Action This is a internal software error. Decode the traceback and get the output of **show controller sonet**. Look into this output to see if there are any alarms being reported at the path level. Check Bug Search Tool before calling the TAC. When calling the TAC, provide the above information along with the output of **show tech** details

Error Message %SPA_CHOXC_MCPRP-3-PLUGIN_ERR: [chars]

Explanation The RP plugin encountered an error during one of the Plugin calls.

Recommended Action This is a internal software error. Decode the traceback. Enable **debug hw-module subslot <slot>/<bay> oir plugin** when the problem is happening. Check Bug Search Tool before calling the TAC. When calling the TAC, provide the above information along with the output of **show logging** and the output of **show tech** details.

Error Message %SPA_CHOXC_MCPRP-5-T3_UPDOWN: T3 [chars], changed state to [chars]

Explanation A T3 within STS1 changed its state.

Recommended Action This is a internal software error. Decode the traceback and get the output of **show controller sonet**. Look into this output to see if there are any alarms being reported at the T3 level. Check Bug Search Tool before calling the TAC. When calling the TAC, provide the above information along with the output of **show tech** details

Error Message %SPA_CHOXC_MCPRP-3-TIMEOUT: Interface ([chars]): [chars]

Explanation The CHOXC RP driver queries the LC for SONET information, the LC didnot respond.

Recommended Action This is a internal software error. Decode the traceback. Enable **debug hw-module subslot slot/bay** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

SPA_CONSOLE Messages

Error Message %SPA_CONSOLE-3-BADDETACH: SPA console session detach failed with IPC error [chars].

Explanation A failure occurred when attempting to detach SPA console subsystem.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_CONSOLE-5-CANTGET: Cannot get SPA client IPC port

Explanation SPA console sub-block is not initialized 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_CONSOLE-5-CANTSEND: Cannot send SPA console messages.

Explanation An error occurred while a SPA console message was being sent via the IPC. This condition might result in a malfunction in the operation of the IPC.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ipc status** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ipc status** commands and your pertinent troubleshooting logs.

Error Message %SPA_CONSOLE-5-CANTSET: Cannot set SPA client IPC port

Explanation SPA console sub-block is not initialized 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_CONSOLE-3-INITFAIL: [chars]: SPA console initialization error: [chars].

Explanation A failure occurred during initialization of the SPA console subsystem. The SPA console may not be functioning.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_CONSOLE-3-NOBUF: No packet buffer available for sending SPA console messages

Explanation An error occurred while the SPA console was attempting to acquire a packet buffer from the IPC buffer pool.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ipc status** 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 Search Tool at

<http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ipc status** commands and your pertinent troubleshooting logs.

Error Message %SPA_CONSOLE-3-NO_DRIVER: [chars]: VCON_SPACP: Driver not ready.

Explanation SPA sent a message before the SIP was fully initialized.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_CONSOLE-5-QUEUEFULL: Queue holding SPA console messages is full current console packet will be dropped

Explanation An error occurred while the SPA console was Queueing a packet for transmission. Some console data may be lost.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ipc status** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ipc status** commands and your pertinent troubleshooting logs.

Error Message %SPA_CONSOLE-3-RX_BUS_PARAM: [chars]: VCON_SPACP: Invalid SPA bus parameters.

Explanation There was an error receiving a message from SPA.

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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>,

or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_CONSOLE-3-TX_BUS_PARAM: [chars]: VCON_SPACP: Invalid SPA bus parameters.

Explanation There was an error sending a message to SPA.

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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

SPA_CT3 Messages

Error Message %SPA_CT3-5-DEF_SUBRATE: [chars] [chars]

Explanation Remote subrate configuration changed.

Recommended Action Inform the network operator that subrate configuration changed by remote end.

Error Message %SPA_CT3-3-INVALID_SPA_TYPE: Invalid SPA type : slot/bay:[dec]/[dec], spa_type=[dec].

Explanation The Channelized T3 SPA type cannot be recognized by the version of Cisco IOS XE software currently running on the system.

Recommended Action Upgrade your system to the latest version of Cisco IOS XE software in your release train. If you require further assistance, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_CT3-3-PROCESS_FAIL: process creation failed for [chars]

Explanation A command could not be processed because of a process creation 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_CT3-3-SUBRATE_FPGA_DL_FAILED: [chars]: Failed to download the subrate FPGA image.

Explanation The indicated SPA was not able to download the subrate FPGA image during card initialization sequence. The image might be corrupted and the system will try to recover from this error by upgrading the image.

Recommended Action If the system cannot recover from this error automatically after a few attempts, it will power-off the affected SPA. In this case, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot slot/subslot fpd** and **show hw-module subslot slot/subslot oir** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show hw-module subslot slot/subslot fpd**, and **show hw-module subslot slot/subslot oir** commands and your pertinent troubleshooting logs.

SPA_DATABUS Messages

Error Message %SPA_DATABUS-3-PACKET_GAP_ERROR: [chars] [chars] - A packet gap error has occurred

Explanation The data bus interface on this line card is experiencing a hardware-related issue. No loss of data or data corruption should occur. Packets should continue to be forwarded.

Recommended Action If this error recurs, verify whether the failed hardware is the SIP or the SPA, as this error will only occur with a hardware failure. If supported by the platform, try running diags on the suspected hardware. Next, research and attempt to resolve the issue using the SPA hardware troubleshooting documentation. Copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module slot/subslot errors spi4** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show hw-module slot/subslot errors spi4** commands and your pertinent troubleshooting logs.

Error Message %SPA_DATABUS-3-SPI4_BAD_CHAN_NUM: [chars] [chars] - An error condition on the SPA data bus has occurred.

Explanation An error condition on the SPA data bus has occurred. This condition can be caused by a software fault only.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module slot/subslot errors spi4** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show hw-module slot/subslot errors spi4** commands and your pertinent troubleshooting logs.

Error Message %SPA_DATABUS-3-SPI4_BAD_CNTR_WORD: [chars] [chars] - An error condition on the data bus between the SPA and the SIP has occurred.

Explanation An error condition on the data bus between the SPA and the SIP has occurred. Symptoms of this error include data corruption and/or a short duration of data loss. In addition, the interface may lock up.

Recommended Action If this error recurs, verify whether the failed hardware is the SIP or the SPA, as this error will only occur with a hardware failure. If supported by the platform, try running diags on the suspected hardware. Next, research and attempt to resolve the issue using the SPA hardware troubleshooting documentation. Copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module slot/subslot errors spi4** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show hw-module slot/subslot errors spi4** commands and your pertinent troubleshooting logs.

Error Message %SPA_DATABUS-3-SPI4_CALENDAR_LEN: [chars] [chars] - An error condition on the data bus between the SPA and the SIP has occurred.

Explanation An error condition on the data bus between the SPA and the SIP has occurred. This condition results from a software fault.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module slot/subslot errors spi4** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show hw-module slot/subslot errors spi4** commands and your pertinent troubleshooting logs.

Error Message %SPA_DATABUS-3-SPI4_CRTL_WD_NO_DIP4: [chars] [chars] - An error condition on the data bus between the SPA and the SIP has occurred.

Explanation This message points to an error condition on the SPA data bus. Symptoms of this error include data corruption and/or a short duration of data loss.

Recommended Action If this error recurs, verify whether the failed hardware is the SIP or the SPA, as this error will only occur with a hardware failure. If supported by the platform, try running diags on the suspected hardware. Next, research and attempt to resolve the issue using the SPA hardware troubleshooting documentation. Copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module slot/subslot errors spi4** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show hw-module slot/subslot errors spi4** commands and your pertinent troubleshooting logs.

Error Message %SPA_DATABUS-3-SPI4_FIFO_STATUS_BUS: [chars] [chars] - FIFO status bus out of frame condition has occurred.

Explanation The data bus interface on this line card is experiencing a hardware-related issue. When this condition is occurring, the interface will be down and/or not forward any traffic.

Recommended Action If this error recurs, verify whether the failed hardware is the SIP or the SPA, as this error will only occur with a hardware failure. If supported by the platform, try running diags on the suspected hardware. Next, research and attempt to resolve the issue using the SPA hardware troubleshooting documentation. Copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module slot/subslot errors spi4** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show hw-module slot/subslot errors spi4** commands and your pertinent troubleshooting logs.

Error Message %SPA_DATABUS-3-SPI4_OUT_OF_FRAME: [chars] [chars] - A data bus out of frame error condition has occurred

Explanation An error has occurred on the data bus between the SPA and the SIP. When this condition is occurring, the interface will be down and/or not forward any traffic.

Recommended Action Power down and reseal the card. If this error recurs, verify whether the failed hardware is the SIP or the SPA, as this error will only occur with a hardware failure. If supported by the platform, try running diags on the suspected hardware. Next, research and attempt to resolve the issue using the SPA hardware troubleshooting documentation. Copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module slot/subslot errors spi4** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show hw-module slot/subslot errors spi4** commands and your pertinent troubleshooting logs.

Error Message %SPA_DATABUS-3-SPI4_SEQUENCE: [chars] [chars] - A sequence error has occurred.

Explanation A sequence error has occurred on the data bus between the SPA and the SIP. When this condition is occurring, a short duration of packet loss may be noticed. This condition may indicate a developing hardware failure. This error should occur very infrequently during normal operation and should not occur when no changes are made to the configuration.

Recommended Action If this error recurs, verify whether the failed hardware is the SIP or the SPA, as this error will only occur with a hardware failure. If supported by the platform, try running diags on the suspected hardware. Next, research and attempt to resolve the issue using the SPA hardware troubleshooting documentation. Copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module slot/subslot errors spi4** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show hw-module slot/subslot errors spi4** commands and your pertinent troubleshooting logs.

Error Message %SPA_DATABUS-3-SPI4_SINGLE_DIP2_PARITY: [chars] [chars] - A single DIP 2 parity error on the FIFO status bus has occurred.

Explanation The data bus interface on this line card is experiencing a hardware-related issue. Some packets may be dropped.

Recommended Action If this error recurs, verify whether the failed hardware is the SIP or the SPA, as this error will only occur with a hardware failure. If supported by the platform, try running diags on the suspected hardware. Next, research and attempt to resolve the issue using the SPA hardware troubleshooting documentation. Copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module slot/subslot errors spi4** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show hw-module slot/subslot errors spi4** commands and your pertinent troubleshooting logs.

Error Message %SPA_DATABUS-3-SPI4_SINGLE_DIP4_PARITY: [chars] [chars] - A single DIP4 parity error has occurred on the data bus.

Explanation A single parity error has occurred on the data bus between the SPA and the SIP. When this condition is occurring, a short duration of packet loss and/or symptoms resulting from data corruption may occur. This condition may indicate a developing hardware failure. This error should occur very infrequently during normal operation and should not occur when no changes are made to the configuration.

Recommended Action Power down and reseal the interface card. If this error recurs, verify whether the failed hardware is the SIP or the SPA, as this error will only occur with a hardware failure. If supported by the platform, try running diags on the suspected hardware. Next, research and attempt to resolve the issue using the SPA hardware troubleshooting documentation. Copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module slot/subslot errors spi4** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show hw-module slot/subslot errors spi4** commands and your pertinent troubleshooting logs.

Error Message %SPA_DATABUS-3-SPI4_SINK_FIFO_OVERFLOW: [chars] [chars] - An error condition on the data bus between the SPA and the SIP has occurred.

Explanation An error condition on the data bus between the SPA and the SIP has occurred. Possible causes include misconfiguration of Maxburst parameters, incorrect FIFO sizing or FIFO threshold settings.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module slot/subslot errors spi4** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show hw-module slot/subslot errors spi4** commands and your pertinent troubleshooting logs.

Error Message %SPA_DATABUS-3-SPI4_SINK_FIFO_UNDERRUN: [chars] [chars] - An error condition on the data bus between the SPA and the SIP has occurred.

Explanation An error condition on the data bus between the SPA and the SIP has occurred. Possible causes include misconfiguration of Maxburst parameters, incorrect FIFO sizing or FIFO threshold settings.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module slot/subslot errors spi4** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show hw-module slot/subslot errors spi4** commands and your pertinent troubleshooting logs.

Error Message %SPA_DATABUS-3-SPI4_UNALIGNED_BURST: [chars] [chars] - An error on the data bus has occurred.

Explanation In normal situation transitions from the Data Burst state to payload control or idle control are possible only on integer multiples of 8 cycles or upon end of packet. This error could happen if the MW bit flips on the bus with coincidental good dip4 or due to a misbehaving source.

Recommended Action Power down and reseal the card. If this error recurs, verify whether the failed hardware is the SIP or the SPA, as this error will only occur with a hardware failure. If supported by the platform, try running diags on the suspected hardware. Copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module slot/subslot errors spi4** 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

Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show hw-module slot/subslot errors spi4** commands and your pertinent troubleshooting logs.

SPA_EEPROM Messages

Error Message %SPA_EEPROM-4-CANNOT_UPDATE: [chars]: EEPROM data cannot be updated at this moment because the SPA is not in service.

Explanation The EEPROM update operation cannot be performed because the indicated SPA could have been in "out of service" state, "admin down" state or is trying to get initialized.

Recommended Action Retry the operation when the SPA is in service. The operational status of the SPA can be checked with the **show hw-module subslot slot/subslot oir** command. If the SPA is shown in "out of service" state, correct the indicated problem before the retry to update EEPROM. If the state shown is in "admin down", re-enable the SPA with **no hw-module subslot slot/subslot shutdown** command.

Error Message %SPA_EEPROM-4-DATA_TRUNCATED: [chars]: Data will be truncated for field type [hex] - size ([int] bytes) too big for this field type ([int] bytes)

Explanation The provided data to be written into the indicated field type of SPA EEPROM is too big and the data will be truncated in order to fit into the allowed space.

Recommended Action Retry the operation again with a data size that will fit into the indicated size for the field type.

Error Message %SPA_EEPROM-3-FIELD_NOT_FOUND: [chars]: Failed to find content of field type [hex] with data size = [dec] bytes. The EEPROM might require an update.

Explanation System failed to find the content of the indicated field type from the SPA EEPROM. The format of the EEPROM of the indicated SPA might not be up to date.

Recommended Action Retry the operation. If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the **show idprom module slot/subslot dump** or **show diag subslot slot/subslot** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show idprom module slot/subslot dump** or **show diag subslot slot/subslot** commands and your pertinent troubleshooting logs.

Error Message %SPA_EEPROM-3-FORMAT_ERROR: [chars]: [chars]. The EEPROM might require an update.

Explanation A format error has been detected in the EEPROM of the indicated SPA. The type of error is indicated in the error message.

Recommended Action Retry the operation. If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the **show idprom module slot/subslot dump** or **show diag subslot slot/subslot** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show idprom module slot/subslot dump** or **show diag subslot slot/subslot** commands and your pertinent troubleshooting logs.

Error Message %SPA_EEPROM-3-READ_FAILED: Failed to read the EEPROM content of [chars] in [chars] (offset=[hex], num_byte=[int])

Explanation System failed to read the EEPROM content of the indicated SPA with the specified offset value and number of bytes to read.

Recommended Action Retry the operation. If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the **show idprom module slot/subslot dump** or **show diag subslot slot/subslot** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show idprom module slot/subslot dump** or **show diag subslot slot/subslot** commands and your pertinent troubleshooting logs.

Error Message %SPA_EEPROM-3-RPC_FAILED: Failed to send RPC message to [chars] EEPROM of [chars] in [chars] - [chars]

Explanation System failed to send a RPC message to read/write the EEPROM of the indicated SPA. The cause of the error condition is shown in the error message.

Recommended Action Retry the operation. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>,

or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_EEPROM-3-SET_WR_PROTECT_FAILED: [chars]: Failed to [chars] the EEPROM write protect mode on [chars].

Explanation System failed to enable/disable the write protect mode for SPA EEPROM on the indicated device. This might happen if the device were busy performing other tasks.

Recommended Action Retry the operation. If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the **show idprom module slot/subslot dump** or **show diag subslot slot/subslot** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show idprom module slot/subslot dump** or **show diag subslot slot/subslot** commands and your pertinent troubleshooting logs.

Error Message %SPA_EEPROM-3-SW_ERROR: NULL

Explanation This error is seen when there is a problem in internal software coding; it should not be seen under 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_EEPROM-3-WRITE_FAILED: Failed to write the EEPROM content for [chars] in [chars] (offset=[hex], num_byte=[int])

Explanation System failed to write data into the EEPROM of the indicated SPA with the specified offset value and number of bytes to write.

Recommended Action Retry the operation. If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the **show idprom module slot/subslot dump** or **show diag subslot slot/subslot** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show idprom module slot/subslot dump** or **show diag subslot slot/subslot** commands and your pertinent troubleshooting logs.

Recommended Action

SPA_FPD Messages

Error Message %SPA_FPD-3-ADM106X_EEPROM_READ_ERROR: [chars]: Failed to read the content of ADM106x [chars] EEPROM section - [chars]

Explanation The read operation to ADM106x is performed through C2W serial interface from SPA carrier card, the indicated failure might be caused by busy C2W serial interface.

Recommended Action Retry the same operation again later. If the problem persists, remove the configuration of the SPA before trying again the operation.

Error Message %SPA_FPD-3-ADM106X_EEPROM_VERIFY_ERROR: [chars]: Verification of write operation failed in ADM106x [chars] EEPROM section for address [hex] - read value '[hex]', expected value '[hex]'.

Explanation The verification of the write operation has found a mismatch on the EEPROM data. The problem might be an indication of aging effect on the device that cannot longer hold written data.

Recommended Action Retry the upgrade operation again later. If the problem persists, replace the SPA.

Error Message %SPA_FPD-3-ADM106X_EEPROM_WRITE_ERROR: [chars]: Failed to write new configuration into ADM106x [chars] EEPROM section - [chars]

Explanation The write operation to ADM106x is performed through C2W serial interface from SPA carrier card, the indicated failure might be caused by busy C2W serial interface.

Recommended Action Retry the upgrade operation again later. If the problem persists, remove the configuration of the SPA before trying again the upgrade operation.

Error Message %SPA_FPD-3-ADM106X_READ_VER_ERROR: [chars]: Failed to read version info from ADM106x device - [chars]

Explanation The read operation to ADM106x is performed through C2W serial interface from SPA carrier card, the indicated failure might be caused by busy C2W serial interface.

Recommended Action Try to reload the SPA with **hw-module subslot slot#/subslot# reload** command to correct the failure. If problem persists, move the SPA to another bay of the carrier card.

Error Message %SPA_FPD-3-GETVER_FAILED: [chars]: Failed to get FPD version for "[chars]" (ID=[dec]): [chars].

Explanation Failed to get FPD version due to either IPC problem or operation error. The card will be disabled.

Recommended Action Check SPA seating and SPA status. Ensure compatibility among FPD, IOS and possible SPA firmware by comparing output of command **show hw-module subslot fpd** with IOS Release Notes. Obtain IOS version by command **show version**.

Error Message %SPA_FPD-3-IHEX_PARSE_ERROR: NULL

Explanation This error is seen when there is a problem in the format of the Intel HEX data; it should not be seen under 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_FPD-6-IMG_CORRUPTION: [chars]: FPD image corruption detected for "[chars]" (ID=[dec]), forcing upgrade of the corrupted image to correct this problem.

Explanation The software detected corruption on a FPD image and it is triggering the FPD automatic upgrade mechanism to correct the problem.

Recommended Action No Action is required.

Error Message %SPA_FPD-3-JTAG_ERR: [chars]: Failed to program a [chars] FPD image file. Error code [hex].

Explanation While attempting to program a SPA FPGA via JTAG bus, an error occurs. It could be caused by an outdated carrier card FPGA or SPA connection. It may also flag an internal software error.

Recommended Action Retry the upgrade after reseating SPA. Verify carrier card FPGA is current. Copy exact the error message and report to TAC.

Error Message %SPA_FPD-2-PWR_NO_OK: SPA POWER OK signal is not asserted for [chars] in [chars] for FPD upgrade.

Explanation The check for SPA POWER OK signal assertion failed. This might indicate a HW problem with the SPA.

Recommended Action Contact your Cisco technical support representative to have the SPA replaced.

Error Message %SPA_FPD-3-PWR_OFF_FAILED: Failed to power-off [chars] in [chars] for FPD offline upgrade within [dec] seconds.

Explanation The power-off operation of the indicated SPA failed within the number of specified seconds. This might indicate that the time used to wait for SPA to power-off is not long enough, which can happen if the SPA has significant number of interfaces configured.

Recommended Action Retry the upgrade operation again later. If the problem persists, remove the configuration of the SPA before trying again the upgrade operation.

Error Message %SPA_FPD-3-SMM665_CONF_WRITE_ERROR: [chars]: Failed to write new configuration into SMM665 device.

Explanation The write operation to SMM665 is performed through C2W serial interface from SPA carrier card, the indicated failure might be caused by busy C2W serial interface.

Recommended Action Retry the upgrade operation again later. If the problem persists, remove the configuration of the SPA before trying again the upgrade operation.

Error Message %SPA_FPD-3-SW_ERROR: NULL

Explanation This error is seen when there is a problem in internal software coding; it should not be seen under 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_FPD-4-UPGRADE_ABORTED: [chars]: Upgrade aborted for "[chars]" (ID=[dec]) - [chars]

Explanation The upgrade operation for the FPD image was aborted because the provided image cannot be used by the driver to perform the image programming operation.

Recommended Action Ensure that the provide FPD image package for the FPD upgrade operation is a valid one for the Cisco IOS release in use. This can be verified with the **show upgrade fpd package default** command to display the required FPD image package version for the IOS image.

Error Message %SPA_FPD-3-UPGRADE_FAILED: [chars]: Failed to upgrade FPD, [chars].

Explanation The FPD image upgrade operation failed. This error is specific to the SPA. The cause could be a wrong image file, error in accessing fpga storage, physical interrupt such as power failure or card removal. Depending on SPA type and error cause, the card could be in an unusable status. Normally the system automatically reattempts the upgrade and shuts the card after repeated failures.

Recommended Action Do not interrupt the system while an FPD upgrade is in progress. Obtain the matching FPD package. Refer to IOS Release Notes for more information on obtaining the correct FPD package for the SPA. Review the output of the RP FPD logs.

SPA_GE_DWDM Messages

Error Message %SPA_GE_DWDM-3-DWDM_ERROR: [chars]

Explanation SPA driver detected an error in the DWDM init routine.

Recommended Action The SPA driver has detected problem with DWDM init routine.If the ports on the SPA are not operating as expected, power down and reseal the indicated SPA card. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_GE_DWDM-3-MALLOC_FAILED: [chars]

Explanation The SPA driver detected a memory error on the SPA card.

Recommended Action Reload the card and if the problem persists, call the TAC .

Error Message %SPA_GE_DWDM-3-NULL_DATA_STRUCTURE: [chars] [dec] [dec]

Explanation The SPA driver detected NULL data during DWDM initialization.

Recommended Action Reload the SPA card and if the problem persists contact your technical support representative.

Error Message %SPA_GE_DWDM-3-PLL_NOT_LOCKED: [chars] not locked after [dec] retries [hex]

Explanation The SPA driver failed to initialize the PLL.

Recommended Action The SPA driver has detected problem with DWDM init routine. If the ports on the SPA are not operating as expected, power down and reseal the indicated SPA card. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_GE_DWDM-3-SFP_DETECT: [chars]

Explanation The SPA driver did not detect a Cu-SFP for the port.

Recommended Action Plugin a CISCO compliant SFP in the corresponding port and retry the command

Error Message %SPA_GE_DWDM-3-UT2_SPA: [chars]

Explanation The SPA driver did not detect a UT2 transponder module.

Recommended Action Check if the SPA is a DWDM SPA before executing the command.

SPA_HA Messages

Error Message %SPA_HA-3-BADSWITCHOVER: [chars]: Invalid HA event detected: [chars]

Explanation HA switch over event comes before finishing initialization.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>,

or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

SPA_MIB Messages

Error Message %SPA_MIB-4-DATA_LEN: [chars]: MIB message lengths mismatch([chars]), expecting [dec] bytes, receiving [dec].

Explanation MIB updates expect more data than 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

SPA_OIR Messages

Error Message %SPA_OIR-3-CMD_ATTR: [chars]: Unexpected command identifier ([int])

Explanation An unexpected command identifier was detected when processing command related to a SPA OIR. The command was not processed. This is most likely due to a software problem.

Recommended Action Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation as well as the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance or would like to report a suspected hardware failure, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/> or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be sure to attach to your case the output of the **show logging**, **show monitor event-log spa all** and **show tech-support** commands, your troubleshooting logs, and the specific error message in non-zipped, plain text format (.txt).

Error Message %SPA_OIR-3-CORRUPT_EVENT: [chars]

Explanation Corruption was detected within a SPA OIR event for the subslot specified in the error message. When this error occurs, the system attempts automatic recovery by reloading the SPA. This condition could be caused by a software, firmware or hardware problem, but a firmware or software

problem is more likely. For distributed platforms, SPA OIR events are transported over different media depending on the platform (for example, c12000 uses the MBUS). An unlikely cause of this error is that an event message was corrupted during transport.

Recommended Action No immediate action is required on the system if the SPA is operational. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation as well as the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance or would like to report a suspected hardware failure, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/> or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be sure to attach to your case the output of the **show logging**, **show monitor event-log spa all** and **show tech-support** commands, your troubleshooting logs, and the specific error message in non-zipped, plain text format (.txt).

Error Message %SPA_OIR-3-EVENT_DATA_ERROR: SPA OIR event data error - [chars]([int])

Explanation Invalid data was detected within a SPA OIR event. The SPA OIR state machines may not reflect the state of the hardware. The problem only affects one SPA, but the SPA cannot be determined from the context where the error was detected. This condition could be caused by software or hardware problem, but a software problem is more likely. For distributed platforms, SPA OIR messages are transported over different media depending on the platform (for example, c12000 uses the MBUS). An unlikely cause of this error is that an event message was corrupted during transport.

Recommended Action Check the system log for other messages that may help determine which SPA is affected. Enter the **hw-module <target spa> reload** command, with <target spa> being the slot or subslot of the affected SPA. Entering this command will perform a power cycle and synchronizes the affected SPA software with the hardware. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation as well as the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance or would like to report a suspected hardware failure, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/> or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be sure to attach to your case the output of the **show logging**, **show monitor event-log spa all** and **show tech-support** commands, your troubleshooting logs, and the specific error message in non-zipped, plain text format (.txt).

Error Message %SPA_OIR-3-EVENT_HANDLING: [chars]: [chars][hex]

Explanation A data structure error was detected when handling a SPA OIR event for the SPA in the slot or subslot specified in the error message. The SPA OIR state machines may not reflect the state of the hardware. This condition is most likely due to a software problem.

Recommended Action Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation as well as the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance or would like to report a suspected hardware failure, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/> or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be sure to attach to your case the output of the **show logging**, **show monitor event-log spa all** and **show tech-support** commands, your troubleshooting logs, and the specific error message in non-zipped, plain text format (.txt).

Error Message %SPA_OIR-3-EVENT_TIMEOUT: [chars]: Timeout waiting for SPA OIR event

Explanation A timeout occurred for the subslot specified in the error message while waiting for a SPA OIR event. The SPA did not complete initialization. When this error occurs, the system attempts automatic recovery by reloading the SPA. This condition could be caused by software or hardware problem, but a software problem is more likely. For distributed platforms, SPA OIR event are transported over different media depending on the platform (for example, c12000 uses the MBUS). An unlikely cause of this error is that an event message was corrupted during transport.

Recommended Action No immediate action is required on the system if the SPA is operational. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation as well as the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance or would like to report a suspected hardware failure, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/> or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be sure to attach to your case the output of the **show logging**, **show monitor event-log spa all** and **show tech-support** commands, your troubleshooting logs, and the specific error message in non-zipped, plain text format (.txt).

Error Message %SPA_OIR-3-HW_INIT_TIMEOUT: [chars]

Explanation A timeout occurred for the subslot specified in the error message while waiting for SPA hardware to initialize. The SPA did not complete initialization. When this error occurs, the system attempts automatic recovery by reloading the SPA. This condition could be caused by a software, firmware or hardware problem, but a firmware or hardware problem is more likely.

Recommended Action No immediate action is required on the system if the SPA is operational. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation as well as the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance or would like to report a suspected hardware failure, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/> or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be sure to attach to your case the output of the **show logging**, **show monitor event-log spa all** and **show tech-support** commands, your troubleshooting logs, and the specific error message in non-zipped, plain text format (.txt).

Error Message %SPA_OIR-3-HW_SIGNAL_DEASSERTED: [chars]

Explanation One or more hardware signals indicated that the SPA hardware in the subslot specified in the error message should be re initialized. When this error occurs, the system attempts automatic recovery by reloading the SPA. This condition could be caused by a software, firmware or hardware problem, but a firmware or hardware problem is more likely. This condition could be caused by a rare interaction between SPA and its SIP.

Recommended Action No immediate action is required on the system if the SPA is operational. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation as well as the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance or would like to report a suspected hardware failure, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/> or contact your Cisco technical support representative and provide the representative with the

information you have gathered. Be sure to attach to your case the output of the **show logging**, **show monitor event-log spa all** and **show tech-support** commands, your troubleshooting logs, and the specific error message in non-zipped, plain text format (.txt).

Error Message %SPA_OIR-2-INITFAIL: SPA OIR initialization error

Explanation A failure occurred during the SPA OIR subsystem startup. SPA OIR is not functional for the RP or line card that generated the message.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

Error Message %SPA_OIR-6-INSCARD: Card inserted in [chars]

Explanation The OIR facility detected a newly inserted SPA. The interfaces associated with that SPA are operational, but will be shut down until they are configured by the user. If any interfaces of that type were previously configured, they will be restored to their previous state.

Recommended Action No action is required.

Error Message %SPA_OIR-3-MESSAGE_ERROR: [chars]: SPA OIR event message error - [chars] ([int])

Explanation An error was detected in a SPA OIR event message for the SPA in the slot or subslot specified in the error message. The SPA OIR state machines may not reflect the state of the hardware for this SPA. This condition could be caused by software or hardware problem, but a software problem is more likely. For distributed platforms, SPA OIR messages are transported over different media depending on the platform (for example, c12000 uses the MBUS). An unlikely cause of this error is that an event message was corrupted during transport.

Recommended Action Enter the **hw-module <target spa> reload** command, with <target spa> being the slot or subslot of the affected SPA. Entering this command will perform a power cycle and synchronizes the affected SPA software with the hardware. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation as well as the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance or would like to report a suspected hardware failure, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/> or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be sure to attach to your case the output of the **show logging**, **show monitor event-log spa all** and **show tech-support** commands, your troubleshooting logs, and the specific error message in non-zipped, plain text format (.txt).

Error Message %SPA_OIR-6-OFFLINECARD: SPA ([chars]) offline in [chars]

Explanation The OIR facility detected the state change to offline for the SPA in the slot or subslot number specified in the message.

Recommended Action No action is required.

Error Message %SPA_OIR-6-ONLINECARD: SPA ([chars]) online in [chars]

Explanation The OIR facility detected the state change to online for the SPA in the slot or subslot number specified in the message.

Recommended Action No action is required.

Error Message %SPA_OIR-3-OUT_OF_SYNC: [chars]: failure code ([hex])

Explanation The software SPA OIR state did not match the hardware state for the subslot in the error message. When this error occurs, the system attempts automatic recovery by reloading the SPA. This condition is expected if a SPA is reloading when an RP switchover occurs. Otherwise, this condition could be caused by a software, firmware or hardware problem, but a firmware or software problem is more likely. This condition could also be caused by a rare interaction between SPA and its SIP.

Recommended Action No immediate action is required on the system if the SPA is operational. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation as well as the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance or would like to report a suspected hardware failure, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/> or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be sure to attach to your case the output of the **show logging**, **show monitor event-log spa all** and **show tech-support** commands, your troubleshooting logs, and the specific error message in non-zipped, plain text format (.txt).

Error Message %SPA_OIR-3-POST_EVENT_ERROR: [chars]: event [int]

Explanation A SPA OIR event message was not enqueued for the SPA in the slot or subslot specified in the error message. The SPA OIR state machines may not reflect the state of the hardware for this SPA. This condition is most likely due to a software problem.

Recommended Action Enter the **hw-module <target spa> reload** command, with <target spa> being the slot or subslot of the affected SPA. Entering this command will perform a power cycle and synchronizes the affected SPA software with the hardware. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation as well as the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance or would like to report a suspected hardware failure, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/> or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be sure to attach to your case the output of the **show logging**, **show monitor event-log spa all** and **show tech-support** commands, your troubleshooting logs, and the specific error message in non-zipped, plain text format (.txt).

Error Message %SPA_OIR-6-PRECONFIG_MISMATCH: [chars]: Inserted SPA type does not match preconfigured SPA type. Configuration updated

Explanation This message reports a mismatch between the inserted SPA type and the preconfigured SPA type on platforms that support pre-configuration. The inserted SPA replaces the preconfigured SPA.

Recommended Action Check the configuration with the **show run** command. If you would like to revert to the preconfigured type, remove the SPA and then update the configuration from a backup

Error Message %SPA_OIR-3-RECOVERY_RELOAD: [chars]: Attempting recovery by reloading SPA

Explanation The OIR facility attempted automatic recovery by reloading the SPA in the subslot specified in the error message. Look for other error messages related to this SPA subslot to determine the failure that triggered the automatic recovery.

Recommended Action No action is required.

Error Message %SPA_OIR-6-REMCARD: Card removed from [chars], interfaces disabled

Explanation The OIR facility detected the removal of a SPA from the slot or subslot number specified in the error message. The interfaces on that SPA will be administratively shut down and marked as removed. The routing table will be flushed of any routes through the removed interfaces.

Recommended Action No action is required.

Error Message %SPA_OIR-6-SHUTDOWN: [chars] is administratively shutdown; Use 'no hw-module [chars] shutdown' to enable

Explanation The SPA was not brought up because the SPA bay is in an admin down state. The SPA bay will appear as **hw-module <target spa> shutdown** in the running configuration.

Recommended Action Use the **no hw-module <target spa> shutdown** command to administratively enable the SPA bay.

Error Message %SPA_OIR-3-SPA_POWERED_OFF: [chars]: SPA [chars] powered off after [int] failures within [int] seconds

Explanation The SPA was powered off because it failed too often. This condition may be caused by a software, firmware or hardware error.

Recommended Action Look for other error messages related to this SPA subslot to determine root cause of the failure. Enter the **hw-module <target spa> reload** command, with <target spa> being the slot or subslot of the affected SPA. Entering this command will perform a power cycle and synchronizes the affected SPA software with the hardware. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation as well as the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance or would like to report a suspected hardware failure, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/> or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be

sure to attach to your case the output of the **show logging**, **show monitor event-log spa all** and **show tech-support** commands, your troubleshooting logs, and the specific error message in non-zipped, plain text format (.txt).

Error Message %SPA_OIR-2-SUBSLOTINITFAIL: SPA OIR initialization error for [chars]

Explanation A failure occurred during the SPA OIR subsystem startup. SPA OIR is not functional for the slot or subslot specified in the error message

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

Error Message %SPA_OIR-3-SW_INIT_TIMEOUT: [chars]: SPA initialization not completed

Explanation A timeout occurred for the subslot specified in the error message while waiting for SPA software driver to initialize the SPA. The SPA did not complete initialization. When this error occurs, the system attempts automatic recovery by reloading the SPA. This condition could be caused by software, firmware or hardware problem, but a software or firmware problem is more likely.

Recommended Action Check for other messages reported for further insight. Hardware replacement should not occur first occurrence. Before requesting hardware replacement, review troubleshooting logs with a Cisco technical support representative. No immediate action is required on the system if the SPA is operational. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation as well as the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance or would like to report a suspected hardware failure, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/> or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be sure to attach to your case the output of the **show logging**, **show monitor event-log spa all** and **show tech-support** commands, your troubleshooting logs, and the specific error message in non-zipped, plain text format (.txt).

Error Message %SPA_OIR-3-UNEXPECTED_EVENT: [chars]: SPA OIR unexpected event([int])

Explanation An unexpected SPA OIR event was detected for the SPA in the slot or subslot specified in the error message. The SPA OIR state machines may not reflect the state of the hardware for this SPA. This condition could be caused by software or hardware problem, but a software problem is more likely. For distributed platforms, SPA OIR messages are transported over different media depending on the platform (for example, c12000 uses the MBUS). An unlikely cause of this error is that an event message was corrupted during transport.

Recommended Action Enter the **hw-module <target spa> reload** command, with <target spa> being the slot or subslot of the affected SPA. Entering this command will perform a power cycle and synchronizes the affected SPA software with the hardware. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation as well as the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance or would like to report a suspected hardware failure, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/> or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be

sure to attach to your case the output of the **show logging**, **show monitor event-log spa all** and **show tech-support** commands, your troubleshooting logs, and the specific error message in non-zipped, plain text format (.txt).

Error Message %SPA_OIR-3-UNEXPECTED_RECOVERY_ACTION: [chars]: SPA [chars], unexpected recovery action([int]) for fail code [hex]

Explanation An error occurred while processing a failure message for the SPA in the slot or subslot number specified in the error message. The recovery action to be taken after a SPA failure is determined by calling a SPA driver function. This message indicates that the SPA driver function returned an invalid recovery action. After this message was issued, the SPA was reloaded in an attempt to recover. The SPA driver most likely returned an invalid recovery action because of a software problem.

Recommended Action No immediate action is required on the system if the SPA is operational. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation as well as the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance or would like to report a suspected hardware failure, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/> or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be sure to attach to your case the output of the **show logging**, **show monitor event-log spa all** and **show tech-support** commands, your troubleshooting logs, and the specific error message in non-zipped, plain text format (.txt).

Error Message %SPA_OIR-3-UNRECOGNIZED: The SPA of type [hex] in [chars] is not recognized

Explanation The type of the SPA in the specified subslot is not recognized by the operating system. The operating system might not support this SPA type on this platform, or the SPA type identification stored on the SPA is invalid.

Recommended Action Ensure that the system is running a version of the operating system that supports the SPA type specified in the error message on this platform. If the correct operating system version is in use, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. Include the information about the SPA type found on the front of the SPA.

Error Message %SPA_OIR-3-UNSUPPORTED: The [chars] in [chars] is not supported by the [chars] module

Explanation The SPA in the subslot specified in the error message is not supported in the specified SIP by the version of the operating system currently running on the system. The SPA type may be supported by another SIP or by a later operating system release.

Recommended Action Ensure that the SIP specified in the error message supports the specified SPA type. Ensure that the operating system release supports the SPA type in the SIP. It may be necessary to upgrade your system to the latest operating system release in your release train, or it may be necessary to use a different SIP type. If the SPA type specified in the error message does not match the interface types or numbers shown on the front of the SPA, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. Include information regarding the SPA type found on the front of the SPA.

SPA_PLIM Messages

Error Message %SPA_PLIM-3-ERRMSG: [chars] ([chars])

Explanation The error message in parentheses was logged by the SPA.

Recommended Action Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation as well as the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance or would like to report a suspected hardware failure, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/> or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be sure to attach to your case the output of the **show logging**, **show monitor event-log spa all**, **show tech-support** and **show hw-module subslot tech-support** commands, your troubleshooting logs, and the specific error message.

Error Message %SPA_PLIM-4-EXCEPTION: [chars] has experienced an exception: [chars]. Writing SPA crash dump information to [chars].

Explanation The local CPU in the specified slot indicated in the message has experienced the exception condition. The process that caused the exception might have been restarted. If an exception core dump was created, the core dump is stored in the SIP flash if available.

Recommended Action If the system continues running normally, no action is required. If this message recurs, or the system behaves abnormally, collect the crash dump file from the SIP flash, capture the output of the **show hw-module slot/subslot tech-support** command and open a case with the Technical Assistance Center via <http://tools.cisco.com/ServiceRequestTool/create/>.

Error Message %SPA_PLIM-3-FATALERROR: SPA in slot [dec] bay [dec] experienced a fatal error [chars] and is being reset.

Explanation A fatal error was encountered during SPA operation. The SPA may be restarted.

Recommended Action If the error is not observed more than once it might be an isolated event and the SPA needs to be monitored. If this message recurs 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_PLIM-3-FILECREATE_FAIL: NULL

Explanation Check router and ensure that the router has installed removable flash card or disk (e.g. *disk0:*, *disk1:*, *slot0:*, etc.). If the flash is present, ensure that it has at least enough free space for the size of the SPA file that the error message has indicated. If necessary, remove unused files from the flash to free up some space.

Recommended Action Check router removable disk and ensure that it has empty storage space. If the flash disk is short of space, remove some files from the flash. If this message recurs 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_PLIM-3-FILEFORWARD_FAIL: [chars] failed to transfer a file from SPA to router flash due to IPC [chars].

Explanation A file transfer failed due to IPC errors. The file has not been stored in the flash.

Recommended Action Check flash disk for empty storage space. If it is short of space, remove some files from the flash. If this message recurs 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_PLIM-3-FILE_NOTSTORED: NULL

Explanation This error is seen when storing a file for a SPA to router removable flash failed. The partial file is removed from router removable flash.

Recommended Action If this message recurs 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_PLIM-3-FW_RELOAD: [chars] is being reloaded due to firmware/application exception.

Explanation Firmware application failed at SPA. The SPA is being reloaded to recover its operational state.

Recommended Action Collect the application core file from flash. Core file name is shown in the preceding message, with timestamp.

Error Message %SPA_PLIM-3-HEARTBEAT: [chars] has experienced an heartbeat failure Current Sequence [int] received Sequence [int] Time since last keep [dec]ms.

Explanation The IPC communication between local CPU and host in the specified slot indicated in the message is not functional. The IPC module will be restarted. Following which communication might be re-established. If the problem persists the SPA will be reset.

Recommended Action If the system continues running normally, no action is required. If this message recurs, or the system behaves abnormally, collect the logs from the system (RP/SIP). Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_PLIM-3-INITFAIL: [chars] has failed initialization because SPA [chars].

Explanation A failure occurred during the SPA initialization. The SPA is not functional and may be restarted by the RP or SIP.

Recommended Action If the SIP or RP successfully initialized the SPA, no action is required. If the SPA was not successfully initialized, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_PLIM-3-INIT_PORT: [chars] PLIM client IPC port has not been initialized.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ipc status** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ipc status** commands and your pertinent troubleshooting logs.

Error Message %SPA_PLIM-5-RECEIVINGFILE: Receiving [chars] from [chars] and storing to [chars].

Explanation SPA has sent a file (syslog or core dump) to RP and the file has been stored in the flash if available.

Recommended Action This is a debug message only. No action is required.

Error Message %SPA_PLIM-4-SBE_ECC: [chars] reports [dec] SBE occurrence at [dec] addresses

Explanation SPA has reported single bit correctable ECC errors.

Recommended Action The log shows more than 1 SBE has occurred. SBEs are correctable memory problems. It will not affect router operation. Excessive occurrences indicate potential memory defections. Standard action is to watch at first occurrence and replace at the first chance when recurs.

Error Message %SPA_PLIM-4-SBE_OVERFLOW: [chars] SBE table([dec] elements) overflows.

Explanation SPA has reported more unique single bit correctable ECC errors than the platform defined internal table can hold.

Recommended Action Replace the fault memory chip at the earliest chance. SBEs are correctable memory problems. It will not affect router operation. Excessive occurrences indicate potential memory defections.

Error Message %SPA_PLIM-3-SW_ERROR: NULL

Explanation This error is seen when there is a problem in internal software coding; it should not be seen under 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

SPA_PLUGIN Messages

Error Message %SPA_PLUGIN-3-ALLOC_ERR: [chars]: Failed to allocate memory

Explanation Failed to allocate the required memory for the data.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ipc status** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ipc status** commands and your pertinent troubleshooting logs.

Error Message %SPA_PLUGIN-3-AUXC2W_CREATE: [chars]: Device auxiliary C2W creation failed.

Explanation Cannot allocate memory for auxiliary C2W structure.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

Error Message %SPA_PLUGIN-3-EEPROM_READ: [chars]: Error reading EEPROM.

Explanation Cannot read EEPROM content. It indicates either a not properly seated SPA or a hardware failure.

Recommended Action Ensure that the SPA is properly seated in its slot and reset it if required. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_PLUGIN-3-EFC_NOTSYNC: [chars]: Can not synchronize EFC bus.

Explanation Extended flow control between modular services card and SPA is not synchronized. SPA is shut down. It indicates either a not properly seated SPA, a hardware failure or an outdated ROMMON/FPGA image.

Recommended Action Ensure that the SPA is properly seated in its slot and reset it if required. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_PLUGIN-6-EFC_SYNC: [chars]: EFC bus synchronization achieved.

Explanation Extended flow control between modular services card and SPA is synchronized.

Recommended Action None. Information only.

Error Message %SPA_PLUGIN-3-ENV_INIT: [chars]: Environment monitoring 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_PLUGIN-3-EXCEPTION: [chars]: Exception with cause [dec].

Explanation One of SPA software components crashes.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_PLUGIN-3-FAILED: [chars]: Plugin initialization failed.

Explanation Plugin initialization can fail for many reasons. Preceding messages may state the cause.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_PLUGIN-3-FILE_ERROR: [chars]: Error accessing file [chars].

Explanation Specified file is not found, lack of permission, out of space or other file system/device 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_PLUGIN-3-FILE_TRANSFER: [chars]: Failed to transfer file to or from SPA.

Explanation Failed to transfer a file to or from SPA. It might be caused by lack of memory on SPA or jacket card, IPC failures, improperly seated SPA, or other errors.

Recommended Action Ensure that the SPA is properly seated in its slot and reset it if required. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_PLUGIN-3-FIRMWARE_APPS_DOWNLOAD: [chars]: Firmware application download failed.

Explanation Failed to download application image to SPA. It may be caused by either lack of memory on SPA, IPC failures, improperly seated SPA, or other download errors.

Recommended Action Ensure that the SPA is properly seated in its slot and reset it if required. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_PLUGIN-6-FIRMWARE_APPS_DOWNLOADING: [chars]: Downloading SPA firmware application ([chars])...

Explanation Downloading SPA firmware application.

Recommended Action No action is required.

Error Message %SPA_PLUGIN-3-FIRMWARE_APPS_STARTUP: [chars]: Firmware application startup failed. SPA status([hex]) host status([hex])

Explanation Cannot start application image downloaded to SPA. Possible causes might be either bad image on SIP flash disk, hardware failure or outdated FPGA and/or ROMMON image.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_PLUGIN-3-FIRMWARE_BADIMAGE: [chars]: Firmware file [chars] read failed.

Explanation Firmware image pointed by the path is not valid.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_PLUGIN-3-FIRMWARE_BADPATH: [chars]: Invalid firmware file path [chars].

Explanation Specified firmware file path is invalid. This is a software error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_PLUGIN-3-FIRMWARE_DOWNLOAD: [chars]: Firmware download failed.

Explanation Failed to download firmware image to SPA. It is caused by either lack of memory on SPA, IPC failures, improperly seated SPA, or other download errors.

Recommended Action Ensure that the SPA is properly seated in its slot and reset it if required. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_PLUGIN-6-FIRMWARE_DOWNLOADING: [chars]: Downloading SPA firmware ([chars])...

Explanation Downloading SPA firmware.

Recommended Action None. Information only.

Error Message %SPA_PLUGIN-3-FIRMWARE_NOMEMORY: [chars]: Insufficient memory for firmware file [chars], size [dec].

Explanation Cannot allocate memory for firmware image, for downloading to SPA.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

Error Message %SPA_PLUGIN-3-FIRMWARE_STARTUP: [chars]: Firmware startup failed. SPA status([hex]) host status([hex])

Explanation Cannot start Firmware image downloaded to SPA. Possible causes are either bad image on SIP flash disk, hardware failures or outdated FPGA and/or ROMMON image.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_PLUGIN-3-IOFPGA_CREATE: [chars]: Device IOFPGA creation failed.

Explanation Cannot allocate memory for IOFPGA structure.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

Error Message %SPA_PLUGIN-4-LED_CREATE: [chars]: LED driver initialization failed.

Explanation Cannot allocate memory for LED structure.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

Error Message %SPA_PLUGIN-4-LED_READ: [chars]: LED read failed for port [dec], status [dec].

Explanation Cannot read LED register values. It indicates either a not properly seated SPA or a hardware failure.

Recommended Action Ensure that the SPA is properly seated in its slot and reset it if required. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_PLUGIN-4-LED_WRITE: [chars]: LED write failed for port [dec], status [dec].

Explanation Cannot write to LED register. It indicates either a not properly seated SPA or a hardware failure.

Recommended Action Ensure that the SPA is properly seated in its slot and reset it if required. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_PLUGIN-3-NOPLIM: [chars]: No PLIM subblock.

Explanation Invalid pointer was passed in. Cannot de-reference PLIM subblock pointer. 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_PLUGIN-3-NOPORT: [chars]: Failed to open IPC port.

Explanation PLIM client IPC port has not been initialized.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ipc status** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show ipc status** commands and your pertinent troubleshooting logs.

Error Message %SPA_PLUGIN-3-PLIM_CREATE: [chars]: PLIM subblock creation failed.

Explanation Cannot allocate memory for PLIM structure.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

Error Message %SPA_PLUGIN-3-RETRY_EXHAUSTED: [chars]: plugin initialization failed(retries exhausted). host_status([hex]), spa_status([hex])

Explanation One or more critical conditions happened that prevented plugin initialization from moving forward, after designated number of retries. Preceding messages may indicate the cause for 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the

Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_PLUGIN-3-ROMMON: [chars]: ROMMON reports error. SPA status([hex]), host status([hex]).

Explanation ROMMON has reported a fatal condition during boot up. It may be caused by outdated ROMMON/FPGA images, or defected hardware.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_PLUGIN-3-SPI4_CONFIG: [chars]: Can not configure host side SPI4 profile.

Explanation SPI4 configuration from modular services card failed. It indicates either lack of system memory, a hardware failure or an outdated ROMMON/FPGA image.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_PLUGIN-3-SPI4_CREATE: [chars]: Device SPI4 creation failed.

Explanation Cannot allocate memory for SPI4 structure.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

Error Message %SPA_PLUGIN-3-SPI4_INIT: [chars]: SPI4 initializaion 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_PLUGIN-3-SPI4_NOTSYNC: [chars]: Can not synchronize SPI4 bus.

Explanation SPI4 bus between modular services card and SPA is not synchronized. It indicates either a not properly seated SPA, a hardware failure or an outdated ROMMON/FPGA image.

Recommended Action Ensure that the SPA is properly seated in its slot and reset it if required. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_PLUGIN-3-SPI4_SETCB: [chars]: IPC SPI4 set callback failed(status [dec]).

Explanation Cannot setup a callback function for SPI4 bus. It might be caused by improperly seated SPA, outdated or a hardware failure.

Recommended Action Ensure that the SPA is properly seated in its slot and reset it if required. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_PLUGIN-3-SPI4_SETCB_PORT: [chars]: IPC SPI4 set callback failed(error: [dec]) for port [dec].

Explanation Cannot setup a callback function for SPI4 bus for the specified interface port. It might be caused by improperly seated SPA, outdated ROMMON/FPGA or a hardware failure.

Recommended Action Ensure that the SPA is properly seated in its slot and reseal it if required. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_PLUGIN-6-SPI4_SYNC: [chars]: SPI4 bus synchronization achieved.

Explanation SPI4 bus between modular services card and SPA is synchronized.

Recommended Action None. Information only.

Error Message %SPA_PLUGIN-3-UART_CREATE: [chars]: Device UART creation failed.

Explanation Cannot allocate memory for UART structure.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

SPA_SE1 Messages

Error Message %SPA_SE1-3-APPL_BOOT_ERR: [chars]: Application boot error detected [chars], with error ([chars], error code = [hex]).

Explanation Service SPA application error was detected during booting of the SPA.

Recommended Action The system will try to recover from this failure by reloading the SPA for up to 5 attempts. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot bay_num tech-support** command from the SIP console 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show hw-module subslot bay_num tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_SE1-3-APPL_BOOT_TIMEOUT: [chars]: Timeout booting application image.

Explanation Initialization of service SPA timed out during booting of the sipspawma sub-package. The system will attempt to reload the SPA to recover from the failure.

Recommended Action The system will try to recover from this failure by reloading the SPA for up to 5 attempts. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot bay_num tech-support** command from the SIP console 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show hw-module subslot bay_num tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_SE1-3-BOOTFLASH_DEBUG_MODE: Service engine [chars] has been booted in bootflash debug mode. This is an engineering use only mode and some or all of the SPA functions could be disabled.

Explanation The SPA was booted with **test hw-module subslot bay_num bootflash debug enable** configured. Disable this mode and reload the SPA for normal SPA operation.

Recommended Action No action is required.

Error Message %SPA_SE1-5-BOOTING_HOST_IMAGE: [chars]: booting application image downloaded from host.

Explanation The service SPA is booting the sipspawma sub-package from disk.

Recommended Action No action is required.

Error Message %SPA_SE1-3-CHECKING_DISK: [chars]: Disk is being checked because of previous unclean shutdown of the SPA or mount count limit reached. Boot time will take longer because of this operation (e.g. 5 to 7 minute for a 250GB disk). Please do not remove the SPA when this operation is being performed.

Explanation Checking of the disk file system is being performed to correct any error due to unclean shutdown of the SPA. Ensure that the SPA is properly shutdown before removing it from the system to prevent file system corruption.

Recommended Action No action is required.

Error Message %SPA_SE1-3-CHECK_SPA_CONNECTOR: [chars]: SPI4 error was detected during bootup, automatic reload operation will be attempted for recovering the SPA. Please make sure that the SPA is secured properly in the SIP slot.

Explanation SPI4 error has occurred during SPA bootup. The SPA has been deactivated and reactivated to resolve the problem. If the error occurs more than five times within an hour, no further attempts to reactivate the SPA will be made. This message is likely due to bad connection of the SPA connector with the SIP slot.

Recommended Action Pull out and reinsert the SPA to make a secure connection with the SIP slot. Before removing the SPA, be sure to stop the SPA by entering the **hw-module subslot slot#/subslot# stop** command. Remove the SPA, wait 5 seconds, and reinsert the SPA into the SIP. If the problem persists, check for physical damage in the connector of both SPA and SIP. If no damage is visible, then copy the error message exactly as it appears and gather the output of the **show hw-module subslot bay_num tech-support** command from the SIP console, then contact your Cisco technical support representative with the gathered information.

Error Message %SPA_SE1-3-DISK_CHECK_ERROR: [chars]: Disk file system check error detected, manual execution of disk checking operation will be required to correct this problem. The SPA will continue operating with reduced disk space.

Explanation An error was detected during automatic checking operation of disk file system integrity. The affected disk partition will not be mounted, and this will prevent the SPA from operating under normal conditions. The ability to store error logging on the disk might not be available and any debugging information could be lost after a SPA reload. Performance of the SPA might also be affected because of the reduced memory storage.

Recommended Action Follow the instructions in the SPA platform hardware installation guide to run the manual disk check operation to attempt to correct this problem. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot bay_num tech-support** command from the SIP console 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show hw-module subslot bay_num tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_SE1-3-DISK_CHECKING_TIMEOUT: [chars]: Timeout checking the disk after more than [dec] seconds. Another attempt to check the disk will be done after the SPA reload.

Explanation The disk checking operation has not completed in the expected time frame. To recover from possible disk checking failure, the SPA will be reloaded to allow a retry of the disk checking operation.

Recommended Action Follow the instructions in the SPA platform hardware installation guide to run the manual disk check operation to attempt to correct this problem. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot bay_num tech-support** command from the SIP console 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show hw-module subslot bay_num tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_SE1-3-DISK_MOUNT_ERROR: [chars]: Disk mount error detected, manual execution of disk checking operation might be required to correct this problem. The SPA will continue operating with reduced disk space.

Explanation An error was detected during automatic checking operation of disk file system integrity. The affected disk partition will not be mounted, and this will prevent the SPA from operating under normal conditions. The ability to store error logging on the disk might not be available and any debugging information could be lost after a SPA reload. Performance of the SPA might also be affected because of the reduced memory storage.

Recommended Action Follow the instructions in the SPA platform hardware installation guide to run the manual disk check operation to attempt to correct this problem. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot bay_num tech-support** command from the SIP console 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show hw-module subslot bay_num tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_SE1-3-DISK_NOT_PRESENT: [chars]: Cannot detect the presence of disk drive on the SPA. Please check for loose cable connection to the drive. The SPA will continue operating without the disk.

Explanation The disk was not detected by the SPA during bootup, and this will prevent the SPA from operating under normal conditions. The ability to store error logging on the disk might not be available and any debugging information could be lost after a SPA reload. Performance of the SPA might also be affected because of the reduced memory storage.

Recommended Action Ensure that the cable connected from the base board to the disk drive has a secure connection. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot bay_num tech-support** command from the SIP console 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show hw-module subslot bay_num tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_SE1-3-DISK_UNFORMATTED: [chars]: The disk drive on the SPA it is not formatted. The SPA cannot use an unformatted disk. Please follow instructions in the Cisco IOS installation and configuration guide to perform the manual format operation. The SPA will continue operating without the disk.

Explanation The disk was not formatted, and this will prevent the SPA from operating under normal conditions. The ability to store error logging on the disk might not be available and any debugging information could be lost after a SPA reload. Performance of the SPA might also be affected because of the reduced memory storage.

Recommended Action Follow the instructions in the SPA platform hardware installation guide to format the disk drive to correct this problem.

Error Message %SPA_SE1-3-DISK_UNKNOWN_STATE: [chars]: The disk drive on the SPA doesn't seem to be on known operational state. Please check for loose cable connection to the drive. The SPA will continue operating without the disk.

Explanation The disk was in an unknown operational state during SPA bootup, and this will prevent the SPA from operating under normal conditions. The ability to store error logging on the disk might not be available and any debugging information could be lost after a SPA reload. Performance of the SPA might also be affected because of the reduced memory storage.

Recommended Action Ensure that the cable connected from the base board to the disk drive has a secure connection. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot bay_num tech-support** command from the SIP console 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show hw-module subslot bay_num tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_SE1-3-HELPER_BOOT_ERR: [chars]: Helper image boot error detected ([chars], error code = [hex]).

Explanation Service SPA helper image error was detected during booting of the SPA.

Recommended Action No action is required.

Error Message %SPA_SE1-3-MAINTENANCE_MODE: Service engine [chars] has been booted in maintenance mode. This is an engineering use only mode and some or all of the SPA functions could be disabled.

Explanation The SPA was booted with **test hw-module subslot *subslot#* maintenance-mode enable** configured. Disable this mode using the **test hw-module subslot *subslot#* maintenance-mode disable** command and reload the SPA for normal SPA operation.

Recommended Action No action is required.

Error Message %SPA_SE1-3-MEM_CPU_BIST_ERR: [chars]: CPU BIST failure detected, with error ([chars], error code = [hex]).

Explanation The service SPA CPU Built-In Self Test (BIST) to check memory used by the SPA ROMMON has failed. If this test fails, there is probably an issue with the DDR2 memory used by the SPA.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot *bay_num* tech-support** command from the SIP console 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show hw-module subslot *bay_num* tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_SE1-3-MEM_INIT_ERR: [chars]: memory init failure occurred [chars], with error ([chars], error code = [hex]).

Explanation The service SPA memory initialization procedure failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot *bay_num* tech-support** command from the SIP console 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show hw-module subslot *bay_num* tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_SE1-5-NO_VALID_PARTITION: [chars]: no valid partition was found in disk drive ([chars], error code = [hex]).

Explanation The disk driver in service SPA does not have valid partition.

Recommended Action Follow the instructions in the SPA platform hardware installation guide to format the disk drive to correct this problem.

Error Message %SPA_SE1-3-ROMMON_BOOT_ERR: [chars]: ROMMON boot error detected [chars] - [chars]

Explanation Service SPA ROMMON error was detected during booting of the SPA. The system will attempt to reload the SPA to recover from the failure.

Recommended Action Try to reseat the SPA to correct this problem. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot bay_num tech-support** command from the SIP console 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show hw-module subslot bay_num tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_SE1-3-ROMMON_BOOT_TIMEOUT: [chars]: Timeout booting ROMMON image in [chars] state [chars] - [chars]

Explanation Initialization of service SPA timed out during booting of the ROMMON image. The system will attempt to reload the SPA to recover from the failure.

Recommended Action Try to reseat the SPA to correct this problem. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot bay_num tech-support** command from the SIP console 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show hw-module subslot bay_num tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_SE1-3-ROMMON_IMG_RECOVER: [chars]: ROMMON boot failed, recovering ROMMON image with backup copy.

Explanation A service SPA ROMMON error was detected during booting of the SPA. An attempt to re-program the ROMMON image will be performed to recover from this failure. This problem could have been caused by a previous interruption of the ROMMON FPD upgrade operation.

Recommended Action No action is required.

Error Message %SPA_SE1-3-ROMMON_SPI4SYNC_TIMEOUT: [chars]: Timeout getting SPI4 sync from ROMMON

Explanation Initialization of the service SPA timed out after failing to get SPI4 sync. The system will attempt to reload the SPA to recover from the failure.

Recommended Action Try to reseat the SPA to correct this problem. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot bay_num tech-support** command from the SIP console 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show hw-module subslot bay_num tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_SE1-3-SKIPPED_DISK_MOUNT: [chars]: Disk mounting operation has been skipped for manual disk repair operation. Please follow the procedures on hardware configuration guide on how to enter into service engine console to continue with the disk repair operation.

Explanation The SPA was configured to not mount the disk after a reload operation. This is the initial step to prepare the SPA for manual disk repair operation.

Recommended Action No action is required.

Error Message %SPA_SE1-3-SW_ERR: NULL

Explanation The SPA driver detected a software error condition on the SPA card. This might result in improper operation.

Recommended Action The SPA driver has encountered a software error. Power down and reseat the indicated SPA card. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show monitor event-log spa all** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show monitor event-log spa all** commands and your pertinent troubleshooting logs.

Error Message %SPA_SE1-3-SYSINIT_FAILURE: [chars]: System init failure was detected during bootup - [chars]. SPA will be disabled because of this failure.

Explanation A failure was detected during system bootup of the SPA. The SPA has been deactivated because of the problem.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot bay_num tech-support** command from the SIP console 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show hw-module subslot bay_num tech-support** commands and your pertinent troubleshooting logs.

SPA_SRVCS_ENGINE Messages

Error Message %SPA_SRVCS_ENGINE-1-APP_MSG_ALERT: NULL

Explanation The application running on the service SPA has issued an alert.

Recommended Action Refer to the software application documentation for more information. If the problem persists, copy the error message exactly as it appears on the console, and gather the output from the **show hw-module subslot bay_num tech-support** command from the SIP console, and the output of the **show tech-support** command from the service engine Vegas shell console. Contact your Cisco technical support representative with the gathered information.

Error Message %SPA_SRVCS_ENGINE-2-APP_MSG_CRIT: NULL

Explanation The application running on the service SPA has encountered a critical error.

Recommended Action Refer to the software application documentation for more information. If the problem persists, copy the error message exactly as it appears on the console, and gather the output from the **show hw-module subslot bay_num tech-support** command from the SIP console, and the output of the **show tech-support** command from the service engine Vegas shell console. Contact your Cisco technical support representative with the gathered information.

Error Message %SPA_SRVCS_ENGINE-7-APP_MSG_DEBUG: NULL

Explanation The application running on the service SPA has displayed a debug message.

Recommended Action Refer to the software application documentation for more information.

Error Message %SPA_SRVCS_ENGINE-0-APP_MSG_EMER: NULL

Explanation The application running on the service SPA has encountered an emergency error.

Recommended Action Refer to the software application documentation for more information. If the problem persists, copy the error message exactly as it appears on the console, and gather the output from the **show hw-module subslot bay_num tech-support** command from the SIP console, and the output of the **show tech-support** command from the service engine Vegas shell console. Contact your Cisco technical support representative with the gathered information.

Error Message %SPA_SRVCS_ENGINE-3-APP_MSG_ERR: NULL

Explanation The application running on the service SPA has encountered an error.

Recommended Action Refer to the software application documentation for more information. If the problem persists, copy the error message exactly as it appears on the console, and gather the output from the **show hw-module subslot bay_num tech-support** command from the SIP console, and the output of the **show tech-support** command from the service engine Vegas shell console. Contact your Cisco technical support representative with the gathered information.

Error Message %SPA_SRVCS_ENGINE-6-APP_MSG_INFO: NULL

Explanation The application running on the service SPA has issued an informational message.

Recommended Action Refer to the software application documentation for more information.

Error Message %SPA_SRVCS_ENGINE-5-APP_MSG_NOTICE: NULL

Explanation The application running on the service SPA has issued a notice.

Recommended Action Refer to the software application documentation for more information.

Error Message %SPA_SRVCS_ENGINE-4-APP_MSG_WARN: NULL

Explanation The application running on the service SPA has issued a warning message.

Recommended Action Refer to the software application documentation for more information. If the problem persists, copy the error message exactly as it appears on the console, and gather the output from the **show hw-module subslot bay_num tech-support** command from the SIP console, and the output of the **show tech-support** command from the service engine Vegas shell console. Contact your Cisco technical support representative with the gathered information.

Error Message %SPA_SRVCS_ENGINE-3-APP_RESET: Application on service engine [chars] has failed and requested a service engine reset.

Explanation The application running on the service SPA failed and as a result the service engine will be restarted in order to recover from the communication failure with host.

Recommended Action No action is required.

Error Message %SPA_SRVCS_ENGINE-3-APP_STATUS: Application on service engine [chars] is [chars]

Explanation The Application running on the service SPA has changed state.

Recommended Action No action is required.

Error Message %SPA_SRVCS_ENGINE-4-BADPLATFORMINFO: Service Engine [chars] platform information not received correctly.

Explanation The platform and service SPA hardware information was not received correctly.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_SRVCS_ENGINE-2-CONFIGFAILED: Service Engine [chars] "[chars]" configuration failed

Explanation The indicated configuration for the service-engine interface has failed.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_SRVCS_ENGINE-3-HW_ERR: [chars]: A Hardware device error was detected by [chars], trying to recover the SPA by reload.

Explanation An internal hardware device error has occurred on the service SPA. The error message indicates the SIP slot, the SPA subslot, the SPA type and the name of the hardware device. The SPA has been deactivated and reactivated to resolve the problem. If the error occurs more than five times within an hour, no further attempts to reactivate the SPA will be made. This message is likely due to an unrecoverable hardware failure.

Recommended Action Perform OIR of the SPA located in the specified subslot. Before removing the SPA, enter the **hw-module subslot stop** command. Remove the SPA, wait 5 seconds, and reinsert the SPA into the SIP. If the problem persists, copy the error message text exactly as it appears on the console or in the system log, enter the **show diag** command, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %SPA_SRVCS_ENGINE-5-NEWPASSWORD: Service Engine [chars] password changed to '[chars]'.

Explanation The password of the service engine was changed.

Recommended Action No action is required.

Error Message %SPA_SRVCS_ENGINE-3-PASSWORDRESET: Service Engine [chars] password reset [chars][chars]

Explanation The password reset of the service SPA failed or is not supported.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_SRVCS_ENGINE-3-RBCP_MSG_VER_MISMATCH: Service Engine [chars] is using incorrect RBCP message version (expected version = [dec], current version = [dec]). Please update the software package for the SPA with the correct version. Unexpected behavior might occur if the issue is not addressed.

Explanation The service SPA is running with a software version that does not use the same RBCP message header version. This could happen if the wrong version of the software package for the SPA was installed in the system.

Recommended Action Find the appropriate software package for the SPA based on the Cisco IOS software version that the system is running. Follow the installation documentation that corresponds to your software version and platform to properly install the software package and correct the problem.

Error Message %SPA_SRVCS_ENGINE-5-RESTORED_DEF_GW: Service Engine [chars]
"service-engine ip default-gateway" restored.

Explanation The service-engine default gateway IP address was restored after the system verified that the interface IP address was changed. There are certain configuration requirements for the service-engine IP address and the default gateway IP address with the SPA interface IP address. The system has verified that the IP address for the service-engine IP default gateway is still on the same subnet as the service-engine IP address and therefore, the default-gateway configuration is restored.

Recommended Action No action is required.

Error Message %SPA_SRVCS_ENGINE-5-RESTORE_EXT_IP: Service Engine [chars]
"service-engine ext ip address" restored.

Explanation The service-engine external IP address was restored after the system verified that the interface IP address changed. There are certain configuration requirements for the service-engine IP address and the default gateway IP address with the SPA interface IP address. The system has verified these requirements and restored the external IP address.

Recommended Action No action is required.

Error Message %SPA_SRVCS_ENGINE-5-RESTORE_IP: Service Engine [chars]
"service-engine ip address" restored.

Explanation The service-engine IP address was restored after the system verified that the interface IP address changed. There are certain configuration requirements for the service-engine IP address and the default gateway IP address with the SPA interface IP address. The system has verified these requirements and restored the IP address.

Recommended Action No action is required.

Error Message %SPA_SRVCS_ENGINE-3-SE_RESET: Service engine [chars] will be reset to recover from failure ([chars]).

Explanation The Service SPA is restarting to recover from the communication failure with host.

Recommended Action No action is required.

Error Message %SPA_SRVCS_ENGINE-5-SHUTDOWN_BUTTON: Service engine [chars] shutdown button was pressed, shutdown initiated.

Explanation The Shutdown button on the SPA was pressed and shutdown initiated.

Recommended Action No action is required.

Error Message %SPA_SRVCS_ENGINE-5-SHUTDOWN_DONE: Service engine [chars] shutdown complete

Explanation The shutdown of the service engine was completed.

Recommended Action No action is required.

Error Message %SPA_SRVCS_ENGINE-3-SHUTDOWN_FAILED: Service Engine [chars] shutdown failed to be executed.

Explanation The service SPA did not respond to the shutdown request. This is probably due to a software error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_SRVCS_ENGINE-5-SHUTDOWN_NOT_DONE: Service Engine [chars] shutdown was not done in a proper fashion: Reseating the SPA may corrupt the hard disk.

Explanation The SPA was not properly shutdown before removal of the SPA. This could result in the corruption of the hard disk on the SPA.

Recommended Action Be sure that the SYS LED is off before removing the SPA.

Error Message %SPA_SRVCS_ENGINE-3-SPA_CPU_ERR: [chars]: SPA CPU HW errors: [chars]

Explanation An internal hardware device error has occurred on the service SPA CPU. The error message indicates the modular services card slot, the SPA subslot, the SPA type and the name of the hardware device. The SPA has been deactivated and reactivated to resolve the problem. If the error occurs more than five times within an hour, no further attempts to reactivate the SPA will be made. This message is likely due to an unrecoverable hardware failure.

Recommended Action If the SPA does not recover automatically, perform OIR of the SPA located in the specified subslot. Before removing the SPA, enter the **hw-module subslot stop** command. Remove the SPA, wait 5 seconds, and reinsert the SPA into the SIP. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_SRVCS_ENGINE-3-SW_ERR: NULL

Explanation The SPA driver detected a software error condition on the SPA card. This might result in improper operation.

Recommended Action The SPA driver has encountered a software error. Power down and reseal the indicated SPA card. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show monitor event-log spa all** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show monitor event-log spa all** commands and your pertinent troubleshooting logs.

Error Message %SPA_SRVCS_ENGINE-5-UNCONFIGURE_DEF_GW: Service Engine [chars]
"service-engine ip default-gateway" unconfigured.

Explanation The IP address of the default gateway for the service SPA was unconfigured because the interface IP address changed.

Recommended Action No action is required.

Error Message %SPA_SRVCS_ENGINE-5-UNCONFIGURE_EXT_IP: Service Engine [chars]
"service-engine ext ip address" unconfigured.

Explanation The external IP address of the service SPA is unconfigured when the interface IP address changed.

Recommended Action No action is required.

Error Message %SPA_SRVCS_ENGINE-5-UNCONFIGURE_IP: Service Engine [chars]
"service-engine ip address" unconfigured.

Explanation The external IP address of the service SPA is unconfigured when the interface IP address changed.

Recommended Action No action is required.

SPA_SRVCS_IF Messages

Error Message %SPA_SRVCS_IF-3-SRVCS_IF_SW_ERR: NULL

Explanation The SPA driver detected a software error condition on the SPA card. This might result in improper operation.

Recommended Action The SPA driver has encountered a software error. Power down and reseat the indicated SPA card. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show monitor event-log spa all** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show monitor event-log spa all** commands and your pertinent troubleshooting logs.

SPA_T3E3 Messages

Error Message %SPA_T3E3-5-MSG_ENQUEUE_ERR: [chars]: Unable to enqueue message to T3E3 SPA process

Explanation The T3E3 SPA process message queue is full.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_T3E3-3-MSGERR: Illegal message type [dec] received for Interface [chars]

Explanation An unknown message was received by 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>,

or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_T3E3-5-MSG_QUEUE_ERR: [chars]: T3E3 process message queue not initialized.

Explanation The T3E3 process message queue is not ready.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_T3E3-5-MSG_UNEXPECTED_ERR: [chars]: Unexpected SPA message [dec].

Explanation SPA has been removed, but still there are outstanding events.

Recommended Action If the CPU utilization is high, try to reduce the CPU utilization

Error Message %SPA_T3E3-3-NO_SSB: [chars]: Failed to get serial subblock.

Explanation Serial subblock pointer is NULL. Internal software error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_T3E3-3-SSBINIT: [chars]: Fail to initialize serial IDB

Explanation Most common reason is lack of system memory. Earlier messages might indicate memory allocation 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPA_T3E3-4-SUBRATE_FPGA_LOAD_FAILED: [chars] Programming [chars] subrate FPGA failed. The FPGA image is corrupted. One upgrade attempt is made.

Explanation The indicated subrate FPGA image is corrupted and programming of FPGA failed. One upgrade attempt will be made to recover from the failure.

Recommended Action Automatically upgrade the subrate FPGA image uses default FPD Image Package. The package should match the running Cisco IOS release. This can be verified by the use of **show upgrade fpd package default** command. If subrate FPGA failure persists after upgrade, SPA is disabled. Ensure the package file is intact.

Error Message %SPA_T3E3-3-SUBRATE_FPGA_LOAD_FAILED2: [chars] Programming [chars] subrate FPGA failed. The FPGA image is corrupted. FPD upgrade has been attempted. SPA is shut.

Explanation The indicated subrate FPGA image is corrupted even after FPD upgrade. The SPA is disabled until this problem is corrected.

Recommended Action Verify the correctness of the FPD Image Package. Note that the FPD Image Package used in the upgrade should match the running Cisco IOS release. This can be verified by the use of **show upgrade fpd package default** command.

SPA_TDMIM Messages

Recommended Action

Error Message %SPA_TDMIM-3-MSG_ENQUEUE_ERROR: %s

Explanation Failed to enqueue a message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %SPA_TDMIM-3-NULL_DATA_STRUCTURE: %s

Explanation A software error occurred and SPA driver is not able to retrieve the data structure mentioned 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.

Error Message %SPA_TDMIM-3-TDL_SEND_FAIL: common_str_empty_str

Explanation Failed to send TDL message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %SPA_TDMIM-3-UNSUPPORTED_DATA: common_str_empty_str

Explanation A software error occurred and SPA driver encountered unsupported data mentioned 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.

SPA_WMA Messages

Error Message %SPA_WMA-3-WMA_SW_ERR: NULL

Explanation The SPA driver detected a software error condition on the SPA card. This might result in improper operation.

Recommended Action The SPA driver has encountered a software error. Power down and reseal the indicated SPA card. Copy the message exactly as it appears on the console or in the system log. Enter the **show monitor event-log spa all** 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show monitor event-log spa all** commands and your pertinent troubleshooting logs.

SPACP Messages

Error Message %SPACP-3-BUFFER: [chars]: Failed to allocate buffer for SPACP message.

Explanation Cannot allocate memory for SPACP 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPACP-3-CREATE: [chars]: SPA Bus Device creation failed.

Explanation Cannot allocate memory for SPA Bus structure.

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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPACP-3-INIT: [chars]: Failed to initialize SPACP. [chars].

Explanation SPACP messaging could not be initialized because of the reason specific in the message text.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPACP-3-OPCODE: [chars]: SPACP opcode [hex] unknown.

Explanation Received an unexpected message from the SPA.

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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SPACP-3-SEND: [chars]: Failed to send SPACP message.

Explanation Failed to send a message to the SPA.

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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

SRW Messages

Error Message %SRW-7-BAD_SRW_DATA: Bad SRW data (%08x)

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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SRW-7-BAD_SRW_MAGIC: Bad SRW magic %08x @ %08x

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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SRW-7-SRW_ERROR2: %s: %x %x %d %d %d %d %x %x %x %x %d

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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SRW-7-SRW_ERROR3: %s: %x %x %d %d %d %d %x %x %x %d %x %d

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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the

Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SRW-7-SRW_ERROR: %s: %x %x %d %d %d %d %x

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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

SSL Messages

Error Message %SSL-3-SSL_REC_HDR_BUF_OVERFLOW : QFP SSL record header buffer overflow

Explanation The system experienced an internal software error. QFP SSL record processing detected header buffer overflow condition. The SSL connection will not be functional while this condition 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

STILE Messages

Error Message %STILE-4-STATIC_SLINK_ALLOC_FAILED : Memory resources exhausted to configure custom/sub protocol

Explanation The current user configuration could not be activated because of unavailability of memory resources. The NBAR cannot classify packets for this new protocol configured.

Recommended Action The memory resource exhaustion is happening because too many port range-based protocols are configured by the user. Avoid very large ranges of ports.

Error Message %STILE_CLIENT-4-MAX_LINK_TOUCH : NBAR number of flow links threshold is reached, can't allocate more memory for flow links.

Explanation Because of non-availability of flow links new traffic flows may not be classified properly.

Recommended Action No action is required.

Error Message %STILE_PROXY-3-IPC_UNHANDLED : type [dec]

Explanation An unknown message was received by the STILE client proxy.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %STILE_PROXY-3-PROXY_IPC_SEND_FAILED : IPC send msg for [chars] [dec] failed

Explanation IPC failed to reply.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %STILE_PROXY-3-PROXY_SLINK_MEM_EXTEND_FAILED :

Explanation Attempt to increase the stile slink pool 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the

information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %STYLE_PROXY-3-SLINK_MEM_REQ_FAILED :

Explanation The system experienced an IPC failure when additional slink memory was requested.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

SUDI Messages

Error Message %SUDI-1-INTERNAL_ERROR: %s

Explanation Secure UDI encountered an internal error.

Recommended Action If this occurs, the switch failed to authenticate itself. Contact Cisco's Technical Assistance Center for more information.

Error Message %SUDI-1-VALIDATION_ERROR: %s

Explanation Secure UDI validation failed.

Recommended Action If this occurs, the switch failed to authenticate itself. Contact Cisco's Technical Assistance Center for more information.

SUNRPC Messages

Error Message %SUNRPC_ALG-3-CHUNK_CREATE_FAIL: , MSGDEF_LIMIT_MEDIUM

Explanation Chunk create failed. Sun RPC ALG will not be able to finish initialization.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %SUNRPC_ALG-3-L7_DATA_CREATE_ERROR: , MSGDEF_LIMIT_MEDIUM

Explanation Error during L7 data creation.

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. Also perform a search of the Bug Search Tool . If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

SW_MATM Messages

Error Message %SW_MATM-4-MACFLAP_NOTIF: Host %e in %s %d is flapping between port %s and port %s

Explanation The system has found the specified host moving between the specified ports.

Recommended Action Check the network for possible loops.

SYSPLAT Messages

Error Message %SYSPLAT-5-PLIM_BLOCK_EVENT Block [chars]/[dec] of PLIM device had I/O event %#x

Explanation A PLIM device I/O event has occurred. This event is not serious but is logged for diagnostic purposes.

Recommended Action No user action is required.

Error Message %SYSPLAT-3-PLIM_BRIDGE_CRITICAL_ERROR Reloading [chars] due critical event %#x in block [chars]/[dec] of PLIM device

Explanation A critical PLIM device I/O event has occurred.

Recommended Action The system automatically reloads the hardware component experiencing the error. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SYSPLAT-5-PLIM_EVENT_RATE The [chars] event rate of %llu has exceeded the threshold of %llu on interconnect [dec]

Explanation A Serial Bridge has experienced a high event rate. This condition is not considered serious, but is logged for diagnostic purposes. This could be due to a hardware or software driver defect.

Recommended Action No user action is required. If this message persists, a PLIM device critical message that needs to be addressed will appear.

Error Message %SYSPLAT-3-PLIM_CRITICAL_ERROR_RATE Reloading [chars] due to critically high PLIM device error rate.

Explanation A Serial Bridge has experienced a persistently high error rate. The condition is serious and the card must be reloaded. This could be due to a hardware or software driver defect.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

TCP Messages

Error Message %TCP-3-TCP_REG_FAILED : QFP TCP registers failed

Explanation The system experienced an internal software error. QFP TCP feature initialization detected that registration failed. QFP TCP will not be functional while this condition 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %TCP_PROXY-2-PROXY_IPC_INIT_FAILED : QFP TCP Proxy IPC initialization failure (result: [dec]).

Explanation The system experienced an internal software error. QFP TCP proxy initialization detected that the IPC interface initialization failed. QFP TCP proxy will not be functional while this condition 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %TCP_PROXY-3-PROXY_BAD_MSG : CPP TCP Proxy received bad length message type [dec]

Explanation The system experienced an internal software error. CPP TCP Proxy received a corrupted message from the control plane. This 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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %TCP_PROXY-3-PROXY_INV_MSG : CPP TCP Proxy received invalid message type [dec]

Explanation The system experienced an internal software error. CPP TCP proxy received an invalid message type from the control plane. This 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. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %TCP_PROXY-3-PROXY_IPC_ALLOC_FAILED : CPP TCP Proxy [chars] message lost due to message buffer allocation failure.

Explanation The system experienced an internal software error. A buffer allocation failover occurred during CPP TCP proxy message processing. The message is lost as a result of this 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %TCP_PROXY-3-PROXY_IPC_CHUNK_FAILED : CPP TCP Proxy chunk memory failure [dec]

Explanation The system experienced an internal software error. A failure occurred during allocation of QFP TCP proxy chunk memory. QFP TCP proxy will not be functional while this condition 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %TCP_PROXY-3-PROXY_IPC_SEND_FAILED : CPP TCP Proxy [chars] message lost due to message sent failure (result: [dec]).

Explanation The system experienced an internal software error. CPP TCP Proxy message processing detected a message sent failure. The message is lost as a result of this 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

THREAT_DEFENSE Messages

Error Message %THREAT_DEFENSE-3-DESTROY_CHUNK_FAILED :

Explanation Destroy chunk failed.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %THREAT_DEFENSE-3-VTCP_INIT_FAILED :

Explanation Initialization of VTCP failed.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %THREAT_DEFENSE-4-TD_ERM_AVERAGE_THREAT :

Explanation Event Rate Monitoring: Average threat identified.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %THREAT_DEFENSE-4-TD_ERM_BURST_THREAT :

Explanation Event Rate Monitoring: Burst threat identified.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %THREAT_DEFENSE_PROXY-3-PROXY_IPC_INIT_FAILED : [dec]

Explanation IPC handler initialization failed.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %THREAT_DEFENSE_PROXY-3-PROXY_MEM_EXTEND_FAILED :

Explanation Extending memory failed.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %THREAT_DEFENSE_PROXY-4-PROXY_IPC_INVALID_MSG : [dec]

Explanation Invalid IPC 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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %THREAT_DEFENSE_PROXY-4-PROXY_IPC_INVALID_MSG_LEN : [dec]:[dec] len [dec] flags [hex] source [dec]

Explanation Invalid IPC message length.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

TIME Messages

Error Message %TIME-2-HB_START_FAILED : timer services failed to start

Explanation The timer services could not be started, because GPM allocation failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %TIME-2-TIMESTAMP_BAD_CLOCK : %llu

Explanation An unsupported PPE core clock frequency was detected.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %TIME-3-HB_SEQ_FAIL : expected seq_num [hex], rcvd seq_num [hex]

Explanation The timer services had exceeded the maximum number of timer heartbeat sequence number 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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

TODCLK Messages

Error Message %TODCLK-6-SEL_CLOCK_SRC: %s (priority %d) is selected by the ToD selection process.

Explanation ToD source selection process has selected a clock source.

Recommended Action No action is required.

Error Message %TODCLK-6-SEL_CLOCK_SRC_NONE: no clock source is selected by the ToD selection process.

Explanation ToD source selection process has selected no clock source.

Recommended Action No action is required.

Error Message %TODCLK-6-SRC_ADD: %s is added to the ToD selection process.

Explanation ToD source is added to the ToD source selection process. Source addition is always through configuration.

Recommended Action No action is required.

Error Message %TODCLK-6-SRC_REM: %s is removed from the ToD selection process.

Explanation ToD source is removed from the ToD selection process. Source removal is always through configuration.

Recommended Action No action is required.

Error Message %TODCLK-6-SRC_STATUS_UPD: ToD clock source %s status (%s) is reported.

Explanation ToD source status is updated to the ToD selection process. The type of status update is described in the message.

Recommended Action No action is required.

Error Message %TODCLK-6-TOD_REG_FAIL: ToD subsystem is not loaded because of registration failure. Reason: %s.

Explanation ToD registration failed.

Recommended Action No action is required.

TTYMON Messages

Error Message %TTYMON-3-INIT : The software which monitors ownership of the console port cannot be initialized correctly

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 an MCP process. A user can initiate a switch in ownership by entering the 'send break' command at a telnet prompt to switch from IOSd to a shell instance. Control is returned to IOSd by exiting the shell instance. The component within the Host Manager responsible for this has encountered an initialization error and console monitoring is no longer available.

Recommended Action Check the status of the Host Manager process. Check the Host Manager log files for further indications as to why the initialization failed and if necessary restart the machine.

Error Message %TTYMON-3-CHASFS : The software which monitors ownership of the console port cannot [chars] 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 an MCP 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 Check the log files for the Host Manager and search for entries related to 'tymon' and 'chasfs' and this should give an indication as to why the operation failed. Check available resources and see if other daemons are also experiencing problems with the chassis filesystem since this may indicate a more pervasive problem. If so the reboot the box.

Error Message %TTYMON-3-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 an MCP 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 Some required programs are either not available or not configured correctly or are failing for some reason. If this occurs after a recent upgrade it is possible that the upgrade has corrupted the current installation.

UI Messages

Error Message %UI-3-IPC_ALLOC : module type [int] subtype [int]

Explanation IPC packet allocation failed for a user interface (UI) reply. Sender will not receive the reply.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %UI-3-REPLY : module type [int] subtype [int]

Explanation A user interface (UI) reply message failed in the IPC send. Sender will not receive the reply.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %UI-6-NOHANDLER : module type [int] subtype [int]

Explanation A user interface (UI) message was received containing an unrecognized module type.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

UICFGEXP Messages

Error Message %UICFGEXP-3-MESSAGE_ERROR : Unable to process message for '[chars]':
[chars]

Explanation A message was received by the configuration export module which could not be processed. The message has been discarded.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %UICFGEXP-3-WRITE_FAILED : Unable to write configuration for
'[chars]': [chars]

Explanation The configuration export module failed to write the server configuration files. The server configuration change has not occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %UICFGEXP-6-SERVER_NOTIFIED_START : Server [chars] has been notified
to start

Explanation The server has been notified to start.

Recommended Action No action is required.

Error Message %UICFGEXP-6-SERVER_NOTIFIED_STOP : Server [chars] has been notified to
stop

Explanation The server has been notified to stop.

Recommended Action No action is required.

Error Message %UICFGEXP-3-LIBRARY_ERROR : Error loading library '[chars]': [chars]

Explanation A configuration message was received which required a library to be loaded. The library failed to load.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %UICFGEXP-3-SYMBOL_ERROR : Error loading library symbol '[chars]' from '[chars]': [chars]

Explanation A configuration message was received which required a library to be loaded. The library failed to load all required symbols.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

UIPEER Messages

Error Message %UIPEER-3-INVALID_EPOCH_MESSAGE : The peer process was unable to process an incoming epoch update message from the shell-manager

Explanation For each new type definition language (TDL) epoch, the Shell Manager broadcasts a change notification message to its peers. If the Shell Manager's message is incorrect or corrupt, the peers are unable to identify the new epoch. In this case, the peers reject the proposed epoch.

Recommended Action Check the trace files for the Shell Manager failed process. Check or undo any recently installed packages, then restart the system.

Error Message %UIPEER-3-INVALID_DEBUG_MESSAGE : The peer process was unable to process an incoming message for 'debug all' from the shell-manager

Explanation When the 'debug all' command is issued, the Shell Manager broadcasts a notification of the command request to its peers. If the notification message has been corrupted or incorrectly created, the peers cannot complete the requested operation.

Recommended Action Check the trace files for the Shell Manager failed process. Restart the system.

Error Message %UIPEER-3-INVALID_HOSTINFO_MESSAGE : The peer process was unable to process an incoming message for host info from the shell-manager

Explanation When host information, such as the hostname, changes, the Shell Manager broadcasts a notification of the change to its peers. If the notification message has been corrupted or incorrectly created, the peers cannot complete the requested operation.

Recommended Action Check the trace files for the Shell Manager failed process. Restart the system.

Error Message %UIPEER-3-TDL_MESSAGE : Cannot construct an IPC message for library. The message name is [chars] and the reason is: [chars]

Explanation A problem occurred while constructing a type definition language (TDL) message or setting a field in a TDL message. If the problem occurred during construction of a TDL message, then the system is out of memory. If the problem occurred while setting a field in the TDL message, there is a library mismatch issue.

Recommended Action Check [uipeer] ERR entries in the log files for message reporting problems.

Error Message %UIPEER-3-NO_PEER : A process was unable to retrieve a shell-manager peer handle.

Explanation A process was attempting to communicate with the Shell Manager daemon using the integrated [uipeer] component. The error occurred because the peer instance could not be found.

Recommended Action Check [uipeer] ERR entries in the log files for message reporting problems.

VMAN Messages

Error Message %VMAN-5-APL: APPLIANCE %s LOG: %s

Explanation The named appliance has triggered the log. Please interpret the log in the context of the appliance

Recommended Action is required

Error Message %VMAN-5-APPLIANCE_DISK: Failed to get disk storage for Appliance (%s). Free=%u MB, Requested=%u MB

Explanation The appliance requires Disk Storage in excess of the Free Disk Storage available to appliances

Recommended Action and if it is still unclear why the package is not able to be validated, raise a cdets

Error Message %VMAN-5-APPLIANCE_MEMORY: Failed to reserve memory for Appliance (%s). Free=%u MB, Requested=%u MB.

Explanation The appliance requires Physical Memory in excess of the Free Memory available to appliances

Recommended Action and if it is still unclear why the package is not able to be validated, raise a cdets

Error Message %VMAN-5-DISK_IMAGE_PATH: The appliance definition file for %s contains an invalid disk image path (%s)

Explanation The appliance machine definition file contains an invalid disk image path for one of the disk devices. This may be a Harddisk, CDROM or USB storage device.

Recommended Action and if it is still unclear why the package is not able to be validated, raise a cdets

Error Message %VMAN-5-INCONSISTENT_MEM_CONFIG: Inconsistent Memory specification in machine definition for appliance %s.

Explanation The appliance machine definition file is inconsistent in the specification of required memory via the and nodes.

Recommended Action If it is still unclear why the package is not able to be validated, raise a cdets.

VPN Messages

Error Message %VPN_HW-1-PACKET_ERROR: slot: %d Packet Encryption/Decryption error, %s

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, then note of the status value and contact a Cisco representative. The VPN hardware accelerator will most likely need to be replaced.

Error Message %VPN_HW-3-MULTDEV: Cannot support more than one Encryption AIMS

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.

Error Message Remove one of the Encryption AIMS installed in your system.

VTCP Messages

Error Message VTCP-3-VTCP_CREATE_CB_MALLOC_FAILED :

Explanation Malloc failed during VTCP create callback.

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. Also perform a search of the Bug Search Tool. If you still require assistance, open a case with the Technical Assistance Center via the Internet, or contact your Cisco technical support representative and provide the representative with the gathered information.

VXE_VNIC_IF Messages

Error Message %VXE_VNIC_IF-3-MSGINITERROR: VXE vNIC interface command: %s failed: %d for %s

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 Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %VXE_VNIC_IF-3-PROCESS_CREATE_FAIL: vNIC ethernet statistics process creation failed

Explanation Cannot create IOS process for vNIC Ethernet port statistics collection

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at <http://www.cisco.com/cisco/psn/bssprt/bss>. If you still require assistance, open a case with the

Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

WUILOGIN Messages

Error Message %WUILOGIN-3-INITIALIZATION_FAILED : WebUI standalone login initialization failed.

Explanation The attempt to access the web user interface using the wuilogin access module failed. The wuilogin access module is used to authenticate web user interface access only when the IOS integrated webserver, which is enabled using the ip http server command, or the IOS process is down or disabled.

Recommended Action Note the time of the error and check the web user interface log (wuilogin-*.log) for additional information on why the attempt to access the web user interface failed.

Error Message %WUILOGIN-3-AUTHENTICATION_SYSTEM_FAILED : WebUI standalone authentication process failed. Reason: [chars]

Explanation During the id and password validation phase of the wuilogin access module authentication attempt, an exception occurred. This message usually occurs as a result of a failure of the underlying PAM authentication module.

Recommended Action Note the time of the error and check the web user interface log (wuilogin-*.log) for additional information on why the attempt to access the web user interface failed.

XDR Messages

Error Message %XDR-3-XDRMCASTJOIN: Attempt to join %s to %s failed because client %s returned an error

Explanation Internal error. May result in unpredictable behaviour.

Recommended Action Get the output of show xdr multicast, show xdr client all and show monitor event-trace xdr all. Copy the message exactly as it appears, and report it to your technical support representative.

Error Message %XDR-3-XDRMCASTJOIN: Attempt to join %s to %s failed because client %s returned an error

Explanation Internal error. May result in unpredictable behaviour.

Recommended Action Get the output of show xdr multicast, show xdr client all and show monitor events xdr all. Copy the message exactly as it appears, and report it to your technical support representative.

Error Message %XDR-3-XDRMCASTJOINREQ: Client %s returned an invalid response to a join request for groups %s and %s

Explanation Internal error. May result in unpredictable behaviour.

Recommended Action Get the output of show xdr multicast, show xdr client all and show monitor event-trace xdr all. Copy the message exactly as it appears, and report it to your technical support representative.

Error Message %XDR-3-XDRMCASTJOINREQ: Client %s returned an invalid response to a join request for groups %s and %s

Explanation Internal error. May result in unpredictable behaviour.

Recommended Action Get the output of show xdr multicast, show xdr client all and show monitor events xdr all. Copy the message exactly as it appears, and report it to your technical support representative.

Error Message %XDR-3-XDRMCAST_PEER_BINDING: XDR peer %s bind to group %s (was bound to %s): %s

Explanation Internal error. May result in unpredictable behaviour.

Recommended Action Get the output of show xdr multicast, and show monitor event-trace xdr all. Copy the message exactly as it appears, and report it to your technical support representative.

Error Message %XDR-3-XDRMCAST_PEER_BINDING: XDR peer %s bind to group %s (was bound to %s): %s

Explanation Internal error. May result in unpredictable behaviour.

Recommended Action Get the output of show xdr multicast, and show monitor events xdr all. Copy the message exactly as it appears, and report it to your technical support representative.

Error Message %XDR-6-XDRDISABLEREQUEST: Peer in slot %s requested to be disabled due to: %s. Disabling linecard

Explanation Due to some error condition the linecard has requested to be disabled

Recommended Action Execute clear xdr linecard from the RP followed by clear xdr channel on the linecard in question to clear the error condition. If the problem persists get the output of show monitor event-trace xdr all from the RP and the linecard in question and report it to your technical support representative.

Error Message %XDR-6-XDRDISABLEREQUEST: Peer in slot %s requested to be disabled due to: %s. Disabling linecard

Explanation Due to some error condition the linecard has requested to be disabled

Recommended Action Get the output of show monitor event-trace xdr from the RP and the linecard in question and report it to your technical support representative.

Error Message %XDR-6-XDRLCDISABLEREQUEST: Client %s requested to be disabled. %s

Explanation Due to some error condition the linecard has requested to be disabled

Recommended Action Execute clear xdr linecard from the RP followed by clear xdr channel on the linecard in question to clear the error condition. If the problem persists get the output of show monitor event-trace xdr all from the RP and the linecard in question and report it to your technical support representative.

Error Message %XDR-6-XDRLCDISABLEREQUEST: Client %s requested to be disabled. %s

Explanation Due to some error condition the linecard has requested to be disabled.

Recommended Action Get the output of show monitor event-trace xdr from the RP and the linecard in question and report it to your technical support representative.

XMCP Messages

Error Message %XMCP-4-CLIENT_DENIED: Client %s/%s denied: %s

Explanation An external XMCP client connection was denied. This may be due to a valid configuration reason, for example **max-clients** or an **allow-list**, or it may indicate that a protection mechanism has been triggered - for example an authentication failure, or DOS attack prevention.

Recommended Action Check that this is caused by configuration. If not and if the frequency of this message suggests that this may be malicious - contact your TAC security support immediately

Error Message %XMCP-4-CLIENT_ERR_RSP: Received error response %u (%s) from client %s/%s

Explanation An external XMCP client replied to a request with an error message indicating that a communication failure has occurred. This message may be seen occasionally during normal operation but if it recurs frequently may be an indication of a defective or malicious XMCP client.

Recommended Action Normally no action is required. If the frequency of this message suggests that a particular client is defective or malicious, and it is not feasible to remove the offending client from the network, the client can be prevented from further communication with this router by configuring or modifying the **allow-list**, **no client unauthenticated**, and/or **client username ... password ...** commands in XMCP configuration mode.

Error Message %XMCP-5-CLIENT_CHANGE: Client %s/%s is %s: %s

Explanation An XMCP client connected or disconnected.

Recommended Action No action is required.

IOS XE Release 3.14 Error Messages

This section lists the error messages pertaining to IOS XE release 3.14.

Error Message %BINOS_LOGIN-3-AUTHERR: The authentication process failed, %s

Explanation This error occurs when there is an error in the system that prevents the user from being successfully authenticated

Recommended Action No action is required.

Error Message %BINOS_LOGIN-3-NOTROOT: login attempted to run without proper credentials.

Explanation login can not be run without proper credentials.

Recommended Action No action is required.

Error Message %BINOS_LOGIN-3-NOTTY: login attempted to run without proper credentials.

Explanation login can not be run without proper credentials.

Recommended Action No action is required.

Error Message %BINOS_LOGIN-3-PAMERR: PAM error %s encountered.

Explanation The system encountered a PAM error.

Recommended Action No action is required.

Error Message %BINOS_LOGIN-3-PWNOENT: No entry for user %s in passwd file

Explanation The username/password authenticated correctly, but the user's environment could not be established because the user's environment data is missing.

Recommended Action No action is required.

Error Message %BINOS_LOGIN-6-PAMAUTHDENY: User was not authenticated

Explanation User was not authenticated

Recommended Action No action is required.

Error Message %BINOS_LOGIN-6-PAMMAXTRIES: Maximum number of retries exceeded.

Explanation The user tried and failed too many times to login.

Recommended Action No action is required.

Error Message %BIPC-3-BIPC_PERFORMANCE: buffer size request %u failed

Explanation An internal buffer allocation has failed.

Recommended Action is required. If the problem persists, or router performance is noticeably degraded, contact Cisco technical 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at https://tools.cisco.com/bugsearch/?referring_site=bstib. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %BIPCMGR-3-INVALID_TDL_ERROR_ON_MARSHAL: TDL epoch error on marshal %d unexpected: %s

Explanation The bipc manager has attempt to marshal a message to be sent. The tdl library has generated an error on marshal that is unexpected. The message was not sent.

Recommended Action This is unexpected. Report this to Cisco TAC

Error Message %BLACKBIRD_LIB-5-BB_INT_DETECTED: %s non-maskable interrupt detected

Explanation NMI, SEU or PCIe link down interrupt is detected

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 Search Tool at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %BOOT-0-APP_STARTFAILCRIT: Failed to launch a critical process %s

Explanation A process important to the chassis has failed.

Recommended Action Note the time of the message and investigate the error message logs to learn more about the problem. If the problem persists or cannot be resolved, copy the error message and the output of show platform software tech-support into a plain text file and contact Cisco technical support.

Error Message %BOOT-0-DRV_INITFAIL: %s driver failed to initialize properly

Explanation A kernel driver that is critical to the functioning of the system failed to initialize properly.

Recommended Action Note the time of the error message and check the kernel error logs for additional information on the problem. If you are unable to resolve this problem, copy the error message and the output of show platform software tech-support into a plain text file and contact Cisco technical support.

Error Message %BOOT-0-DRV_LOADFAIL: Failed to load driver %s (%s)

Explanation A kernel driver that was critical to the functioning of the system failed to load.

Recommended Action Note the time of the error message and check the kernel error logs for additional information on the problem. If you are unable to resolve this problem, copy the error message and the output of show platform software tech-support into a plain text file and contact Cisco technical support.

Error Message %BOOT-3-APP_STARTFAIL: Failed to launch process %s

Explanation A process that does not affect the forwarding of network traffic failed to start.

Recommended Action If the failed process is not something that needs to be corrected, do not address this message. If the failed process needs to be addressed, install new software and reload the router.

Error Message %BOOT-3-DUAL_BOOT_MEMORY: Dual IOS boot indicated in ROMMON (%s), unavailable on %s RP

Explanation Running two IOS instances on the same RP is unavailable on route-processors with insufficient memory

Recommended Action Unset the specified ROMMON variable or increase the memory on the route-processor.

Error Message %BOOT-3-EXT_ISSU_CHK_FAILED: Detected booting up of standby RP with image beyond the ISSU domain of active RP by the %s process. The standby RP is forced to reset.

Explanation If standby RP is booted up with an image which is beyond the ISSU software domain of the active RP's image, the functionality of active RP may be unpredictable. Hence the standby is being reset.

Recommended Action Remove the standby RP FRU from the chassis or boot it up with an image whose version is compatible with current running active RP.

Error Message %BOOT-3-PARTIAL_CORE_CLEANUP_FAILURE: Partial core clean up failed for %s: %s

Explanation During RP boot, a failure occurred cleaning up incomplete core files.

Recommended Action Please check the router file systems.

Error Message %BOOT-6-APP_START: The process %s has started

Explanation The process has successful launched and begun executing.

Recommended Action is necessary. This message indicates the system is functioning normally and is provided for informational purposes only.

Error Message %BOOT-6-DRV_LOAD: Loaded driver %s

Explanation A kernel driver that was critical to the functioning of the system was successfully loaded.

Recommended Action is necessary. This message indicates the system is functioning normally and is provided for informational purposes only.

Error Message %BOOT-6-PARTIAL_CORE_REMOVED: Removed incomplete core file: %s

Explanation On boot of the RP, an incomplete core file was found and removed. Incomplete core files can happen for a variety of reasons, including the coincident failure of the active RP while a core file is being generated.

Recommended Action required. This is not an error, it is an indication that the system is cleaning up a previous error.

Error Message %BSHELL-3-EXEC_DIRECTIVE_FAIL: [%s] Command directive execution failed: %s

Explanation The diagnostic shell was unable to execute the requested directive.

Recommended Action Check the diagnostic shell trace file for more information on the underlying failure.

Error Message %BSHELL-3-EXEC_FAIL: [%s] Command execution failed

Explanation The diagnostic shell was unable to execute the requested interactive command.

Recommended Action Check the diagnostic shell trace file for more information on the underlying failure.

Error Message %BSHELL-3-EXEC_PREPARE_FAIL: [%s] Command execution prepare failed

Explanation The diagnostic shell was unable to prepare the requested interactive command for execution. The command failed.

Recommended Action Check the diagnostic shell trace file for more information on the underlying failure.

Error Message %BSHELL-3-GET_HOSTNAME_FAIL: [%s] Get hostname failed: %s

Explanation The diagnostic shell was unable to read the hostname from the kernel.

Recommended Action is required. The diagnostic shell periodically checks for hostname changes to set the user prompt.

Error Message %BSHELL-3-RECEIVE_MESSAGE_FAILED: [%s] Receive message %s failed: %s

Explanation The diagnostic shell was unable to receive a message from the Shell Manager

Recommended Action Retry the operation or start a new diagnostic shell session.

Error Message %BSHELL-3-SEND_MESSAGE_FAILED: [%s] Send message %s failed: %s

Explanation The diagnostic shell was unable to send a message to the Shell Manager.

Recommended Action Retry the operation or start a new diagnostic shell session.

Error Message %BSHELL-3-TERMINAL_OPERATION_FAIL: [%s] Terminal %s %s failed: %s

Explanation The diagnostic shell was unable to get or set terminal properties. An attempt to change or act on terminal properties failed.

Recommended Action Restart the diagnostic shell and reattempt the failed operation

Error Message %BSHELL-6-BSHELL_UPGRADE_DETECTED: [%s] New software detected. Bshell instance restarting.

Explanation The diagnostic shell detected a new installation of diagnostic shell software. The diagnostic shell instance exits and restarts with the new software version.

Recommended Action No action is required.

Error Message %BSHELL-6-SESSION_ENDED: [%s] bshell session ended for user '%s'

Explanation A user has exited a diagnostic shell session.

Recommended Action No action is required.

Error Message %BSHELL-6-SESSION_STARTED: [%s] bshell session started for user '%s'

Explanation A user has started a diagnostic shell session.

Recommended Action No action is required.

Error Message %BSHELL-6-SMAN_CONNECTION_FAILED: [%s] Shell Manager connect failed:
%s

Explanation The diagnostic shell is unable to connect to the Shell Manager, possibly because the Shell Manager process is no longer available. This type of error is experienced if a software upgrade is in progress.

Recommended Action No action is required. Once the Shell Manager process has restarted, the diagnostic shell will reconnect.

Error Message %BSHELL-6-SMAN_CONNECTION_LOST: [%s] Shell Manager connection lost

Explanation The diagnostic shell was disconnected from the Shell Manager and the Shell Manager process is no longer available. This type of error is experienced if a software upgrade is in progress.

Recommended Action No action is required. Once the Shell Manager process has restarted, the diagnostic shell will reconnect.

Error Message %BSMRP-0-CHASFS_LOCATION_TRANSLATE: Failed to translate a location to a chasfs objectname because %s

Explanation The backplane switch manager failed to translate a location to a chasfs object name.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %BSMRP-0-CHASFS_OBJECT_CREATE: Failed to create chassis filesystem object %s because %s

Explanation The hardware failed to create a chassis filesystem object.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %BSMRP-0-CHASFS_OBJECT_NOT_PRESENT: Expected chassis filesystem object %s not present.

Explanation A chassis file system object expected to be present is not. This could be due to a software defect or file system failure.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %BSMRP-0-CHASFS_OBJECT_WATCH: Failed to watch chassis filesystem object %s because %s

Explanation A chassis filesystem object was not watched because of the reason stated in the error message.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %BSMRP-0-CHASFS_PROPERTY_CREATE: Failed to create chassis filesystem object %sproperty %s because %s

Explanation A chassis filesystem property was not properly created.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %BSMRP-0-CHASFS_PROPERTY_GET: Failed to read chassis filesystem object %sproperty %s because %s

Explanation A chassis filesystem property was not properly read by the system.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %BSMRP-0-CHASFS_PROPERTY_NOT_PRESENT: Expected chassis filesystem object %s property %s not present.

Explanation A chassis filesystem object property expected to be present is not. This could be due to a software defector filesystem failure.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %BSMRP-0-CHASFS_PROPERTY_SET: Failed to write chassis filesystem object %sproperty %s because %s

Explanation A chassis filesystem property failed to write.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %BSMRP-0-CHASSIS_STATUS: Failed to get chassis hardware status because %s

Explanation The system failed to get the chassis hardware status.

Recommended Action Note the time of the error message and examine the logs for CPLD driver or hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %BSMRP-0-CHASSIS_TYPE: The chassis type %s is invalid.

Explanation The chassis type is invalid. This could be due to a hardware defect, software defect or incorrect IDPROM content.

Recommended Action Note the time of the error message and examine the logs for IDPROM and hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %BSMRP-0-EVENT_LIBRARY: An event facility initialization or maintenance function failed because %s

Explanation An event facility initialization or maintenance function failed. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %BSMRP-0-INVALID_ARGUMENT: A system function was given an invalid argument.

Explanation A system function was given an invalid argument. This is due to a software defect.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %BSMRP-0-IPC_CONNECTION_INVALID: An IPC connection has invalid state.

Explanation An IPC connection has an invalid state. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %BSMRP-0-IPC_CONNECT_MASTER: IPC connection to the active RP failed because %s

Explanation IPC connection to the active RP failed. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %BSMRP-0-IPC_INITIALIZATION: IPC initialization failed because %s

Explanation IPC initialization failed. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %BSMRP-0-MESSAGE_REGISTER: Failed to register with active RP because %s

Explanation The active RP failed to register.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %BSMRP-0-MESSAGE_RELAY: Failed to relay a message because %s

Explanation Failed to relay a message. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %BSMRP-0-MESSAGE_RESPONSE: An invalid message response was received because %s

Explanation An invalid message response was received. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %BSMRP-0-MQIPC_ADVANCE: Failed to advance MQIPC queue because %s

Explanation The MQIPC initialization failed.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %BSMRP-0-MQIPC_INITIALIZATION: MQIPC initialization failed because %s

Explanation MQIPC initialization failed. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %BSMRP-0-PEER_TABLE: A peer table initialization or maintenance function failed because %s

Explanation A peer table initialization or maintenance function failed. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %BSMRP-0-PLATFORM_FAMILY_TYPE: The platform family type %s is invalid.

Explanation The platform family type is invalid. This could be due to a hardware defect, software defect or incorrect IDPROM content.

Recommended Action Note the time of the error message and examine the logs for IDPROM and hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %BSMRP-0-RESOLVE_FRU: Failed to determine %s card because %s

Explanation The router failed to determine a FRU state.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %BSMRP-0-SERVICES_INITIALIZATION: Failed to initialize general application services because %s

Explanation The system failed to initialize application services.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %BSMRP-0-SIGNAL_INITIALIZATION: Failed to initialize signals because %s

Explanation The system failed to initialize signals.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %BSMRP-0-SLOTS_INITIALIZATION: ion because %s

Explanation The system failed to initialize the chassis slot information.

Recommended Action Note the time of the error message and examine the logs for IDPROM or software errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %BSMRP-0-SLOT_INVALID: A card absolute slot number cannot be determined for this chassis type

Explanation An absolute slot number is invalid. This could be due to a software defect or incorrect IDPROM content.

Recommended Action Note the time of the error message and examine the logs for IDPROM or software errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %BSMRP-0-UIPEER_CREATE: Failed to create user interface peer.

Explanation The system failed to create a user interface peer.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %BSMRP-3-BSM_SERVICE_SETUP: Failed to setup the backplane switch manager (bsm) service

Explanation Backplane Switch Manager failed to set itself up asa proxy to the backplane switch.

Recommended Action Collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %BSMRP-3-CHASFS_OBJECT_DESTROY: Failed to destroy chassis filesystem object %s because %s

Explanation A chassis filesystem object that should have been destroyed was not destroyed.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %BSMRP-3-CHASFS_PROPERTY_DESTROY: Failed to destroy chassis filesystem proprty %s/%s because %s

Explanation A chassis filesystem property that should have been destroyed was not destroyed.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %BSMRP-3-PEER_INVALID: A peer table entry has invalid state.

Explanation A peer table entry has an invalid state. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %BTRACE_ROTATE-3-ARCHIVE_FAIL: Error archiving trace file - %s

Explanation While trying to archive a trace file on the active RP, an error occurred that prevented the file transfer. The trace file is not saved.

Recommended Action This message is usually seen a result of an under lying problem with the harddisk: file system, so check the console log for messages related to harddisk: file system messages.

Error Message %BTRACE_TEST-3-BTRC_ERR_MSG: BTRACE sample ERR errmsg

Explanation Btrace error message.

Recommended Action This is a sample message.

Error Message %BTRACE_TEST-4-BTRC_WARNING_MSG: BTRACE sample WARNING errmsg

Explanation Btrace warning message.

Recommended Action This is a sample message.

Error Message %BTRACE_TEST-5-BTRC_NOTICE_MSG: BTRACE sample NOTICE errmsg

Explanation Btrace notice message.

Recommended Action This is a sample message.

Error Message %BTRACE_TEST-6-BTRC_INFO_MSG: BTRACE sample info errmsg

Explanation Btrace info message.

Recommended Action This is a sample message.

Error Message %BTRACE_TEST-7-BTRC_DEBUG_MSG: BTRACE sample DEBUGerrmsg

Explanation Btrace debug message.

Recommended Action This is a sample message.

Error Message %CABLE_IPCCL_LIB-3-EAGAIN: ipccl port %d throttling on, port curr_pending msg (%d)[conf_high_watermark (%d)-conf_low_watermark (%d)]. current outstanding msg waiting for ack (%d). client_id %d svc_id %d msg_type %d d_slot %d

Explanation IPCCL port throttling on

Recommended Action Application should check whether they send too many messages, and better to slow down

Error Message %CABLE_IPCCL_LIB-3-SVC_EAGAIN: ipccl svc_id %d throttling on, svc current q_size (%d)[high_watermark (%d)-low_watermark (%d)]. port_id %d client_id %d msg_type %d d_slot %d session_id %d

Explanation IPCCL service throttling on

Recommended Action Application should check whether they send too many messages, and better to slow down

Error Message %CABLE_IPCCL_LIB-4-LOW_WATERMARK: ipccl port %d hit low watermark, port current pending msg (%d)[conf_high_watermark (%d)-conf_low_watermark (%d)]. current outstanding msg waiting for ack (%d). client_id %d svc_id %d msg_type %d d_slot %d

Explanation IPCCL port watermark hit

Recommended Action Application should check whether they send too many messages, and better to slow down

Error Message %CABLE_IPCCL_LIB-4-SVC_LOW_WATERMARK: ipccl svc_id %d hit low watermark, svc current q_size (%d)[high_watermark (%d)-low_watermark (%d)]. port_id %d client_id %d msg_type %d d_slot %d session_id %d

Explanation IPCCL service watermark hit

Recommended Action Application should check whether they send too many messages, and better to slow down

Error Message %CDMAN-2-INITIALIZATION_FAILED: Cable Device Manager initialization failed.

Explanation Initialization of the Cable Device Manager failed.

Recommended Action Review Cable Device Manager logs taking note of the time stamp information to select specific information to review. Copy the message and other related information exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at https://tools.cisco.com/bugsearch/?referring_site=bstib. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %CDMAN-3-CONSOLE_SETUP_FAILED: Failed to setup console service. It should beenabled on %s

Explanation Setup of a console service failed.

Recommended Action Check the host manager launch parameters and correct as required.

Error Message %CDMAN-3-DUPLICATE_DCD: Duplicated DCD packet received: MD %d received %d last received %d

Explanation Duplicated DCD packet received from the iosd

Recommended Action Check the problem in the iosd-clc

Error Message %CHASFS-3-NOCHASFSDIR: The directory %s does not exist.

Explanation .

Recommended Action No action is required.

Error Message %CHASFS-3-NOINOTIFY: The inotify device could not be opened. Error %d.

Explanation This error occurs when there is an error in the system that prevents the notification facility from being accessed.

Recommended Action No action is required.

Error Message %CHASFS-3-NOOPEN_PROPERTY: Error opening chassis file system object %s: %s

Explanation An application was not able to open a an object in its local chassis file system.

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 Search Tool at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %CHASFS-3-NORESOLVE_LOCAL_OBJECT: Error resolving local FRU object: %s

Explanation An application was not able to create a reference to an object in its local chassis file system.

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 Search Tool at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %CMAN_IDPROM_ENVMON-3-CMAN_IDPROM_FIELD_INVALID: The idprom contains an invalid environmental monitoring field.

Explanation If this error occurs then parsing of the environmental monitoring data is aborted. Environmental monitoring will be either in complete or absent entirely.

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 Search Tool at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %CMCC-0-C2W_INITIALIZATION: The SIP C2W has failed initialization because %s

Explanation The C2W bus on the SIP is used to read the shared port adapter (SPA) IDPROM. This error indicates that the SIP C2W bus failed to initialize.

Recommended Action Examine the logs for C2W driver errors. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at https://tools.cisco.com/bugsearch/?referring_site=bstib. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %CMCC-0-CHASFS_LOCATION_TRANSLATE: Failed to translate a location to a chasfs objectname because %s

Explanation The system failed to translate a data sensor location to the chassis filesystem (CHASFS) module. This error could be caused by a software defect.

Recommended Action Restart the SIP. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at https://tools.cisco.com/bugsearch/?referring_site=bstib. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %CMCC-0-CHASFS_OBJECT_CREATE: Failed to create chassis filesystem object %s because %s

Explanation The system failed to create a chassis filesystem object. This error could be caused by a software defect or a filesystem failure.

Recommended Action Restart the SIP. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at https://tools.cisco.com/bugsearch/?referring_site=bstib. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %CMCC-0-CHASFS_OBJECT_NOT_PRESENT: Expected chassis filesystem object %s not present.

Explanation The system was unable to find an expected chassis filesystem object. This error could be caused by a software defect or a filesystem failure.

Recommended Action Restart the SIP. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at https://tools.cisco.com/bugsearch/?referring_site=bstib. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %CMCC-0-CHASFS_OBJECT_WATCH: Failed to watch chassis filesystem object %s because %s

Explanation The system failed to watch a chassis filesystem object. This error could be caused by a software defect or a filesystem failure.

Recommended Action Restart the SIP. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at https://tools.cisco.com/bugsearch/?referring_site=bstib. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %CMCC-0-CHASFS_PROPERTY_CREATE: Failed to create chassis filesystem object %sproperty %s because %s

Explanation The system failed to create a chassis filesystem object property. This error could be caused by a software defect or a filesystem failure.

Recommended Action Restart the SIP. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at https://tools.cisco.com/bugsearch/?referring_site=bstib. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %CMCC-0-CHASFS_PROPERTY_GET: Failed to read chassis filesystem object %sproperty %s because %s

Explanation The system failed to read a chassis filesystem object property. This error could be caused by a software defect or a filesystem failure.

Recommended Action Restart the SIP. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at https://tools.cisco.com/bugsearch/?referring_site=bstib. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %CMCC-0-CHASFS_PROPERTY_NOT_PRESENT: Expected chassis filesystem object %s property %s not present.

Explanation The system cannot locate a chassis filesystem object property. This error could be caused by a software defector a filesystem failure.

Recommended Action Restart the SIP. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at https://tools.cisco.com/bugsearch/?referring_site=bstib. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %CMCC-0-CHASFS_PROPERTY_SET: Failed to write chassis filesystem object %sproperty %s because %s

Explanation The system failed to write a chassis filesystem object property. This error could be caused by a software defect or a filesystem failure.

Recommended Action Restart the SIP. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at https://tools.cisco.com/bugsearch/?referring_site=bstib. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %CMCC-0-CHASSIS_TYPE: The chassis type %s is invalid.

Explanation The system has detected an invalid chassis type. This error could be caused by a hardware defect, software defect, or incorrect IDPROM content.

Recommended Action Examine the logs for IDPROM or hardware errors. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at https://tools.cisco.com/bugsearch/?referring_site=bstib. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %CMCC-0-CPLD_INITIALIZATION: The SIP CPLD has failed initialization :%s

Explanation A SIP complex programmable logic device (CPLD) failed to initialize. This error could be caused by a hardware or software driver defect.

Recommended Action Examine the logs for CPLD driver or hardware errors. Verify that the software and CPLD versions are compatible.

Error Message %CMCC-0-CPLD_INTR_ENABLE: The CPLD initialization has failed because %s

Explanation The CPLD interrupt enable failed to initialize. This error could be caused by a hardware defect or CPLD driver defect.

Recommended Action Examine the logs for CPLD driver or hardware errors. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at https://tools.cisco.com/bugsearch/?referring_site=bstib. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %CMCC-0-CPLD_IOCTL: A CPLD driver I/O control has failed because %s

Explanation A complex programmable logic device (CPLD) I/O driver control has failed. This error could be caused by a hardware or software driver defect.

Recommended Action Examine the logs for CPLD driver and hardware errors. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at https://tools.cisco.com/bugsearch/?referring_site=bstib. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %CMCC-0-EVENT_LIBRARY: An event facility initialization or maintenance function failed because %s

Explanation An event facility initialization or maintenance function failed. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the `hw-module [slot | subslot]slot-number reload` command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of `show tech-support` and provide the gathered information to a Cisco technical support representative.

Error Message %CMCC-0-HTDP_ENABLE: The HTDP initialization has failed because %s

Explanation The Hypertransport datapath failed to initialize. This error could be caused by a hardware defect or HTDP driver defect.

Recommended Action Examine the logs for HTDP driver or hardware errors. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at https://tools.cisco.com/bugsearch/?referring_site=bstib. If you

still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %CMCC-0-HT_INITIALIZATION: The SIP HyperTransport has failed initialization because %s

Explanation A SIP HyperTransport (HT) CPU bus failed to initialize. This error could be caused by a hardware defect or HT driver defect.

Recommended Action Examine the logs for HT driver or hardware errors. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at https://tools.cisco.com/bugsearch/?referring_site=bstib. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %CMCC-0-HT_IOCTL: A SIP HyperTransport driver I/O control has failed because %s

Explanation A physical layer interface module (PLIM) HyperTransport (HT) driver I/O has failed. This error could be caused by a hardware defect or HT driver defect.

Recommended Action Examine the logs for HT driver or hardware errors. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at https://tools.cisco.com/bugsearch/?referring_site=bstib. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %CMCC-0-IPC_CONNECTION_INVALID: An IPC connection has invalid state.

Explanation An inter-process communication (IPC) connection has an invalid state. This error could be caused by a software defect or system resource limitation.

Recommended Action Restart the SIP.

Error Message %CMCC-0-IPC_CONNECT_MASTER: IPC connection to the active RP failed because %s

Explanation The inter-process communication (IPC) connection to the active route processor (RP) failed. This error could be caused by a software defect or system resources limitation.

Recommended Action Restart the SIP.

Error Message %CMCC-0-IPC_INITIALIZATION: IPC initialization failed because %s

Explanation An inter-process communication (IPC) initialization failed. This error could be caused by a software defect or system resource limitation.

Recommended Action Restart the SIP.

Error Message %CMCC-0-PCI_RESCAN: The PCIE bus could not be rescanned because %s

Explanation The PCIE bus failed to rescan. This error could be caused by a hardware defect, software driver defect, or improper internal configuration.

Recommended Action Examine the logs for PCIE bus driver and hardware errors. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at https://tools.cisco.com/bugsearch/?referring_site=bstib. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information

Error Message %CMCC-0-PEER_INVALID: A peer table entry has invalid state.

Explanation An invalid state occurred in a peer table entry. This error could be caused by a software defect or system resource limitation.

Recommended Action Restart the SIP.

Error Message %CMCC-0-PLIM_HALT: A PLIM driver has critical error %s, %d, param %x param %x

Explanation A physical layer interface module (PLIM) HyperTransport (HT) driver I/O has failed. This error could be caused by a hardware defect or an HT driver defect.

Recommended Action Restart the SIP. If the problem persists, you may need to replace the PLIM.

Error Message %CMCC-0-PLIM_INITIALIZATION: The PLIM has failed initialization because %s

Explanation The physical layer interface module (PLIM) failed to initialize. This error could be caused by a hardware defect or a PLIM driver defect.

Recommended Action Examine the logs for PLIM driver or hardware errors. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at https://tools.cisco.com/bugsearch/?referring_site=bstib. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %CMCC-0-PLIM_IOCTL: A PLIM driver I/O control has failed because %s

Explanation A physical layer interface module (PLIM) driver I/O has failed. This error could be caused by a hardware defect or a PLIM driver defect.

Recommended Action Examine the logs for PLIM driver or hardware errors. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at https://tools.cisco.com/bugsearch/?referring_site=bstib. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %CMCC-0-SERDES_INITIALIZATION: The SIP Serial Bridge ASIC has failed initialization because %s

Explanation The SIP serial bridge ASIC failed to initialize. This error could be caused by a hardware defect, software driver defect, or improper internal configuration.

Recommended Action Examine the logs for serial bridge ASIC driver and hardware errors. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at https://tools.cisco.com/bugsearch/?referring_site=bstib. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %CMCC-0-SERVICES_INITIALIZATION: Failed to initialize general application services because %s

Explanation The system failed to initialize certain application services. This error could be caused by a software defect or system resource limitation.

Recommended Action Restart the SIP.

Error Message %CMCC-0-UIPEER_CREATE: Failed to create user interface peer.

Explanation The system failed to create a user interface peer. This error could be caused by a software defect or system resource limitation.

Recommended Action Restart the SIP.

Error Message %CMCC-3-C2W_READ: An C2W read has failed because %s

Explanation An attempt to read the C2W bus has failed. This error could be caused by a hardware or software defect.

Recommended Action Examine the logs for C2W driver errors.

Error Message %CMCC-3-C2W_WRITE: An I2C write has failed because %s

Explanation An attempt to write to the inter-integrated circuit (I2C) has failed. This error could be caused by a hardware or software defect.

Recommended Action Examine the logs for I2C driver errors.

Error Message %CMCC-3-CC_HOTSWAP_CKT_FAIL: Hot Swap Circuit has failed for bay %u

Explanation The Hot Swap Circuit for the SPA bay has been tripped. This error could be caused by bad SPA or CC hardware.

Recommended Action Examine the CMCC and PSM OIR logs. Verify whether the recovery reload could bring up the SPA

Error Message %CMCC-3-DDR_SINGLE_BIT_ERROR: Single-bit DRAM ECC error: mme: %u, sbe: %u, address: 0x%08X,pid: %u, name: %s

Explanation The SIP DRAM experienced a single-bit error checking code (ECC) error.

Recommended Action is required. This error is usually self-correcting. If the problem persists, you may need to replace the SIP.

Error Message %CMCC-3-FPGA_FAIL: %s FPGA error detected: %s

Explanation A SIP field programmable logic device failure detected. This error could be caused by a hardware or software driver defect.

Recommended Action Examine the logs for FPGA driver or hardware errors. Verify that the software and firmware versions are compatible.

Error Message %CMCC-3-HB_TIMEOUT: Periodic Heartbeat message from RP timed out.

Explanation RP sends periodic heartbeat message to the SIP. The SIP did not receive this heartbeat message for last timeout period.

Recommended Action Examine the system logs for errors.

Error Message %CMCC-3-HT_DETACH: The SIP HyperTransport has failed detachment because %s

Explanation A SIP HyperTransport (HT) CPU bus failed to detach from software during SIP MDR. This error could be caused by a hardware defect or HT driver defect.

Recommended Action Examine the system logs for errors.

Error Message %CMCC-3-IDPROM_ACCESS: Failed access or process an IDPROM because %s

Explanation The system failed to access an IDPROM or an IDPROM process failed. This error could be caused by a hardware defect, software defect, or incorrect IDPROM content.

Recommended Action Examine the logs for IDPROM or hardware errors.

Error Message %CMCC-3-IDPROM_SENSOR: One or more sensor fields from the idprom failed to parse properly because %s.

Explanation One or more IDPROM sensors failed to parse. This error most likely occurred because of a checksum failure in the IDPROM.

Recommended Action Examine the logs for IDPROM or hardware errors.

Error Message %CMCC-3-NETWORK_CLOCK_CAL_FAIL: The SIP network clock jitter attenuator calibration fails

Explanation The SIP network clock jitter attenuator calibration can not complete within certain time. This would incur some SPA LOS alarms or other error events for some SPA port types.

Recommended Action Restart the SIP

Error Message %CMCC-3-NETWORK_CLOCK_CAL_START: The SIP network clock jitter attenuator is calibrating

Explanation The SIP network clock jitter attenuator is calibrating after device initialization stage.

Recommended Action Restart the SIP if SPA LOS alarms are seen after this.

Error Message %CMCC-3-NETWORK_CLOCK_DH: The SIP network clock jitter attenuator has entered digital holdover

Explanation A SIP network clock jitter attenuator has entered digital holdover mode and certain SPAs may report LOS alarms.

Recommended Action Restart the SIP.

Error Message %CMCC-3-NETWORK_CLOCK_LOS: The SIP network clock jitter attenuator has lost signal

Explanation A SIP network clock jitter attenuator has lost signal from the WAN PLL and certain SPAs may report LOS alarms.

Recommended Action Restart the SIP.

Error Message %CMCC-3-PLIM_DETACH: The PLIM has failed detachment from software because %s

Explanation The physical layer interface module (PLIM) failed to detach from software. This error could be caused by a hardware defect or a PLIM driver defect.

Recommended Action Examine the system logs for errors.

Error Message %CMCC-3-PLIM_RESTART: The PLIM has failed to restart because %s

Explanation The physical layer interface module (PLIM) failed to restart during SIP MDR. This error could be caused by a hardware defect or a PLIM driver defect.

Recommended Action Examine the system logs for errors.

Error Message %CMCC-3-PLIM_STATUS: I/O error %s, block %x count %x

Explanation A physical layer interface module (PLIM) HyperTransport (HT) driver I/O has failed. This error could be caused by a hardware defect or an HT driver defect.

Recommended Action Examine the logs for PLIM or hardware errors.

Error Message %CMCC-3-SIP_MDR_FAIL: The SIP failed Minimal Disruptive Restart because %s

Explanation The SIP failed Minimal Disruptive Restart. Minimal Disruptive Restart process is aborted and an attempt will be made to recover the SIP by resetting the SIP hardware.

Recommended Action Examine the system logs for errors.

Error Message %CMCC-3-SPA_HOTSWAP_CKT_FAIL: SPA on bay %u has tripped the Hot Swap Circuit during power-up.

Explanation The Hot Swap Circuit for the SPA bay has been tripped. This error could be caused by bad SPA hardware.

Recommended Action Examine the CMCC and PSM OIR logs. Verify whether the recovery reload could bring up the SPA.

Error Message %CMCC-3-SPA_MDR_FAIL: The SPA in bay %u failed Minimal Disruptive Restart because %s

Explanation The SPA in bay %u failed Minimal Disruptive Restart. Minimal Disruptive Restart process is aborted and an attempt will be made to recover the SPA by resetting the SPA hardware.

Recommended Action Examine the system logs for errors.

Error Message %CMCC-3-SPA_SOFT_STOP_FAIL: The SPA in bay %u could not be soft stopped because %s

Explanation The SPA in bay %u could not be soft stopped. An attempt will be made to recover the SPA by resetting the SPA hardware.

Recommended Action Examine the system logs for errors.

Error Message %CMCC-3-SSD_PIDA_OIR: Hot insertion/removal of SSD module in %d/%d not supported. Please reload the router with SSD module installed in bay 3

Explanation Hot swapping of SSD is not supported

Recommended Action Reload the router with SSD module installed in bay 3.

Error Message %CMCC-3-STANDBY_EOBC_LINK_ERROR: Standby EOBC link error detected.

Explanation Standby EOBC link error: either link state is down, or duplexity is not full, or speed is not 1Gbps.

Recommended Action Examine the system hardware. Re-seat and securely screw in all FRUs. If the problem persists, please contact TAC support.

Error Message %CMCC-5-SERDES_BLOCK_EVENT: Serial error %s, block %x count %x

Explanation A serial bridge I/O event has occurred. This event is not serious but is logged for diagnostic purposes.

Recommended Action No action is required.

Error Message %CMCC-5-SERDES_RX_RESET_EVENT: Interlaken Rx Alignment Status %s, Retry Count %d

Explanation Rx Sync Failed for Interlaken, Status Timer Expired. So, Resetting the Rx Interlaken Core

Recommended Action No action is required.

Error Message %CMCC-5-SPA_MDR_DONE: SPA%u completed Minimal Disruptive Restart

Explanation Informational message that the Minimal Disruptive Restart of a particular SPA has completed.

Recommended Action No action is required.

Error Message %CMCC-5-SPA_MDR_INIT: SPA%u initiated Minimal Disruptive Restart

Explanation Informational message that the Minimal Disruptive Restart of a particular SPA has begun.

Recommended Action No action is required.

Error Message %CMEM-3-SENSOR_INIT_FAILED: Sensor (%s) initialization failed due to %s.

Explanation This error indicates that environmental monitor software cannot initialize the sensor. The software will not register and monitor this sensor. This could occur when the IDPROM has a bad I2C address for this sensor.

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 Search Tool at https://tools.cisco.com/bugsearch/?referring_site=bstib. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %CMEM-4-OBFL_INIT_FAILED: OBFL initialization failed.

Explanation This error indicates the OBFL dedicated filesystem is not mounted. OBFL diagnostic information will not be retained for customer troubleshooting.

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 Search Tool at https://tools.cisco.com/bugsearch/?referring_site=bstib. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %CMFP-0-CPLD_INITIALIZATION: CPLD initialization has failed because %s

Explanation The CPLD has failed to initialize. This could be due to a hardware or software driver defect.

Recommended Action Examine the hardware and CPLD driver logs and see if the logs provide information about a correctable problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of showtech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMFP-0-CPLD_IOCTL: A CPLD driver I/O control has failed because %s

Explanation A complex programmable logic device (CPLD) I/O driver control has failed. This error could be caused by a hardware or software driver defect.

Recommended Action Examine the logs for CPLD driver and hardware errors. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at https://tools.cisco.com/bugsearch/?referring_site=bstib. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information

Error Message %CMFP-0-EVENT_LIBRARY: An event facility initialization or maintenance function failed because %s

Explanation An event facility initialization or maintenance function failed. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMFP-0-SPI4_MUX_HALT: SPI4 MUX driver has detected a critical error %s

Explanation A SPI4 MUX driver has failed or detected a critical hardware fault. This could be due to a hardware defect or driver defect.

Recommended Action Restart the FP

Error Message %CMFP-3-CPLD_ECSR_ERROR: An error has been detected on the ECSR bus

Explanation An error has been detected on the ECSR bus. This may cause problems when accessing the forwarding processor

Recommended Action was taken. Please check the chassis-manager logs for errors.

Error Message %CMFP-3-CPLD_ERP_ERROR: An error has been detected on the ERP bus (cause %d, phase %d)

Explanation An error has been detected on the ERP bus. This may cause problems when accessing the forwarding processor

Recommended Action was taken. Please check the chassis-manager logs for errors.

Error Message %CMFP-3-DDR_SINGLE_BIT_ERROR: Single-bit DRAM ECC error: mme: %u, sbe: %u, address: 0x%08X, pid: %u, name: %s

Explanation A single-bit data corruption error has occurred in the forwarding processor (FP).

Recommended Action These errors are self-correcting. If the problem persists, the FP hardware may need to be replaced.

Error Message %CMFP-3-HB_TIMEOUT: Periodic Heartbeat message from RP timed out.

Explanation RP sends periodic heartbeat message to the ESP. The ESP did not receive this heartbeat message for last timeout period.

Recommended Action Examine the system logs for errors.

Error Message %CMFP-3-HT_FATAL_ERROR: Failed to initialize the HyperTransport interface to the QFP

Explanation The HyperTransport interface to the QFP failed to initialize completely. Software will restart the ESP to recover

Recommended Action is required.

Error Message %CMFP-3-IDPROM_ACCESS: Failed access or process an IDPROM because %s

Explanation Access to an IDPROM failed due to a hardware or software defect, or incorrect IDPROM content.

Recommended Action Examine the system logs for IDPROM and hardware errors. Copy the error message and related information exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at https://tools.cisco.com/bugsearch/?referring_site=bstib. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %CMFP-3-IDPROM_SENSOR: One or more sensor fields from the idprom failed to parse properly because %s.

Explanation Output from the IDPROM sensors failed to parse, commonly caused by a checksum failure in the IDPROM.

Recommended Action Examine the system logs for IDPROM and hardware errors. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at https://tools.cisco.com/bugsearch/?referring_site=bstib. If you still require assistance, open a case

with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %CMFP-3-MASTERSHIP_UPDATE: An error (%s) has occurred while communicating the mastership role of this FP to the CPP. The FP is currently %s

Explanation An error occurred while communicating a change in the state (Active, Active with a Standby, or Standby) of the forwarding processor (FP). The error can cause an inconsistency of expected states between FPs and could affect the replication of state between the FPs.

Recommended Action Examine the system logs for errors. This error is usually temporary.

Error Message %CMFP-3-N2_DDR_MBE: The encryption processor has detected an uncorrectable multi-bit error in memory at address %d

Explanation The encryption processor has detected an uncorrectable multi-bit in memory. This could be due to a hardware defect.

Recommended Action Examine the logs for encryption processor hardware errors.

Error Message %CMFP-3-N2_FATAL_ERROR: An error has been detected on encryption processor: type %s

Explanation An error has been detected on encryption processor.

Recommended Action Please check the chassis-manager logs for errors.

Error Message %CMFP-3-N2_INPUT_EXCEPT: Crypto device overloaded. : type %s: 0x%08X

Explanation An exception has been detected on encryption processor.

Recommended Action Please lower crypto traffic rate. If the error still happens, encryption processor may stop processing. Need to reload ESP.

Error Message %CMFP-3-OCT_DRV_ERROR: An error has been detected on encryption processor: %s: %s

Explanation An error has been detected on encryption processor.

Recommended Action Please check the chassis-manager logs for errors.

Error Message %CMFP-3-SPI4_MUX_STATUS: ional error %s (occurred %d time(s))

Explanation A SPI4 MUX driver has failed or detected a information hardware fault. This could be due to a hardware defect or driver defect.

Recommended Action Examine the logs for SPI4 MUX and hardware errors.

Error Message %CMFP-3-STANDBY_EOBC_LINK_ERROR: Standby EOBC link error detected.

Explanation Standby EOBC link error: either link state is down, or duplexity is not full, or speed is not 1Gbps.

Recommended Action Examine the system hardware.Re-seat and securely screw in all FRUs. If the problem persists, please contact TAC support.

Error Message %CMFP-6-N2_DRV_UPDATE: Hardware crypto device disabled. %s: %s

Explanation A crypto device driver has failed or detected a hardware fault. This could be due to a hardware defect or driver defect.

Recommended Action is to restart the ESP

Error Message %CMLIB-2-IDPROM_INVALID: Invalid IDPROM assembly number 0x%04X. IDPROM update required

Explanation IDPROM assembly number is not supported.

Recommended Action IDPROM update is required

Error Message %CMLIB-3-THROUGHPUT_VALUE_APPLY_FAILED: Throughput %s %s - failed to persist throughput of %s kbps. Error: %s

Explanation Status indicating that a failure was observed during the writing of the throughput to persistent store.The error reason may shed light on the cause. The throughput value may have been used to configure the CPP hardware.

Recommended Action Examine the ios, chassis-manager and license-manager logs for possible clues.

Error Message %CMLIB-3-THROUGHPUT_VALUE_SETUP_FAILED: Throughput %s %s, throughput set to %s kbps. Error: %s

Explanation Status indicating that a failure was observed during the setup of the throughput. The error reason may shed light on the cause. The set value is used to configure the CPP hardware.

Recommended Action Examine the ios, chassis-manager and license-manager logs for possible clues.

Error Message %CMLIB-6-THROUGHPUT_VALUE: Throughput %s %s, throughput set to %s kbps

Explanation Status indicating whether appropriate throughput is found or enabled and ensuring the value is used to configure the CPP hardware.

Recommended Action is necessary. This is an informational message indicating that the throughput is configured.

Error Message %CMRP--SERDES_ESI_INIT_FAIL: Serial Bridge ESI link %s between %s and %s failed to config

Explanation A Serial Bridge ESI link did not configure. This could be due to a software error.

Recommended Action Note the time of the error message and examine the logs for Serial Bridge and hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-CHASFS_LOCATION_TRANSLATE: Failed to translate a location to a chasfs objectname because %s

Explanation The chassis manager failed to translate a location to achasfs object name.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-CHASFS_OBJECT_CREATE: Failed to create chassis filesystem object %s because %s

Explanation The hardware failed to create a chassis filesystem object.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-CHASFS_OBJECT_NOT_PRESENT: Expected chassis filesystem object %s not present.

Explanation A chassis filesystem object expected to be present is not. This could be due to a software defect or filesystem failure.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-CHASFS_OBJECT_WATCH: Failed to watch chassis filesystem object %s because %s

Explanation A chassis filesystem object was not watched because of the reason stated in the error message.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-CHASFS_PROPERTY_CREATE: Failed to create chassis filesystem object %sproperty %s because %s

Explanation A chassis filesystem property was not properly created.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-CHASFS_PROPERTY_GET: Failed to read chassis filesystem object %sproperty %s because %s

Explanation A chassis filesystem property was not properly read by the system.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-CHASFS_PROPERTY_NOT_PRESENT: Expected chassis filesystem object %s property %snot present.

Explanation A chassis filesystem object property expected to be present is not. This could be due to a software defector filesystem failure.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-CHASFS_PROPERTY_SET: Failed to write chassis filesystem object %sproperty %s because %s

Explanation A chassis filesystem property failed to write.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-CHASSIS_STATUS: Failed to get chassis hardware status because %s

Explanation The system failed to get the chassis hardware status.

Recommended Action Note the time of the error message and examine the logs for CPLD driver or hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-CHASSIS_TYPE: The chassis type %s is invalid.

Explanation The chassis type is invalid. This could be due to a hardware defect, software defect or incorrect IDPROM content.

Recommended Action Note the time of the error message and examine the logs for IDPROM and hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-CPLD_INITIALIZATION: The RP CPLD has failed initialization because %s

Explanation The RP CPLD has failed to initialize. This could be due to a hardware or software driver defect.

Recommended Action Examine the hardware and CPLD driver logs and see if the logs provide information about a correctable problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-CPLD_IOCTL: A CPLD driver I/O control has failed because %s

Explanation A CPLD driver I/O control has failed. This could be due to a hardware or software driver defect.

Recommended Action Examine the hardware and CPLD driver logs and see if the logs provide information about a correctable problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-DDR_INITIALIZATION: The RP DDR has failed initialization because %s

Explanation The RP DDR has failed to initialize. This could be due to a hardware or software driver defect.

Recommended Action Note the time of the error message and examine the logs for DDR or hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-EHSA_INITIALIZATION: EHSA initialization has failed because %s

Explanation EHSA has failed initialization. This could be due to a hardware or software defect.

Recommended Action Note the time of the error message and examine the logs for EHSA and hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-EHSA_STATE_GET: Failed to get EHSA state because %s

Explanation Failed to get EHSA state. This could be due to a hardware or software defect.

Recommended Action Note the time of the error message and examine the logs for EHSA and hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-EHSA_STATE_SET: Failed to set EHSA state because %s

Explanation Failed to set EHSA state. This could be due to a hardware or software defect.

Recommended Action Note the time of the error message and examine the logs for EHSA and hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-EVENT_LIBRARY: An event facility initialization or maintenance function failed because %s

Explanation An event facility initialization or maintenance function failed. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-FP_MASTERSHIP_SET: Failed to set FP mastership because %s

Explanation The router failed to establish ESP mastership.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-HT_INITIALIZATION: The RP HyperTransport has failed initialization because %s

Explanation The RP HyperTransport has failed initialization. This could be due to a hardware defect or HT driver defect.

Recommended Action Note the time of the error message and examine the logs for HT driver and hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-HT_IOCTL: A RP HyperTransport driver I/O control has failed because %s

Explanation A RP HyperTransport driver I/O has failed. This could be due to a hardware defect or HT driver defect.

Recommended Action Note the time of the error message and examine the logs for HT driver and hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-I2C_INITIALIZATION: The RP I2C has failed initialization because %s

Explanation The RP I2C has failed to initialize. These components provide low-level communications between the RP and the other cards in the system.

Recommended Action Note the time of the error message and examine the logs for I2C errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-INTERNAL_INITIALIZATION: Failed to initialize internal state because %s

Explanation The system failed to initialize the internal state for the reason mentioned in the error message.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-INTERNAL_HW_SHUTDOWN: Internal unrecoverable error condition was detected. System is being reset.

Explanation Internal unrecoverable error condition was detected, and so the system was reset. If this error condition reoccurs, the hardware may need to be replaced.

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 Search Tool at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %CMRP-0-INVALID_ARGUMENT: A system function was given an invalid argument.

Explanation A system function was given an invalid argument. This is due to a software defect.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-IPC_CONNECTION_INVALID: An IPC connection has invalid state.

Explanation An IPC connection has an invalid state. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-IPC_CONNECT_MASTER: IPC connection to the active RP failed because %s

Explanation IPC connection to the active RP failed. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-IPC_INITIALIZATION: IPC initialization failed because %s

Explanation IPC initialization failed. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-MESSAGE_REGISTER: Failed to register with active RP because %s

Explanation The active RP failed to register.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-MESSAGE_RELAY: Failed to relay a message because %s

Explanation Failed to relay a message. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-MESSAGE_RESPONSE: An invalid message response was received because %s

Explanation An invalid message response was received. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-MQIPC_ADVANCE: Failed to advance MQIPC queue because %s

Explanation The MQIPC initialization failed.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-MQIPC_INITIALIZATION: MQIPC initialization failed because %s

Explanation MQIPC initialization failed. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-PEER_TABLE: A peer table initialization or maintenance function failed because %s

Explanation A peer table initialization or maintenance function failed. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-PLATFORM_FAMILY_TYPE: The platform family type %s is invalid.

Explanation The platform family type is invalid. This could be due to a hardware defect, software defect or incorrect IDPROM content.

Recommended Action Note the time of the error message and examine the logs for IDPROM and hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-PWR_FAULT_INITIALIZATION: Power fault monitor initialization has failed because %s

Explanation The power fault monitor has failed to initialize.

Recommended Action Note the time of the error message and examine the Chassis Manager logs. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-RESOLVE_FRU: Failed to determine %s card because %s

Explanation The router failed to determine a FRU state.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-RESOURCE: Resource allocation failed in %s because %s

Explanation The system is unable to allocate the requested resource.

Recommended Action In most cases, this message is seen as a result of a temporary resource issue. Retry the request for the resource when the system is experiencing lower traffic volumes. If the message persists, reload the router using the reload command.

Error Message %CMRP-0-ROLE_ADDRESS_UPDATE: Failed to update role-based EOBC IP addresses because %s.

Explanation The system failed to update a role-based EOBC IP address for the reason stated in the message line.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-SERDES_INITIALIZATION: The RP Serial Bridge ASIC has failed initialization because %s

Explanation The RP Serial Bridge ASIC has failed to initialize. This could be due to a hardware defect, software driver defect or improper internal configuration.

Recommended Action Note the time of the error message and examine the logs for Serial Bridge ASIC and hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-SERDES_INTERRUPT_DISPATCH: Serial Bridge interrupt dispatch error: %s

Explanation Failed to dispatch an error interrupt from the Serial Bridge. This could be due to a software defector inconsistent internal state.

Recommended Action Note the time of the error message and examine the logs for Serial Bridge errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-SERDES_IOCTL: A Serial Bridge driver I/O control has failed because %s

Explanation A Serial Bridge driver I/O control has failed. This could be due to a hardware or software driver defect.

Recommended Action Note the time of the error message and examine the logs for Serial Bridge driver or hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-SERVICES_INITIALIZATION: Failed to initialize general application services because %s

Explanation The system failed to initialize application services.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-SIGNAL_INITIALIZATION: Failed to initialize signals because %s

Explanation The system failed to initialize signals.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-SLOTS_INITIALIZATION: ion because %s

Explanation The system failed to initialize the chassis slot information.

Recommended Action Note the time of the error message and examine the logs for IDPROM or software errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-SLOT_INVALID: A card absolute slot number cannot be determined for this chassis type

Explanation An absolute slot number is invalid. This could be due to a software defect or incorrect IDPROM content.

Recommended Action Note the time of the error message and examine the logs for IDPROM or software errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-SYSPAGE_WRITE_ERROR: The syspage chassis-type write has failed because %s

Explanation The syapge chassis-type write failed. This could be due to a software defect.

Recommended Action Note the time of the error message and examine the Chassis Manager logs. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-UIPEER_CREATE: Failed to create user interface peer.

Explanation The system failed to create a user interface peer.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-WANPLL_INITIALIZATION: The RP WAN PLL has failed initialization because %s

Explanation The RP WAN PLL has failed to initialize. This could be due to a hardware or software driver defect.

Recommended Action Note the time of the error message and examine the logs for WAN PLL or hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-2-CRYPTOGRAPHIC_HW_MISMATCH: ESP%d does not support strong cryptography. Chassis will reload.

Explanation IOS software featuring strong cryptography is invalid for use with any non-strong-cryptography Embedded Service Processor. The router node will reload if this combination is encountered.

Recommended Action Install a non-strong-cryptography image of the RP IOS package or replace the indicated Embedded Service Processor with one that supports strong-cryptography

Error Message %CMRP-2-FRU_CPLD_INCOMPATIBLE: %s in slot %s has been held in reset as its CPLD firmware version is incompatible with %s

Explanation This FRU requires a newer CPLD firmware to function properly in this chassis

Recommended Action Upgrade the CPLD firmware on this FRU using the upgrade hw-programmable CPLD file slot command. Please see http://www.cisco.com/en/US/docs/routers/asr1000/cpld/hw_fp_upgrade.html for more details.

Error Message %CMRP-2-FRU_FPGA_INCOMPATIBLE: %s in slot %s has been held in reset as its FPGA firmware version is incompatible with %s

Explanation This FRU requires a newer FPGA firmware to function properly in this chassis

Recommended Action Upgrade the FPGA firmware on this FRU using the upgrade hw-programmable FPGA file slot command.

Error Message %CMRP-2-FRU_HWPRG_UPG_FAILED: Failed to %s %s hardware programmable on %s in %s.

Explanation Upgrade hw-programmable failed to upgrade the CPLD/FPGA firmware on the given FRU

Recommended Action Reload the card and retry to program the hw-programmable. If the card fails to come up please contact TAC

Error Message %CMRP-2-RP_CPLD_INCOMPATIBLE: All other cards in the system has been held in reset as the Active RP %s in slot %s has CPLD firmware version that is incompatible with %s

Explanation Active RP requires a newer CPLD firmware to function properly in this chassis

Recommended Action Upgrade the CPLD firmware on this FRU using the upgrade hw-programmable CPLD file slot command. Please see http://www.cisco.com/en/US/docs/routers/asr1000/cpld/hw_fp_upgrade.html for more details.

Error Message %CMRP-3-BITS_INITIALIZATION: The RP BITS E1/T1 interface has failed initialization because %s

Explanation The RP BITS E1/T1 interface has failed to initialize. This could be due to a hardware defect, a software driver defect or improper configuration.

Recommended Action Note the time of the error message and examine the logs for BITS driver or hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative

Error Message %CMRP-3-CHASFS_OBJECT_DESTROY: Failed to destroy chassis filesystem object %s because %s

Explanation A chassis filesystem object that should have been destroyed was not destroyed.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-SYSPAGE_WRITE_ERROR: The syspage chassis-type write has failed because %s

Explanation The syspage chassis-type write failed. This could be due to a software defect.

Recommended Action Note the time of the error message and examine the ChassisManager logs. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-UIPEER_CREATE: Failed to create user interface peer.

Explanation The system failed to create a user interface peer.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-0-WANPLL_INITIALIZATION: The RP WAN PLL has failed initialization because %s

Explanation The RP WAN PLL has failed to initialize. This could be due to a hardware or software driver defect.

Recommended Action Note the time of the error message and examine the logs for WAN PLL or hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-2-CRYPTOGRAPHIC_HW_MISMATCH: ESP%d does not support strong cryptography. Chassis will reload.

Explanation IOS software featuring strong cryptography is invalid for use with any non-strong-cryptography Embedded Service Processor. The router node will reload if this combination is encountered.

Recommended Action Install a non-strong-cryptography image of the RP IOS package or replace the indicated Embedded Service Processor with one that supports strong-cryptography

Error Message %CMRP-2-FRU_CPLD_INCOMPATIBLE: %s in slot %s has been held in reset as its CPLD firmwareversion is incompatible with %s

Explanation This FRU requires a newer CPLD firmware to function properly in this chassis

Recommended Action Upgrade the CPLD firmware on this FRU using the upgrade hw-programmable CPLD file slot command. Please see http://www.cisco.com/en/US/docs/routers/asr1000/cpld/hw_fp_upgrade.html for more details.

Error Message %CMRP-2-FRU_FPGA_INCOMPATIBLE: %s in slot %s has been held in reset as its FPGA firmwareversion is incompatible with %s

Explanation This FRU requires a newer FPGA firmware to function properly in this chassis

Recommended Action Upgrade the FPGA firmware on this FRU using the upgrade hw-programmable FPGA file slot command.

Error Message %CMRP-2-FRU_HWPRG_UPG_FAILED: Failed to %s %s hardware programmable on %s in %s.

Explanation Upgrade hw-programmable failed to upgrade the CPLD/FPGA firmware on the given FRU

Recommended Action Reload the card and retry to program the hw-programmable. If the card fails to come up, please contact TAC

Error Message %CMRP-2-RP_CPLD_INCOMPATIBLE: All other cards in the system has been held in reset as theActive RP %s in slot %s has CPLD firmware version that isincompatible with %s

Explanation Active RP requires a newer CPLD firmware to function properly in this chassis

Recommended Action Upgrade the CPLD firmware on this FRU using the upgrade hw-programmable CPLD file slot command. Please see http://www.cisco.com/en/US/docs/routers/asr1000/cpld/hw_fp_upgrade.html for more details.

Error Message %CMRP-3-BITS_INITIALIZATION: The RP BITS E1/T1 interface has failed initializationbecause %s

Explanation The RP BITS E1/T1 interface has failed to initialize. This could be due to a hardware defect, a software driver defect or improper configuration.

Recommended Action Note the time of the error message and examine the logs for BITS driver or hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative

Error Message %CMRP-3-CHASFS_OBJECT_DESTROY: Failed to destroy chassis filesystem object %s because %s

Explanation A chassis file system object that should have been, was not destroyed.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-3-CHASFS_PROPERTY_DESTROY: Failed to destroy chassis filesystem proprty %s/%s because %s

Explanation A chassis file system property that should have been destroyed was not destroyed.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-3-CHASSIS_FRU_FAULT_IGNORED: CMAN_IGNORE_FRU_FAULTS is set. %s: %s

Explanation Debug variable will prevent a FRU from being restarted due to some faults.

Recommended Action is necessary.

Error Message %CMRP-3-CHASSIS_FRU_FAULT_IGNORED_ISSET: CMAN_IGNORE_FRU_FAULTS is set. Some FRU faults will be ignored and FRU may not restart due to a fault

Explanation Debug variable will prevent a FRU from being restarted due to some faults.

Recommended Action is necessary.

Error Message %CMRP-3-CHASSIS_MONITOR_FRU_BOOT_RETRIES_EXCEEDED: %s has been held in reset because it has failed to successfully boot in %d tries

Explanation The FRU has failed to successfully boot in the maximum allowable attempts and is held in reset.

Recommended Action Remove the FRU from the chassis if the FRU continuously fails to boot.

Error Message %CMRP-3-CHASSIS_MONITOR_FRU_BOOT_STATUS: Reloading %s because the FRU boot status is unknown

Explanation The time at which the FRU started booting is not available. This time is used to check the boot status of the FRU.

Recommended Action Remove the FRU from the chassis if the FRU is continuously reloaded.

Error Message %CMRP-3-CHASSIS_MONITOR_ONLINE_TIME_EXCEEDED: Reloading %s because it has failed to come online

Explanation A FRU has failed to come online within the maximum boot time.

Recommended Action Remove the FRU from the chassis if the FRU is continuously reloaded.

Error Message %CMRP-3-CHASSIS_MONITOR_ONLINE_TIME_IGNORED: %s exceeded online time but will not be reset because fault ignore is configured

Explanation The FRU failed to come online within the maximum online time. This message applies to all FRUs. A reload will not be performed because fault ignore is configured.

Recommended Action is necessary.

Error Message %CMRP-3-CHASSIS_MONITOR_READY_TIME_EXCEEDED: Reloading %s because it has failed to become ready for packet processing

Explanation The FRU failed to become ready within the maximum ready time. This message applies to FP FRUs. A switchover will be performed if another FP is available.

Recommended Action Remove the FRU from the chassis if the FRU is continuously reloaded.

Error Message %CMRP-3-CHASSIS_MONITOR_READY_TIME_IGNORED: %s exceeded ready time but will not be reset because fault ignore is configured

Explanation The FRU failed to become ready within the maximum readytime. This message applies to FP FRUs. A switchover and/or reload will not be performed because fault ignore is configured.

Recommended Action is necessary.

Error Message %CMRP-3-DDR_SINGLE_BIT_ERROR: Single-bit DRAM ECC error: mme: %u, sbe: %u, address: 0x%08X, pid: %u, name: %s

Explanation The RP DRAM has single-bit ECC errors.

Recommended Action is necessary. If the problem persists, gather the console output with the error message along with the show tech-support command output and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-3-DUAL_IOS_STANDBY_BAY: Standby bay cannot be launched due to failure in bringing down existing processes (Attempts: %d)

Explanation During standby bay shutdown, some related processes still remain running for an unexpectedly prolonged period of time. Chassis-manager has timed-out waiting for all related processes to shutdown. As a result, it is unable to notify Process-manager to restart the bay

Recommended Action based on the error noted in the log

Error Message %CMRP-3-EXT_ALARM_INTERRUPT: Alarm %s:external alarm contact %d

Explanation There is an external alarm on the line.

Recommended Action If alarm is asserted, then clear at the source.

Error Message %CMRP-3-FAN_FAILURE_SYS_SHUTDOWN: WARNING: More than one Fan Failure detected and shutdown SYS state. System shutdown now TRUE:%x.

Explanation More than one fan failures are identified, this causing overheating the system and will be shut down in order to protect the components.

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 Tool kit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %CMRP-3-FAN_REMOVE_SHUT: The system will shut down in %d minutes %d seconds

Explanation Fan tray has been removed and the router will shut down to protect itself from overheating in the amount of time stated in the error message.

Recommended Action Reinsert a fan tray into the fan tray slots as soon as possible.

Error Message %CMRP-3-FAN_REMOVE_SYS_SHUTDOWN_PENDING: System shutdown will occur in %d minutes.

Explanation The FRU is overheating and will be shut down in order to protect the components.

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 Tool kit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %CMRP-3-FP_DOWNREV: %s has been held in reset because it is down-rev to the previousFP (0x%x - 0x%x) in the chassis. Reboot the router to bring it up.

Explanation The FP inserted is a lower version than the previous Active FP in the router. Down rev of FP is not supported.

Recommended Action Reboot the router.

Error Message %CMRP-3-FP_LESSTHAN: %s has been held in reset because it is down-rev to the active and cannot act as a standby.

Explanation The part number read from the FP IDPROM is not compatible with part number of the active FP

Recommended Action Remove the FP from the chassis.

Error Message %CMRP-3-FP_UNSUPP_UPREV: %s has been held in reset because of an unsupported upgrade ofFP (0x%x - 0x%x) in the chassis. Reboot the router to bring it up.

Explanation The FP inserted is a higher version than the previous ActiveFP in the router but this upgrade of FP is not supported.

Recommended Action Reboot the router.

Error Message %CMRP-3-FRU_HWPRG_BAD_DEVICE: Invalid HW programming device for %s in slot %s.

Explanation The device is not supported in hardware programming.

Recommended Action is required. This is an informational message

Error Message %CMRP-3-FRU_HWPRG_LOAD_KMODULE_FAIL: Cannot load a kernel module on %s in slot %s.

Explanation Cannot load a Kernel module when upgrade CPLD or FPGA.

Recommended Action Reload the card and retry to program the hw-programmable. If you get the same error, please contact TAC.

Error Message %CMRP-3-FRU_HWPRG_NO_FILE_ENTRY: Cannot find file or directory on %s in slot %s.

Explanation Cannot find a file or a directory when upgrade CPLD or FPGA.

Recommended Action is required. This is an informational message

Error Message %CMRP-3-FRU_HWPRG_RESTART_ERROR: Error %s when Chassis Manager restarts %s in slot %s.

Explanation Restart procedure has an error after upgrade.

Recommended Action Try hw-module command to reload the FRU.

Error Message %CMRP-3-FRU_HWPRG_UPG_SUCCESS: Hardware programmable %s on %s in slot %s was successfully programmed. The card will now be power-cycled or reset.

Explanation The hw-programmable CPLD/FPGA was upgraded successfully

Recommended Action is required. This is informational message.

Error Message %CMRP-3-FRU_HWPRG_UPG_UNSUPP: Upgrade of hardware programmable %s on %s in slot %s is not supported. Card will now be powered down.

Explanation upgrade of hw-programmable CPLD/FPGA not supported.

Recommended Action is required. This is informational message.

Error Message %CMRP-3-FRU_INCOMPATIBLE: %s has been held in reset: %s is incompatible with %s

Explanation The part number read from the FRU IDPROM is invalid for this chassis type.

Recommended Action Remove the FRU from the chassis.

Error Message %CMRP-3-FRU_INVPARTNUM: %s has been held in reset because the part number%08X is invalid.

Explanation The FRU IDPROM contains an invalid part number.

Recommended Action The FRU IDPROM should be repaired or the board replaced.

Error Message %CMRP-3-FRU_NOPARTNUM: Cannot get part number from IDPROM for %s: %s.

Explanation The FRU IDPROM cannot be read or does not contain a valid part number field.

Recommended Action The FRU IDPROM should be repaired.

Error Message %CMRP-3-HWLIB_INITIALIZATION: The hardware library has failed to initializebecause %s

Explanation This could be due to a hardware defect, software driver defect or improper internal configuration.

Recommended Action Note the time of the error message and examine the logs for CPLD hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-3-HWMOD_FAIL: hw-module %s command for slot %s failed (%s)

Explanation The last hw-module command that was entered failed to complete

Recommended Action Retry the command. If the retry of the command fails, reload the router. If reloading the router fails to resolve the problem, note the time of the error message and examine the Chassis Manager logs. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-3-HWPRG_UPG_UNSUPP_SLOT: upgrade of hardware programmables on %s is not supportedwhile in slot %s. Card will now be powered down.

Explanation upgrade of hw-programmable CPLD/FPGA not supported in the given slot. Move the card to a different slot and perform the upgrade

Recommended Action Move the card to a different slot and perform the upgrade

Error Message %CMRP-3-I2C_READ: An I2C read has failed because %s

Explanation An I2C read has failed. This could be due to a hardware or software defect.

Recommended Action Note the time of the error message and examine the logs for I2C errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-3-I2C_WRITE: An I2C write has failed because %s

Explanation An I2C write has failed. This could be due to a hardware or software defect.

Recommended Action Note the time of the error message and examine the logs for I2C errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-3-IDPROM_ACCESS: Failed to access or process IDPROM '%s': %s

Explanation Failed access or process an IDPROM. This could be due to a hardware defect, software defect or incorrect IDPROM content.

Recommended Action Note the time of the error message and examine the logs for IDPROM and hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-3-IDPROM_SENSOR: One or more sensor fields from the idprom failed to parse properly because %s.

Explanation One or more sensor fields from the IDPROM failed to parse properly. This problem is often the result of a checksum failure in the IDPROM.

Recommended Action Note the time of the error message and examine the logs for IDPROM and hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-3-INCOMPATIBLE_FRU: %s in slot %s is not compatible with %s and so it is disabled

Explanation The Product ID read from the FRU IDPROM is invalid for this hardware configuration.

Recommended Action Remove the FRU from the chassis. Review the Hardware and Software Compatibility Matrix in IOS XE release notes to determine currently supported configurations.

Error Message %CMRP-3-INTERNAL_HW_ERROR: An nternal error condition was detected and resolved.

Explanation An internal error condition was detected, and affected part of hardware was reset. If this error condition reoccurs, the hardware may need to be replaced.

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 Tool kit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %CMRP-3-INVENTORY_INITIALIZATION: %s inventory file could not be read. FRU may need a reload to initialize properly, %s

Explanation The FRU inventory file could not be read. Thefile can possibly be corrupt. The FRU will possibly not initialize properly. The FRU should reset automatically. If it does not, it should be reloaded manually. If the error persists, the FRU will need to be replaced.

Recommended Action Wait a few minutes. If FRU does not reset automatically, it should be manually reloaded. If error persists, the FRU needs to be replaced.

Error Message %CMRP-3-PEER_INVALID: A peer table entry has invalid state.

Explanation A peer table entry has an invalid state. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-3-PEM_REMOVE_SHUT: The system will shut down in %d minutes

Explanation A power supply has been removed and the router will shutdown to protect itself from overheating in the amount of time stated in the error message.

Recommended Action Reinsert a power supply into the power supply slot as soon as possible. The second power supply is required because the fans in the power supply are essential in monitoring router temperature.

Error Message %CMRP-3-PFU_FAILURE: Failed to handle power supply failure for %s in slot %d, %s

Explanation A power supply has failed and the system is unable to properly handle the failure.

Recommended Action Force an RP switchover if the system is configured with two RPs. If a switchover does not correct the problem or cannot be performed, reloading the router should resolve the issue.

Error Message %CMRP-3-PFU_FAN: Failed to handle fan failure for %s in slot %d, %s

Explanation One or more fans have failed and the system is unable to properly handle the fan failure.

Recommended Action Force an RP switchover if the system is configured with two RPs. If a switchover does not correct the problem or cannot be performed, reloading the router should resolve the issue.

Error Message %CMRP-3-PFU_INITIALIZATION: The RP has failed to initialize a Power Supply/Fanmodule controller because %s

Explanation The RP failed to initialize a Power Supply or Fan module controller. This could be due to a hardware defect or C2W access failure.

Recommended Action Note the time of the error message and examine the logs for C2W and hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-3-PFU_MISSING: The platform does not detect a power supply in slot %d

Explanation There is no power supply in one of the power supply slots.

Recommended Action Insert a power supply into the empty slot. The router requires two power supplies because the fans in the power supply are needed to cool the router.

Error Message %CMRP-3-PFU_OIR: Failed to handle a %s oir event for PEM in slot %d, %s

Explanation A power supply was inserted or removed into or from a router and the software did not properly handle the event.

Recommended Action Force an RP switchover if the system is configured with two RPs. If a switchover does not correct the problem or cannot be performed, reloading the router should resolve the issue.

Error Message %CMRP-3-PWR_FAULT: Shutting down %s because power fault on primary is %s andsecondary is %s

Explanation The FRU has been shutdown as a result of a power issue.

Recommended Action Check to ensure the router is receiving power. Otherwise, note the time of the error message and examine the logs for power-related errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-3-RP_MASTERSHIP_SET: Failed to set RP mastership %s because %s

Explanation The router failed to establish RP mastership.

Recommended Action Reload the router.

Error Message %CMRP-3-RP_MISMATCH: %s has been held in reset because the part number differsfrom that of the active RP

Explanation The part number read from the FRU IDPROM is not compatible with part number of the active RP

Recommended Action Remove the FRU from the chassis.

Error Message %CMRP-3-RP_RESET: RP is resetting : %s

Explanation This RP is resetting due to the reason specified.

Recommended Action is necessary.

Error Message %CMRP-3-RP_SB_RELOAD: Reload of Standby RP failed: %s

Explanation A request to reload the standby RP failed.

Recommended Action Manually reload the standby RP. If that fails, configure SSO or RPR and then attempt the reload. If the problem persists, note the time of the error message and examine the Chassis Manager logs. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, show redundancy state, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-3-RP_SWITCH_SB_NOT_READY: RP switchover: %s

Explanation An RP switchover occurred when the standby RP was not ready. The standby RP reset.

Recommended Action is necessary. Allow the standby RP to reset.

Error Message %CMRP-3-SENSOR_INITIALIZATION: Failed to initialize sensor monitoring because %s.

Explanation Sensor monitoring failed to initialize.

Recommended Action Note the time of the error message and examine the logs for IDPROM and hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-3-SENSOR_TYPE: The sensor type is %d is invalid.

Explanation A sensor type is invalid. This could be due to a hardware defect, software defect or incorrect IDPROM content.

Recommended Action Note the time of the error message and examine the logs for IDPROM and hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-3-SERDES_ESI_LOCK_FAIL: Serial Bridge ESI link %s between %s and %s failed to lock

Explanation A Serial Bridge ESI link did not lock. This could be due to a hardware defect or a software configuration error.

Recommended Action Note the time of the error message and examine the logs for Serial Bridge and hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-3-SIP_MDR_FAIL: The SIP%d failed Minimal Disruptive Restart because %s

Explanation The SIP failed Minimal Disruptive Restart. Minimal Disruptive Restart process is aborted and an attempt will be made to recover the SIP by resetting the SIP hardware.

Recommended Action Examine the system logs for errors.

Error Message %CMRP-3-THROUGHPUT_LICENSE_APPLY_FAILED: Throughput license look-up failed due to '%s'

Explanation This message is to notify the user that a license look-up did not succeed because license manager process could not be contacted. This is a rare case but is due to either a crashed license daemon(licensed) or it encountered an internal error.

Recommended Action is necessary. However, it is possible that are-boot of the box may correct this behavior.

Error Message %CMRP-3-UDI_AUTH: Quack Unique Device Identifier authentication failed

Explanation This chassis seems to be compromised or tampered with. UDI burned on to the Quack chip and the one read from chassis EEPROM do not match. It can also be a case of either EEPROM or Quack device failure. More details about which specific field failed to match are logged in license daemon log file (licensed_R0.log).

Recommended Action User immediately needs to contact Cisco support. This device appears to be tampered with or is a counterfeit device or had a system failure.

Error Message %CMRP-3-UNSUPPORTED_FRU: %s in slot %s is not supported with %s and so it is disabled

Explanation The Product ID read from the FRU IDPROM is not supported in this router. This is due to either chassis or RP limitation indicated in the console log.

Recommended Action Remove the FRU from the chassis. Review the Hardware and Software Compatibility Matrix in IOS XE release notes to determine currently supported configurations.

Error Message %CMRP-3-UNSUPPORTED_PEM: %s in slot %s is not supported with %s and it needs to be replaced immediately

Explanation The Product ID read from the PEM IDPROM is not supported in this hardware configuration. It will be allowed to continue but immediate replacement is required.

Recommended Action Remove the PEM from the chassis and replace it with a supported PEM. Review the Hardware and Software Compatibility Matrix in IOS XE release notes to determine currently supported configurations.

Error Message %CMRP-3-WANPLL_SETUP: Failed to setup the %s of the RP WAN PLL because %s

Explanation Failed to setup the RP WAN PLL appropriately. This could be due to a hardware defect of the device.

Recommended Action Note the time of the error message and examine the logs for WAN PLL related hardware errors. Check if the issue is transient or repeatable. If the problem is not recoverable, collect the output of the error message and the chassis-manager and IOS logs. Provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-4-ACTIVE_SLOTBAY_BIAS: The configured active slot/bay bias %d is invalid.

Explanation The configured active slot/bay bias is not 0 or 1. The default value of 0 is used.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %CMRP-5-PRERELEASE_HARDWARE: %s is pre-release hardware

Explanation The board does have an official production part number.

Recommended Action Immediately contact Cisco for a replacement board.

Error Message %CMRP-6-DUAL_IOS_REBOOT_REQUIRED: Configuration must be saved and the chassis must be rebooted for IOS redundancy changes to take effect

Explanation Chassis manager received notification that IOS software redundancy has been configured. For these changes to take effect, the system must be restarted.

Recommended Action Reload the chassis.

Error Message %CMRP-6-DUAL_IOS_STARTING: Software redundant IOS configured

Explanation Chassis manager received notification that IOS software redundancy has been configured. The standby IOS will be started in the time specified.

Recommended Action is necessary.

Error Message %CMRP-6-DUAL_IOS_STOPPING: Bringing down standby IOS

Explanation Chassis manager received notification to stop the standby IOS instance. This may be for a redundancy mode change. Depending on the reason, the standby may be subsequently restarted.

Recommended Action is necessary.

Error Message %CMRP-6-FP_HA_SB_NOTREADY: FP switchover: F%d %s

Explanation The standby ESP is not ready for a switchover.

Recommended Action is necessary.

Error Message %CMRP-6-FP_HA_STATUS: F%d redundancy state is %s

Explanation The ESP has transitioned into a new High Availability state.

Recommended Action is necessary. This is an informational message.

Error Message %CMRP-6-FP_SB_RELOAD_REQ: Reloading Standby FP: %s

Explanation A reload of Standby FP has been requested.

Recommended Action is necessary.

Error Message %CMRP-6-FRU_FPGA_UPG_REQUIRED: %s in slot %s has INCOMPATIBLE FPGA firmwareversion with %s. Upgrade the FPGA firmware

Explanation This FRU requires a newer FPGA firmware to function properly in this chassis

Recommended Action Upgrade the FPGA firmware on this FRU using the upgrade hw-programmable FPGA file slot command.

Error Message %CMRP-6-HT_CLOSURE_MODE: The HTPI driver failed to set it's closure mode properly

Explanation This is not a critical error, but it will result in possible traffic interruption during certain software failure cases or ISSU operations.

Recommended Action Note the error message and contact a Cisco technical support representative.

Error Message %CMRP-6-HT_STATUS: R%d hypertransport configured for F%d active

Explanation The RP Hyper Transport driver was properly configured for a newly active FP.

Recommended Action is necessary. This is as informational message indicating normal system operation.

Error Message %CMRP-6-POWERBUDGET: not enough power budget left for : %s:%d

Explanation The system do not have enough power budget for the new card.

Recommended Action the message will be displayed when not enough power budget left for the new card inserted.

Error Message %CMRP-6-REDT_FP_UNSUPPORTED_IN_INTER_CHASSIS_MODE: %s redundant FP in slot %s is not supported in inter-chassisredundancy mode

Explanation Because the system is configured in box-to-box or inter-chassis redundancy mode, the intra chassis redundancy mode is not supported and redundant FP, if any, will be disabled.

Recommended Action is necessary.

Error Message %CMRP-6-REDT_RP_UNSUPPORTED_IN_INTER_CHASSIS_MODE: %s redundant RP in slot %s is not supported in inter-chassis redundancy mode. Please remove it for inter-chassis redundancy to work properly on system reload.

Explanation Because the system is configured in box-to-box or inter-chassis redundancy mode, the intra chassis redundancy mode is not supported and redundant RP, if any, will be disabled.

Recommended Action is necessary.

Error Message %CMRP-6-RFROLE: RP switchover, %s

Explanation On RP switchover chasfs rf role property has been changed.

Recommended Action is necessary.

Error Message %CMRP-6-RP_SB_RELOAD_REQ: Reloading Standby RP: %s

Explanation A reload of Standby RP has been requested.

Recommended Action is necessary.

Error Message %CMRP-6-RP_SWITCH_SB_SYNC: RP switchover: %s

Explanation The RP switch synchronization timer expired.

Recommended Action is necessary.

Error Message %CMRP-6-SINGLE_IOS_REBOOT_RECOMMENDED: Configuration must be saved and the chassis should berebooted for optimal single-IOS execution

Explanation Chassis manager received notification that IOS software redundancy has been unconfigured. For optimal runtime resource allocation, the system must be restarted.

Recommended Action Reload the chassis.

Error Message %CMRP-6-TEST_SPA_OIR_ONLINE_INSERT_DENIED: SPA %d/%d oir insert is denied

Explanation test command executed disallowing the spa to be inserted.

Recommended Action Execute the test command allowing the insertion of the spa for normal operation

Error Message %CMRP-6-TEST_SPA_OIR_ONLINE_OPS: SPA %d/%d oir online status is set to %s

Explanation test command executed to either allow/deny the spa coming online.

Recommended Action If the card does not come online, execute the test command to allow the spa to come online.

Error Message %CMRP-6-THROUGHPUT_LICENSE: Throughput license %s, throughput set to %s

Explanation Status indicating whether throughput license is found and the corresponding throughput the CPP hardware is configured to provide.

Recommended Action is necessary. This is an informational message indicating throughput configured.

Error Message %CMRP_ENVMON-3-TEMP_FRU_SHUTDOWN_NOW: WARNING: %s temperature sensor on %s is in a shutdown FRU state.FRU shutdown now.

Explanation The FRU is overheating and will be shut down in order to protect the components.

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 Tool kit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %CMRP_ENVMON-3-TEMP_FRU_SHUTDOWN_PENDING: WARNING: %s temperature sensor on %s is in a shutdown FRU state.FRU shutdown will occur in %d minutes.

Explanation The FRU is overheating and will be shut down in order to protect the components.

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 Tool kit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %CMRP_ENVMON-3-TEMP_PSU_SHUTDOWN_NOW: WARNING: %s temperature sensor on %s is in a shutdown PSU state.PSU shutdown now.

Explanation The PSU is overheating and will be shut down in order to protect the components.

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 Tool kit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %CMRP_ENVMON-3-TEMP_SYS_SHUTDOWN_NOW: WARNING: %s temperature sensor on %s is in a shutdown SYS state.System shutdown now.

Explanation The FRU is overheating and will be shut down in order to protect the components.

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 Tool kit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical

Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %CMRP_ENVMON-3-TEMP_SYS_SHUTDOWN_PENDING: WARNING: %s temperature sensor on %s is in a shutdown SYS state.System shutdown will occur in %d minutes.

Explanation The FRU is overheating and will be shut down in order to protect the components.

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 Tool kit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %CMRP_ENVMON-3-TEMP_WARN_CRITICAL: WARNING: %s temperature sensor on %s is in a critical state reading %d

Explanation The FRU is overheating and will be shut down in order to protect the components.

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 Tool kit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %CMRP_ENVMON-3-TRANSCEIVER_TEMP_SYS_SHUTDOWN_NOW: WARNING: transceiver temperature sensor is in a shutdown SYS state.System shutdown now %x.

Explanation The Transceiver is overheating and will be shut down in order to protect the components.

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 Tool kit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %CMRP_PFU-3-FANASSY_REMOVED: Fan Assembly is removed. Please insert to avoid system from heating.

Explanation Fan Assembly has been removed from the system. It needs to be inserted back to prevent system from heating. If the system over heats, parts of the system will not function normally and system may shut itself down.

Recommended Action Insert the fan assembly in the system to prevent system from overheating.

Error Message %CMRP_PFU-3-PFU_FANS_DEAD: The fans in the %s in slot %d have all failed.

Explanation The system is in danger of overheating because none of the fans in one of the PEMs are working properly.

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 Tool kit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %CMRP_PFU-3-PFU_FANS_DEAD_SHUTDOWN: Shutting down system now because the fans in slot %d have all failed.

Explanation When the fans fail then system does not have sufficient cooling capacity. To prevent damage, the system will automatically shut down.

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 Tool kit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %CMRP_PFU-3-PFU_FAN_DEAD: WARNING: Fan %d in the %s in slot %d has failed.

Explanation A fan is not functioning properly.

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 Tool kit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %CMRP_PFU-3-PFU_FAN_ERR: WARNING: Fan %d in slot %d has the error: %s, Please replace it with a new fan.

Explanation A fan is not functioning properly.

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 Tool kit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %CMRP_PFU-3-PFU_IDPROM_CORRUPT: The PEM/FM idprom could be read, but is corrupt in slot P%d The system will run without environmental monitoring for this component

Explanation The idprom contains information required in order to properly operate the environmental monitoring subsystems. The idprom could not be read, therefore no monitoring will take place.

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 Tool kit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %CMRP_PFU-3-PFU_IDPROM_READ_ERR: Could not read the PEM/FM idprom in slot P%d. The system will run without environmental monitoring for this component

Explanation The idprom contains information required in order to properly operate the environmental monitoring subsystems. The idprom could not be read, therefore no monitoring will take place.

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 Tool kit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %CMRP_PFU-3-PFU_SHUTDOWN: Shutting down system now because the PEM in slot %d was removed and not replaced.

Explanation When either a PEM or a FM are removed, the system lacks sufficient cooling capacity. To prevent damage, the system will automatically shut down unless it is replaced.

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 Tool kit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %CMRP_PFU-3-PFU_SLOT_VACANT: The platform does not detect a power supply in slot %d

Explanation There is no power supply in one of the power supply slots.

Recommended Action Insert a power supply into the empty slot.

Error Message %CMRP_PFU-3-SHUTDOWN_FAILURE: The system attempted to shut itself down, but failed because %s

Explanation The system reached a condition where it should be shut down, but the shutdown call failed. The system should be manually rebooted.

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 Tool kit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %CMRP_PFU-3-TEMP_FRU_SHUTDOWN: %s temperature sensor on %s is in a shutdown FRU state. FRU shutdown will occur in %d minutes.

Explanation The FRU is overheating and will be shut down in order to protect the components.

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 Tool kit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %CMRP_PFU-3-TEMP_SYSTEM_SHUTDOWN: %s temperature sensor is in a shutdown system state. System shutdown will occur in %d minutes.

Explanation The system is overheating and will be shut down in order to protect the components.

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 Tool kit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %CMRP_PFU-4-PFU_FAN_INSUFFICIENT: WARNING: Insufficient number of fan modules installed. There are only %d fan modules, expecting %d

Explanation Insufficient number of fan modules installed, should insert new fans as soon as possible to avoid system from over heating.

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 Tool kit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %CMRP_PFU-6-FANASSY_INSERTED: Fan Assembly is inserted.

Explanation Fan Assembly that was previously removed has been inserted in the system. Preventing the system from over heating is important. So fan assembly should not be removed for extended period of time during normal operation.

Recommended Action is necessary.

Error Message %CMRP_PFU-6-PEM_INSERTED: PEM in slot %d not operational.

Explanation A PEM seems to be inserted without the power cable connected. This message is a notice that the power supply is not operational, will not provide power to the system, and may not be completely detected by the software until the power cable is connected and the PEM is supplied with the power.

Recommended Action Insert the power supply cable in the PEM and provide power.

Error Message %CMRP_PFU-6-PFU_FAN_RECOVERED: Fan in slot %d has been recovered from error conditions, Now it's working normally.

Explanation Fans are just recovered from an error condition,

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 Tool kit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %CMRP_PFU-6-PFU_INSERTED: %s inserted. System shutdown aborted.

Explanation When either a PEM or a FM are removed, the system lacks sufficient cooling capacity. To prevent damage, the system will automatically shut down unless it is replaced. This message serves as notice that the module has been replaced within the required time.

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 Tool kit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %CSVERIFY-3-CSVERIFY_FAIL: Signature verification: [%s]

Explanation During digital signature verification, an error has occurred

Recommended Action Check the diagnostic cs verify trace file for more information on the underlying failure.

Error Message %CSVERIFY-6-CSVERIFY_SUCCESS: Signature verification success for %s

Explanation Signature verification was successful for the file mentioned.

Recommended Action is required.

Error Message %CYLON_MGR_URPF-3-URPF_VRF_OVERRIDE: Per-VRF uRPF overridden for vrf:%d. Allowed mode for this vrf is %s

Explanation A software error has occurred

Recommended Action uRPF mode is per-VRF, hence we cannot have two different mode (strict and loose) at once in the same VRF. The new mode configured conflicts with the earlier mode and user will have to change it to allowed mode for uRPF to take effect on the interface.

Error Message %CYLON_TCAM-3-TCAM_ACL_THRESHOLD: TCAM-above-threshold: TCAM usage more than %d%% threshold setfor app %s, asic id %d

Explanation The TCAM usage for the application has become equal/gone beyond the threshold level

Recommended Action Depends on the user

Error Message %CYLON_TCAM-3-TCAM_ACL_THRESHOLD_UNDER: TCAM-below-threshold: TCAM usage less than %d%% threshold setfor app %s, asic id %d

Explanation The TCAM usage for the application has become less than the threshold level

Recommended Action Depends on the user

Error Message %CYLON_TCAM-3-TCAM_EGRESS_ACL_THRESHOLD: TCAM-above-threshold: TCAM usage more than %d%% threshold setfor app %s, asic id %d

Explanation The TCAM usage for the application has become equal/gone beyond the threshold level

Recommended Action Depends on the user

Error Message %CYLON_TCAM-3-TCAM_EGRESS_ACL_THRESHOLD_UNDER: TCAM-below-threshold: TCAM usage less than %d%% threshold setfor app %s, asic id %d

Explanation The TCAM usage for the application has become less than the threshold level

Recommended Action Depends on the user

Error Message %CYLON_TCAM-3-TCAM_EOAM_THRESHOLD: TCAM-above-threshold: TCAM usage more than %d%% threshold setfor app %s

Explanation The TCAM usage for the application has become equal/gone beyond the threshold level

Recommended Action Depends on the user

Error Message %CYLON_TCAM-3-TCAM_EOAM_THRESHOLD_UNDER: TCAM-below-threshold: TCAM usage less than %d%% threshold setfor app %s

Explanation The TCAM usage for the application has become less than the threshold level

Recommended Action Depends on the user

Error Message %CYLON_TCAM-3-TCAM_EQOS_THRESHOLD: TCAM-above-threshold: TCAM usage more than %d%% threshold setfor app %s, asic id %d

Explanation The TCAM usage for the application has become equal/gone beyond the threshold level

Recommended Action Depends on the user

Error Message %CYLON_TCAM-3-TCAM_EQOS_THRESHOLD_UNDER: TCAM-below-threshold: TCAM usage less than %d%% threshold setfor app %s, asic id %d

Explanation The TCAM usage for the application has become less than the threshold level

Recommended Action Depends on the user

Error Message %CYLON_TCAM-3-TCAM_EVLAN_THRESHOLD: TCAM-above-threshold: TCAM usage more than %d%% threshold setfor app %s, asic id %d

Explanation The TCAM usage for the application has become equal/gone beyond the threshold level

Recommended Action Depends on the user

Error Message %CYLON_TCAM-3-TCAM_EVLAN_THRESHOLD_UNDER: TCAM-below-threshold: TCAM usage less than %d%% threshold setfor app %s, asic id %d

Explanation The TCAM usage for the application has become less than the threshold level

Recommended Action Depends on the user

Error Message %CYLON_TCAM-3-TCAM_IPV4_TUNNEL_THRESHOLD: TCAM-above-threshold: TCAM usage more than %d%% threshold setfor app %s

Explanation The TCAM usage for the application has become equal/gone beyond the threshold level

Recommended Action Depends on the user

Error Message %CYLON_TCAM-3-TCAM_IPV4_TUNNEL_THRESHOLD_UNDER: TCAM-below-threshold: TCAM usage less than %d%% threshold setfor app %s

Explanation The TCAM usage for the application has become less than the threshold level

Recommended Action Depends on the user

Error Message %CYLON_TCAM-3-TCAM_IPV6_ACL_THRESHOLD: TCAM-above-threshold: TCAM usage more than %d%% threshold setfor app %s

Explanation The TCAM usage for the application has become equal/gone beyond the threshold level

Recommended Action Depends on the user

Error Message %CYLON_TCAM-3-TCAM_IPV6_ACL_THRESHOLD_UNDER: TCAM-below-threshold: TCAM usage less than %d%% threshold setfor app %s

Explanation The TCAM usage for the application has become less than the threshold level

Recommended Action Depends on the user

Error Message %CYLON_TCAM-3-TCAM_IVLAN_THRESHOLD: TCAM-above-threshold: TCAM usage more than %d%% threshold setfor app %s, ASIC id %d

Explanation The TCAM usage for the application has become equal/gone beyond the threshold level

Recommended Action Depends on the user

Error Message %CYLON_TCAM-3-TCAM_IVLAN_THRESHOLD_UNDER: TCAM-below-threshold: TCAM usage less than %d%% threshold setfor app %s, ASIC id %d

Explanation The TCAM usage for the application has become less than the threshold level

Recommended Action Depends on the user

Error Message %CYLON_TCAM-3-TCAM_MCASTV4_THRESHOLD: TCAM-above-threshold: TCAM usage more than %d%% threshold setfor app %s

Explanation The TCAM usage for the application has become equal/gone beyond the threshold level

Recommended Action Depends on the user

Error Message %CYLON_TCAM-3-TCAM_MCASTV4_THRESHOLD_UNDER: TCAM-below-threshold: TCAM usage less than %d%% threshold setfor app %s

Explanation The TCAM usage for the application has become less than the threshold level

Recommended Action Depends on the user

Error Message %CYLON_TCAM-3-TCAM_MCASTV6_THRESHOLD: TCAM-above-threshold: TCAM usage more than %d%% threshold setfor app %s

Explanation The TCAM usage for the application has become equal/gone beyond the threshold level

Recommended Action Depends on the user

Error Message %CYLON_TCAM-3-TCAM_MCASTV6_THRESHOLD_UNDER: TCAM-below-threshold: TCAM usage less than %d%% threshold setfor app %s

Explanation The TCAM usage for the application has become less than the threshold level

Recommended Action Depends on the user

Error Message %CYLON_TCAM-3-TCAM_QOS_THRESHOLD: TCAM-above-threshold: TCAM usage more than %d%% threshold setfor app %s, ASIC id %d

Explanation The TCAM usage for the application has become equal/gone beyond the threshold level

Recommended Action Depends on the user

Error Message %CYLON_TCAM-3-TCAM_QOS_THRESHOLD_UNDER: TCAM-below-threshold: TCAM usage less than %d%% threshold setfor app %s, asic id %d

Explanation The TCAM usage for the application has become less than the threshold level

Recommended Action Depends on the user

Error Message %CYLON_TCAM-3-TCAM_UCASTV4_THRESHOLD: TCAM-above-threshold: TCAM usage more than %d%% threshold setfor app %s

Explanation The TCAM usage for the application has become equal/gone beyond the threshold level

Recommended Action Depends on the user

Error Message %CYLON_TCAM-3-TCAM_UCASTV4_THRESHOLD_UNDER: TCAM-below-threshold: TCAM usage less than %d%% threshold setfor app %s

Explanation The TCAM usage for the application has become less than the threshold level

Recommended Action Depends on the user

Error Message %CYLON_TCAM-3-TCAM_UCASTV6_THRESHOLD: TCAM-above-threshold: TCAM usage more than %d%% threshold setfor app %s

Explanation The TCAM usage for the application has become equal/gone beyond the threshold level

Recommended Action Depends on the user

Error Message %CYLON_TCAM-3-TCAM_UCASTV6_THRESHOLD_UNDER: TCAM-below-threshold: TCAM usage less than %d%% threshold setfor app %s

Explanation The TCAM usage for the application has become less than the threshold level

Recommended Action Depends on the user

Error Message %CYLON_TCAM_MGR-3-TCAM_PARITY_ERROR: TCAM parity array error on Asic: %dIndex: %d App : %s Region: %s

Explanation The TCAM parity array error has been reported for the mentioned Application

Recommended Action The box crashes in such a condition.

Error Message %DBMS-2-INITIALIZATION_FAILED: DBLIB initialization failed for %s

Explanation Initialization of the database library failed.

Recommended Action Review Cable Device Manager logs taking note of the timestamp information to select specific information to review. Copy the message and other related information exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and

utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-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 and provide the representative with the gathered information.

Error Message %DBMS-3-IPC_ERROR: DBLIB ipc failure : %s

Explanation An internal inter-process communication error has occurred.

Recommended Action The ipc failure is reported by the operating system. Check the system resources and state to determine the source of the ipc failure. If the problem persists, or router performance is noticeably degraded, contact Cisco technical 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-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 and provide the representative with the gathered information.

Error Message %DBMS-3-MALLOC_FAILED: DBLIB malloc failed for %s size %u

Explanation An internal memory allocation has failed.

Recommended Action Determine the cause of low system memory. Start by examining the system for memory leaks using the command `show memory debug leaks`. If the problem persists, or router performance is noticeably degraded, contact Cisco technical 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-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 and provide the representative with the gathered information.

Error Message %DBMS-3-TDL_ERROR: DBLIB TDL error : %s

Explanation A TDL messaging error has been detected.

Recommended Action Verify the route processors and cable linecard software versions are compatible. If the problem persists, or router performance is noticeably degraded, contact Cisco technical 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-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 and provide the representative with the gathered information.

Error Message %DBMS-5-CONNECTION_DROP: DBLIB RIPC connection from %s to %s dropped

Explanation An internal socket connection has been dropped.

Recommended Action Determine the cause of the connection drop. Examine the system logs for peer cards or processes that may have failed. If the problem persists, or router performance is noticeably degraded, contact Cisco technical 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-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 and provide the representative with the gathered information.

Error Message %DSJIB-2-INITIALIZATION_FAILED: DS-JIB device init failed in %s: %s: Error %d

Explanation Initialization of the DS-JIB device failed

Recommended Action Review Cable Device Manager logs taking note of the time stamp information to select specific information to review. Copy the message and other related information exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>

Error Message %DSJIB-2-NMI_INTR: DS-JIB device NMI [%s] Count %d.

Explanation DS-JIB device generated NMI

Recommended Action Review Cable Device Manager logs taking note of the time stamp information to select specific information to review. Copy the message and other related information exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>

Error Message %DSJIB-2-SEGMENT_INVALID: DS-JIB Segment Invalid [%s] Segment %d

Explanation DS-JIB segment error

Recommended Action Review Cable Device Manager logs taking note of the time stamp information to select specific information to review. Copy the message and other related information exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>

Error Message %DSJIB-3-MALLOC_FAILED: DS-JIB malloc failed for %s: size %u

Explanation An internal memory allocation has failed.

Recommended Action Determine the cause of low system memory. Start by examining the system for memory leaks. If the problem persists, or router performance is noticeably degraded, contact Cisco technical support. 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 Tool kit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %EMD-0-EVENT_LIBRARY: An event facility initialization or maintenance functionfailed because %s

Explanation An event facility initialization or maintenance function failed. This error could be due to a software defect or system resource limitation.

Recommended Action Restart the card.

Error Message %EMD-0-RESOLVE_FRU: Failed to determine %s card because %s

Explanation The system was unable to determine a card state. This error could be due to a software defect or system resource limitation.

Recommended Action Restart the card.

Error Message %EMD-0-SERVICES_INITIALIZATION: Failed to initialize general application servicesbecause %s

Explanation The system failed to initialize the application services. This error could be due to a software defect or system resource limitation.

Recommended Action Restart the card.

Error Message %EMD-3-IDPROM_ACCESS: Failed access or process an IDPROM because %s

Explanation The system failed to access an IDPROM or an IDPROM process failed. This error can occur from a hardware defect, software defect, or incorrect IDPROM content.

Recommended Action Examine the logs for IDPROM and hardware errors.

Error Message %EMD-3-IDPROM_SENSOR: One or more sensor fields from the idprom failed to parseproperly because %s.

Explanation One or more IDPROM sensor fields failed to parse properly. The most likely reason is a checksum failure in the IDPROM from incorrect IDPROM content.

Recommended Action Examine the logs for IDPROM and hardware errors.

Error Message %EMD-3-PFU_INITIALIZATION: The RP has failed to initialize a Power Supply/Fanmodule controller because %s

Explanation The route processor (RP) failed to initialize a power supply or a fan module controller. This error could be caused by a hardware defect or a C2W access failure.

Recommended Action Examine the logs for C2W and hardware errors.

Error Message %EMD-3-SENSOR_INITIALIZATION: Failed to initialize sensor monitoring because %s.

Explanation The system failed to initialize an IDPROM sensor monitoring process. This error can occur from a hardware defect, software defect, or incorrect IDPROM content.

Recommended Action Examine the logs for IDPROM and hardware errors.

Error Message %EPOCH-6-EPOCH_REJECTED: Peer %s has rejected epoch: %s

Explanation This error occurs if epoch from shell-manager has been rejected by the peer.

Recommended Action Check the epoch and peer state.

Error Message %EVUTIL-3-PERMISSION: Operation not permitted for pid %d tid %d

Explanation Event lib has detected that a process has attempted to invoke an API that is listed as having a level of permission.

Recommended Action Review the process logs taking note of the time stamp information to select specific information to review. Copy the message and other related information exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-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 and provide the representative with the gathered information.

Error Message %EVUTIL-3-PREREQUISITE_INIT: A preferred library has failed to initialize: %s

Explanation Event lib has detected that a preferred library which provides infrastructure services has failed to fully initialize.

Recommended Action Review the process logs taking note of the timestamp information to select specific information to review. Copy the message and other related information exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-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 and provide the representative with the gathered information.

Error Message %EVUTIL-6-PREREQUISITE: Preferred library is absent

Explanation Event lib has detected that a preferred library is missing from the process.

Recommended Action This is an informational message.

Error Message %EZMAN_CLIENT-5-EZ_CLIENT_VLAN_FULL: TCAM Full VLAN is not Able to add

Explanation Rx Sync Failed for Interlaken, Status Timer Expired. So, Resetting the Rx Interlaken Core

Recommended Action is required.

Error Message %FAKED-6-INFOEVENT: Sample info message

Explanation Some sample informational output from faked.

Recommended Action No action is required.

Error Message %FLASH_CHECK-3-DISK_QUOTA: Flash disk quota exceeded [free space is %d kB] -Please clean up files on bootflash.

Explanation The remaining free space on the flash disk is below the recommended threshold of at least half the installed RP memory. This limits the system from core files necessary to root cause critical system faults.

Recommended Action Please remove unneeded files from bootflash: device. Any core files under the bootflash:/core directory should be reported and then deleted.

Error Message %FMANFP-3-CRYPTO_DEVICE_REQUEST_FAILED: Crypto-device is busy processing last request. This request will be discarded

Explanation Crypto-device is still processing previous reload request or still processing crypto feature packets. New request will not be applied.

Recommended Action No action is required.

Error Message %FMANFP-3-CRYPTO_LICENSE_THPUT_MAX_APPROACHED: Average crypto throughput utilizationapproached the max crypto bandwidth%d times, sample period %d seconds, in last 24 hours

Explanation To monitor crypto throughput and, to generate notification/warning if the average throuput utilization over a longer time are approaching or exceeding the cypro licensed bandwidth.

Recommended Action No action is required.

Error Message %FMANFP-3-CRYPTO_LICENSE_THPUT_THRESHOLD_EXCEED: Average crypto throughput utilization exceeded threshold %d percent of total crypto bandwidth %d times, sample period %d seconds, in last 24 hours

Explanation To monitor crypto throughput and, to generate notification/warning if the average throuput utilization over a longer time are approaching or exceeding the cypro licensed bandwidth

Recommended Action No action is required.

Error Message %FMANFP-3-LICENSE_THPUT_INVALID: Invalid throughput %ukbps

Explanation The throughput value is invalid. The forwarding engine will not operate at the throughput value.

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 Tool kit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %FMANFP-6-CRYPTO_DEVICE_NOT_PRESENT: Hardware crypto-device is not present. Request aborted

Explanation Hardware crypto-device is not present on the system. User request does not apply or be executed. This may not be an error.

Recommended Action No action is required.

Error Message %FMANFP-6-CRYPTO_DEVICE_REQUEST_COMPLETE: Crypto-device is ready to process packets

Explanation Crypto-device is load with new core based on user request. Now it is ready to process packets

Recommended Action No action is required.

Error Message %FMANFP-6-FMANACLOGMISSMSG: access-list logging datapath rate-limited or missed %u packet%s

Explanation Some packet matching logs were missed because the access list log messages were rate-limited or no access list log buffers were available.

Recommended Action No action is required.

Error Message %FMANFP-6-IPACCESSLOGDP: list %s %s %s %s %s- %s (%u/%u), %u packet%

Explanation A packet matching the log criteria for the given access list was detected.

Recommended Action No action is required.

Error Message %FMANFP-6-IPACCESSLOGNP: list %s %s %u %s %s- %s, %u packet%

Explanation A packet matching the log criteria for the given access list was detected.

Recommended Action No action is required.

Error Message %FMANFP-6-IPACCESSLOGP: list %s %s %s %s(%u) %s- %s(%u), %u packet%

Explanation A packet matching the log criteria for the given access list was detected.

Recommended Action No action is required.

Error Message %FMANFP-6-IPV6ACCESSLOGDP: list %s %s %s %s %s- %s (%u/%u), %u packet%

Explanation A packet matching the log criteria for the given access list was detected.

Recommended Action No action is required.

Error Message %FMANFP-6-IPV6ACCESSLOGNP: list %s %s %u %s %s- %s, %u packet%

Explanation A packet matching the log criteria for the given access list was detected.

Recommended Action No action is required.

Error Message %FMANFP-6-IPV6ACCESSLOGP: list %s %s %s %s(%u) %s- %s(%u), %u packet%

Explanation A packet matching the log criteria for the given access list was detected.

Recommended Action No action is required.

Error Message %FMANRP-4-INVALID_CCE_POSITION: Invalid position '%d' prevented %s

Explanation A messaging error has occurred during service-policy modification and the configuration could not be downloaded properly

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 Tool kit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %FMFP-3-INTERFACE_OBJECT_NOT_FOUND: Interface object lookup by %s not found for interface %u

Explanation The desired interface object was not found.

Recommended Action Examine the interface state in the operating system, route processor (RP) and forwarding processor (FP) forwarding manager logs.

Error Message %FMFP-3-OBJ_DWNLD_TO_CPP_FAILED: %s download to CPP failed

Explanation An object has failed to download to the Cisco Quantum Flow Processor (CQFP)

Recommended Action Examine the list of error objects in the forwarding processor (FP) forwarding manager asynchronous object logs.

Error Message %FMFP_ACL-3-ACL_LIMIT_EXCEEDED: ACL %s exceeded limitation of %u ACEs per ACL

Explanation A software limitation has been exceeded.

Recommended Action Reduce the access control list (ACL) configuration. A reboot of the forwarding processor (FP) is recommended.

Error Message %FMFP_ACL-3-ACL_OBJECT_DOWNLOAD: %s%s fail to download because %s.

Explanation The access control list (ACL) object has failed to download. This could be due to a hardware or software resource limitation or a software defect.

Recommended Action Check the logs for information on the relevant object download states. Remove the ACL attachment to the interface or delete the ACL. Reboot the forwarding processor (FP).

Error Message %FMFP_ACL-3-ACL_PROTOCOL_CHECK: ACL %s protocol does not match what was previously configured

Explanation The error occurs for one of two reasons. An access control list (ACL) reference was made to an ACL of a different protocol.

Recommended Action Remove the conflicting ACL or the conflicting ACL references.

Error Message %FMFP_CXSC-3-CXSC_DEINITIALIZATION: %s Returned: %s

Explanation The CXSC DEINITIALIZATION has FAILED. This could be due to a hardware or software resource limitation or a software defect.

Recommended Action Check memory usage and router configuration and try to re-activate virtual service again. If it shows the same results, then please contact TAC.

Error Message %FMFP_CXSC-3-CXSC_DOMAIN_CONFIG: %s Returned: %s

Explanation The CXSC DOMAIN CONFIG DOWNLOAD has FAILED. This could be due to a hardware or software resource limitation or a software defect.

Recommended Action Check memory usage and router configuration and try to re-activate virtual service again. If it shows the same results, then please contact TAC.

Error Message %FMFP_CXSC-3-CXSC_INITIALIZATION: %s Returned: %s

Explanation The CXSC INITIALIZATION has FAILED. This could be due to a hardware or software resource limitation or a software defect.

Recommended Action Check memory usage and router configuration and try to re-activate virtual service again. If it shows the same results, then please contact TAC.

Error Message %FMFP_CXSC-3-CXSC_POLICY_DOWNLOAD: %s Returned: %s

Explanation The CXSC POLICY DOWNLOAD has FAILED. This could be due to a hardware or software resource limitation or a software defect.

Recommended Action Check memory usage and router configuration and try to re-activate virtual service again. If it shows same results, then please contact TAC.

Error Message %FMFP_CXSC-6-CXSC_POLICY_DOWNLOAD_SUCCESS: New policy version: %llu has now been installed and is active

Explanation The CXSC POLICY DOWNLOAD of the numbered version has succeeded.

Recommended Action is required. Note that policy version is not monotonically increasing so there is nothing to be concerned about if the current installed policy version is less than the previous installed policy version.

Error Message %FMFP_QOS-6-QOS_STATS_PROGRESS: statistics are progressing

Explanation QoS statistics are now progressing normally. This is an informational message.

Recommended Action is required.

Error Message %FMFP_QOS-6-QOS_STATS_STALLED: statistics stalled

Explanation QoS statistics are temporarily stalled. This is an informational message.

Recommended Action is required.

Error Message %FMFP_URPF-3-LIST_DOWNLOAD: Unicast RPF list %s for list %u fail to download because %s.

Explanation The unicast reverse path forwarding (URPF) list failed to download. This can be caused by a hardware or software resource limitation or software defect.

Recommended Action Check the logs for information on the relevant download states. Reboot the forwarding processor (FP).

Error Message %FMFP_URPF-3-OBJECT_DOWNLOAD: Unicast RPF %s on interface %s fail to download because %s.

Explanation The unicast reverse path forwarding (URPF) operation failed to download. This can be caused by a hardware or software resource limitation or a software defect.

Recommended Action Check the logs for information on the relevant download states. Remove the uRPF feature enabled on any interface. Reboot the forwarding processor (FP).

Error Message %FOO-3-LIMIT_DEFAULT: some_random_string %s: %d

Explanation some_random_string

Recommended Action some_random_string

Error Message %FOO-3-LIMIT_NONE_GIVEN_SHOULD_BE_DEFAULT: some_random_string %s: %d

Explanation some_random_string

Recommended Action some_random_string

Error Message %FOO-3-LIMIT_UNLIMITED: some_random_string %s: %d

Explanation some_random_string

Recommended Action some_random_string

Error Message %FOO-3-NOT_NULL_BUG: The first param is %d not a string %s had problems (%d %s)

Explanation Nothing to explain, it is a bug.

Recommended Action Call the emc-busters.

Error Message %FOO-3-TEST_ERR_MESSAGE: Test err: %s is number %d

Explanation This is a test error message

Recommended Action This is just a test error message. Actions will be listed here

Error Message %FOO-3-TEST_ERR_MESSAGE: Test message: %s is number %d

Explanation This is a test error message

Recommended Action This is just a test error message. Actions will be listed here

Error Message %FOO-6-TEST_INFO_MESSAGE: Message %s successfully recieved by %s

Explanation The message was recieved by reciever

Recommended Action ACTION_NONE_REQUIRED

Error Message %FOO-6-TEST_INFO_MESSAGE_2: Test string %s printed

Explanation Print some test message

Recommended Action ACTION_NONE_REQUIRED

Error Message %FOO-7-TEST_DEBUG_MESSAGE:

Explanation Debug message test.

Recommended Action ACTION_NONE_REQUIRED

Error Message %HANDOFF_FUD-0-HOFPGA_UPGRADE_FAILED: Handoff FPGA upgrade/downgrade failed after 2 attempts.Possible Hw-fault

Explanation Handoff FPGA upgrade/downgrade failed after 2 attempts. This could happen due to a hardware fault, corrupt firmware file or possible flash programming issue.

Recommended Action Downgrade to a lower version image to update the FPGA to a working firmware image. If the same fails, it is possibly a hardware fault. A hardware change is required. Additionally, collect Nile manager logs and provide the same to a Cisco technical support representative.

Error Message %HANDOFF_FUD-0-HOFPGA_UPGRADE_FLASH_FAILED: Handoff FPGA upgrade failed due to unsupported Flash.

Explanation Handoff FPGA upgrade/downgrade failed after 2 attempts. This could happen due to a unsupported Flash.

Recommended Action A hardware change is required for supported spi flash device. Additionally, collect Nile manager logs and provide the same to a Cisco technical support representative.

Error Message %HANDOFF_FUD-6-FPGA_INTERRUPTS_ERROR: Handoff FPGA encountered interrupts which are not getting cleared

Explanation Handoff FPGA encountered interrupts. Software is unable to clear them by processing. This is message to know when the error occurs.

Recommended Action Reload of the box is the only way to remove this error. This is temporary fix to know when the error occurs.

Error Message %HANDOFF_FUD-6-HOFPGA_DOWNGRADE: Handoff FPGA is downgrading to 0x%x from current FPGA version 0x%x, as downgrade is required for current release

Explanation Handoff FPGA needs an upgrade to the fw bundled with image

Recommended Action is necessary. This is an informational message indicating normal system operation.

Error Message %HANDOFF_FUD-6-HOFPGA_DOWNGRADE_STARTED: Starting Handoff FPGA downgrade

Explanation Handoff FPGA is going to be downgraded with the firmware bundled with the image. Informational message only.

Recommended Action is necessary. This is an informational message indicating normal system operation.

Error Message %HANDOFF_FUD-6-HOFPGA_UPGRADE: Handoff FPGA upgrade required. Current FPGA version is 0x%x, Image fw version is 0x%x

Explanation Handoff FPGA needs an upgrade to the fw bundled with image

Recommended Action is necessary. This is an informational message indicating normal system operation.

Error Message %HANDOFF_FUD-6-HOFPGA_UPGRADE_SKIPPED: Handoff FPGA upgrade being skipped, Current FPGA version is 0x%x, Image fw version is 0x%x.

Explanation Handoff FPGA upgrade is being skipped since the HoFPGA fw version minimum required fw version.

Recommended Action is necessary. This is an informational message indicating normal system operation.

Error Message %HANDOFF_FUD-6-HOFPGA_UPGRADE_STARTED: Starting Handoff FPGA upgrade

Explanation Handoff FPGA is going to be upgraded with the firmware bundled with the image. Informational message only.

Recommended Action is necessary. This is an informational message indicating normal system operation.

Error Message %HANDOFF_FUD-6-HOFFPGA_UPGRADE_SUCCESSFUL: Handoff FPGA upgrade/downgrade succeeded

Explanation Handoff FPGA upgraded/downgraded successfully.

Recommended Action is necessary. This is an informational message indicating normal system operation.

Error Message %HANDOFF_FUD-6-QDR_MULTI_BIT_ERROR_END: Handoff FPGA could encounter MBE, check at end of create update BFD session

Explanation Handoff FPGA QDR cntrl_reg is changed qdr_ext_ecc_gen and qdr_ext_ecc_chk is cleared. This could lead to QDR MBE Errors. This is a temporary message to know when the error occurs.

Recommended Action Reload of the box is the only way to remove this error. This is a temporary fix to know when the error occurs.

Error Message %HANDOFF_FUD-6-QDR_MULTI_BIT_ERROR_INIT: Handoff FPGA could encounter MBE, check at init of handoff fpga

Explanation Handoff FPGA QDR cntrl_reg is changed qdr_ext_ecc_gen and qdr_ext_ecc_chk is cleared. This could lead to QDR MBE Errors. This is a temporary message to know when the error occurs.

Recommended Action Reload of the box is the only way to remove this error. This is a temporary fix to know when the error occurs.

Error Message %HANDOFF_FUD-6-QDR_MULTI_BIT_ERROR_INIT_DONE: Handoff FPGA could encounter MBE, check after init of QDR in handoff fpga

Explanation Handoff FPGA QDR cntrl_reg is changed qdr_ext_ecc_gen and qdr_ext_ecc_chk is cleared. This could lead to QDR MBE Errors. This is a temporary message to know when the error occurs.

Recommended Action Reload of the box is the only way to remove this error. This is a temporary fix to know when the error occurs.

Error Message %HANDOFF_FUD-6-QDR_MULTI_BIT_ERROR_START: Handoff FPGA could encounter MBE, check at start of create update BFD session

Explanation Handoff FPGA QDR cntrl_reg is changed qdr_ext_ecc_gen and qdr_ext_ecc_chk is cleared. This could lead to QDR MBE Errors. This is a temporary message to know when the error occurs.

Recommended Action Reload of the box is the only way to remove this error. This is a temporary fix to know when the error occurs.

Error Message %HANDOFF_FUD-6-QDR_MULTI_BIT_INTERRUPT: Handoff FPGA could encounter MBE Interrupt

Explanation Handoff FPGA QDR cntrl_reg is changed qdr_ext_ecc_gen and qdr_ext_ecc_chk is cleared. This could lead to QDR MBE Errors. This is temporary message to know when the error occurs.

Recommended Action Reload of the box is the only way to remove this error. This is temporary fix to know when the error occurs.

Error Message %HFSLIB-3-HFSINOFFAILED: Inotify failed to initialize : %s

Explanation This error occurs when the inotify sub-system is misbehaving.

Recommended Action No action is required.

Error Message %HFSLIB-3-HFSINOWATCH: Inotify failed to add a watch: %s

Explanation This error occurs when the inotify sub-system is misbehaving.

Recommended Action No action is required.

Error Message %HFSLIB-3-HFSOPEN: Problem accessing the udev generated file: %s

Explanation .

Recommended Action No action is required.

Error Message %HMAN-2-INITIALIZATION_FAILED: Host Manager initialization failed.

Explanation Initialization of the host manager failed.

Recommended Action Review Host Manager logs taking note of the timestamp information to select specific information to review. Copy the message and other related information exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-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 and provide the representative with the gathered information.

Error Message %HMAN-3-CONSOLE_SETUP_FAILED: Failed to setup console service. It should be enabled on %s

Explanation Setup of a console service failed.

Recommended Action Check the host manager launch parameters and correct as required.

Error Message %HMAN-3-HOSTNAME_SET_FAILED: Failed to set hostname: %s

Explanation The host manager received notification that the system hostname has been set. The host manager failed to pass this value to the ASR kernel.

Recommended Action Repeat the process to configure the host name. If the problem persists, 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 Tool kit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %HW_IDPROM_ENVMON-2-ACT2_UDI_DATA_INVALID: mismatch with unsecure area

Explanation This Router may not have been manufactured by Cisco or with Cisco's authorization. This product may contain software that was copied in violation of Cisco's license terms. If your use of this product is the cause of a support issue, Cisco may deny operation of the product, support under your warranty or under a Cisco technical support program such as Smartnet. Please contact Cisco's Technical Assistance Center for more information.

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 Tool kit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %HW_IDPROM_ENVMON-3-HW_IDPROM_CHECKSUM_INVALID: The idprom contains an invalid checksum in a sensor entry. Expected: %x, calculated: %x

Explanation If this error occurs then parsing of the environmental monitoring data is aborted. Environmental monitoring will be either incomplete or absent entirely.

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 Tool kit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %HW_IDPROM_ENVMON-3-HW_IDPROM_FIELD_INVALID: The idprom contains an invalid environmental monitoring field.

Explanation If this error occurs, then parsing of the environmental monitoring data is aborted. Environmental monitoring will be either incomplete or absent entirely.

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 Tool kit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %HW_PFU-3-PFU_IDPROM_CORRUPT: The PEM/FM idprom could be read, but is corrupt in slot P%d The system will run without environmental monitoring for this component

Explanation The idprom contains information required in order to properly operate the environmental monitoring subsystems. The idprom could not be read, therefore no monitoring will take place.

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 Tool kit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %HW_PFU-3-PFU_IDPROM_READ_ERR: Could not read the PEM/FM idprom in slot P%d.The system will run without environmental monitoring for this component

Explanation The idprom contains information required in order to properly operate the environmental monitoring subsystems. The idprom could not be read, therefore no monitoring will take place.

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 Tool kit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Recommended Action

Error Message %IMCC-3-IMCC_PEERREG_TIMEOUT: IMCC peer registration timedout on peer %s

Explanation The interface manager carrier card (IMCC) port was unable to connect to a remote peer within a specified time period, due to a software driver defect.

Recommended Action To validate that a software defect exists, examine the logs for the IMCC process, interface manager process on the route processor, and the shared port adaptor (SPA) process on the SIP. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Toolkit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %IMGR-0-FIPS_CPP_CLIENT_BYPASS_TEST: CPP Client FIPS bypass test failed for %s.

Explanation Forwarding Manager CPP client IPSEC bypass test failed. This could be due to a hardware malfunction or a software defect.

Recommended Action If the problem persists reboot the forwarding processor (ESP).

Error Message %IMGR-0-FIPS_FMFP_BYPASS_TEST: NIST bypass test failed for %s.

Explanation Forwarding Manager IPsec component detected a discrepancy when adding or deleting a security sensitive object. This could be due to a hardware or software resource limitation or a software defect.

Recommended Action Check the logs for information on the relevant object download states. Remove the object or a parent object in question. If the problem persists reboot the forwarding processor (ESP).

Error Message %IMGR-6-FIPS_FMFP_CRNG_TEST: continuous %s approved RNG test failed.

Explanation Forwarding Manager IPsec component detected two identical random number sequences. This could be due to a hardware malfunction or a software defect.

Recommended Action If the problem persists reboot the forwarding processor (ESP).

Error Message %IMGR-6-FIPS_FMFP_KAT_TEST: power up cryptographic self-test did not run to completion: %s .

Explanation Forwarding Manager power up known answer self-test (KAT) failed. This could be due to a hardware malfunction or a software defect.

Recommended Action If using ipsec, reboot the forwarding processor (ESP).

Error Message %IMGR-6-FIPS_FMFP_OLAP_TEST: FIPS-approved RNG key seed and state overlap.

Explanation Forwarding Manager IPsec component detected an overlap in FIPS-approved RNG key seed and state. This could be due to a hardware malfunction or a software defect.

Recommended Action If the problem persists reboot the forwarding processor (ESP).

Error Message %IMGR-6-FMFP_IPSEC_MIN_MTU_INFO: MTU smaller than minimum IPsec MTU, %s .

Explanation Minimum MTU supported by crypto processor is 256B, MTU lower than 256B is set to 256B.

Recommended Action Needed

Error Message %IMGR-6-FMFP_IPSEC_UNSUPPORTED_CIPHER: Cipher %s is not supported on this ESP.

Explanation This ESP does not support this IPsec cipher.

Recommended Action Needed

Error Message %IMGR-6-FMFP_KAT_TEST_RESULT: crypto self-test for algorithm: (%s ... passed) .

Explanation Forwarding Manager power up known answer self-test (KAT) success. This is not an error message.

Recommended Action Needed.

Error Message %IMRP-0-IMRP_SERVICE_INIT: IMRP primary service in it error: service: %u, error: %s

Explanation Software errors occurred during initialization of the route processor.

Recommended Action Examine system logs to determine if other components have failed. Multiple failures verify that this problem is a software failure. Try the initialization process again. If the problem persists, contact Cisco technical 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Toolkit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %IMRP-3-IMRP_MSG_CANNOT_RELAY: IMRP Peer %s: cannot relay message to SPA %u/%u

Explanation An operating system message cannot be routed to the correct SPA Interface Processor (SIP) card and is therefore discarded.

Recommended Action This problem is most likely due to a software defect. To validate that a software defect exists, examine the logs for the IMCC process, interface manager process on the route processor, current operating system activities, and the Shared Port Adaptor (SPA) process on the carrier card. Copy the message exactly as it appears on the console or in the system log with surrounding messages. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Toolkit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %IOMD_ETHER_GEIM-3-FIFO_OVERFLOW: %s fifo overflow occurred for port %d

Explanation A hardware error in phy has occurred.

Recommended Action Examine the IOMD logs for Phy driver or hardware errors. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Toolkit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %IOMD_ETHER_GEIM-3-INTERRUPT_ERR: interrupt handling error %s

Explanation Interrupt could not be handled because of internal software error.

Recommended Action Examine the IOMD logs. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Toolkit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %IOMD_ETHER_GEIM_UEA-3-RATEADAPTFAIL: IOMD failed to send rate adapt message for port %d speed %dduplex %d reason:%s

Explanation IOMD failed to send message to file.

Recommended Action Examine the IOMD logs. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Toolkit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %IOMD_ETHER_GEIM_UEA-4-BADPOINTER: Function %s detected an invalid %s pointer of %08lX, ignoring

Explanation A software error has occurred, this message is displayed when an invalid pointer is detected.

Recommended Action Examine the IOMD logs. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Toolkit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %IOMD_ETHER_GEIM_UEA-4-SSFP_PORT_LIMIT_EXCEED: IOMD Detects Maximum No of SSFP:%d Inserted

Explanation Exceeding Maximum SSFP transceivers(6) Insertion.

Recommended Action Need to remove the SSFP if it exceeds the Maximum number of supported SSFP

Error Message %IOMD_IMFPGA-3-I2C_READ: An I2C read has failed for addr: %x reg: %x

Explanation An attempt to read the I2C bus has failed. This error could be caused by a hardware or software defect.

Recommended Action Examine the logs for I2C driver errors.

Error Message %IOMD_IMFPGA-3-I2C_WRITE: An I2C write has failed for addr: %x reg: %x data: %x

Explanation An attempt to write to the I2C has failed. This error could be caused by a hardware or software defect.

Recommended Action Examine the logs for I2C driver errors.

Error Message %IOMD_IMFPGA-3-MDIO_READ: An MDIO read has failed for addr: %x reg: %x

Explanation An attempt to read the MDIO bus has failed. This error could be caused by a hardware or software defect.

Recommended Action Examine the logs for MDIO driver errors.

Error Message %IOMD_IMFPGA-3-MDIO_WRITE: An MDIO write has failed for addr: %x reg: %x data: %x

Explanation An attempt to write to the MDIO has failed. This error could be caused by a hardware or software defect.

Recommended Action Examine the logs for MDIO driver errors.

Error Message %IOMD_INFRA-3-INTR_EVENT: IOMd fast thread event (%d).

Explanation IOMd fast thread event

Recommended Action Examine the logs for IOMD. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Toolkit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %IOMD_INFRA-3-INVALID_BAY_NUM: An invalid bay number is specified in one of the internal APIs. bay=%d max_bay=%d

Explanation Invalid bay number to find the TDL domain.

Recommended Action Examine the logs for IOMD. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Toolkit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %IOMD_INFRA-3-INVALID_SLOT_NUM: An invalid slot number is specified in one of the internal APIs. slot=%d max_slot=%d

Explanation Invalid slot number to find the TDL domain.

Recommended Action Examine the logs for IOMD. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search

Toolkit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %IOMD_INFRA-3-IPCALLOCFAIL: Failed to allocate IPC buffer %s

Explanation The IM failed to allocate a buffer for communication with RSP.

Recommended Action Examine the logs for IOMD. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Toolkit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %IOMD_INFRA-3-IPCSENDFAIL: IOMD failed to send a message %s reason: %s

Explanation IOMD failed to send message to the RP.

Recommended Action Examine the logs for IOMD. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Toolkit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %IOMD_INFRA-4-BADPOINTER: Function %s detected an invalid %s pointer of %08lx, ignoring

Explanation A software error has occurred, this message is displayed when an invalid pointer is detected.

Recommended Action Examine the logs for IOMD. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Toolkit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %IOMD_INFRA-4-INTR_OVER_LIMIT: IOMd main thread disabled interrupt for %u msec.

Explanation IOMd main thread process disabled interrupt too long

Recommended Action Examine the logs for IOMD. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Toolkit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %IOMD_INFRA-6-TDLMSG_INCOMPATIBLE: Failed to copy message %s to buffer, not allowed for current domain.

Explanation Failure to marshal a message indicates an incompatibility with the intended recipient.

Recommended Action Examine the logs for IOMD. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Toolkit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %IOSD-3-BIPC_REJECT: Could not accept ipc connection: %s

Explanation This error occurs if shell-manager has denied anipc connection request from IOS.

Recommended Action Check the connection request parameters.

Error Message %IOSD-3-TDL_PROPERTIES: Could not set message properties for connection: %s

Explanation This error occurs if shell-manager is unable to set message properties for the IOS-smn connection.

Recommended Action Check the connection request parameters.

Error Message %IOSXE_UPGRADE_ROMMON-0-ROMMON_LOADTEST_FAIL: ROMMON FIPS_140-3 Load test *FAILED*: file %s

Explanation FIPS 140-3 Related Load test failed for the ROMmon.

Recommended Action Check the system messages to see if any messages appeared that might indicate the source of the ROMmon Load test problem. If you do not find any additional information indicating a correctable problem, collect all output on the screen, in particular the console port output after the upgrade rom-monitor command was entered and the output of show rom-monitor, and provide the collected information to a Cisco technical support representative.

Error Message %IOSXE_UPGRADE_ROMMON-0-ROMMON_UPGRADE_FAIL: ROMMON upgrade failed: partition %s

Explanation An attempt to upgrade the ROMmon failed.

Recommended Action Check the system messages to see if any messages appeared that might indicate the source of the ROMmon problem. If you do not find any additional information indicating a correctable problem, collect all output on the screen, in particular the console port output after the upgrade rom-monitor command was entered and the output of show rom-monitor, and provide the collected information to a Cisco technical support representative.

Error Message %IPC_LOG-3-IPC_LOGWRITE_FAILED: ipc log write %u bytes failed

Explanation An internal logging mechanism failed to write a message.

Recommended Action is required. However, if router performance is noticeably degraded, contact Cisco Technical Assistance. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Toolkit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %ISSU-0-BOOT_SYNC_FAIL: Problem with sync of ISSU boot state - %s

Explanation The ISSU state between two FRUs is not properly synchronized as a result of a boot error.

Recommended Action This message will automatically appear during certain events, such as during a FRU removal or if the FRU loses connectivity. In most cases, the router will resynchronize the ISSU state between the FRUs without any user intervention. If the ISSU state is not resynchronized after multiple attempts, the problem is likely a result of another problem. Monitor the other system messages to see if a more serious issue has occurred on your router. If you are unable to resolve this other issue and this message persists, gather the output of show tech-support and provide it to a Cisco technical support representative.

Error Message %ISSU-0-PKG_INCONSIST: Reason: %s

Explanation A software consolidated package or sub-package has an error that indicates the sub-package should not be installed or used.

Recommended Action If this message is received, the desired consolidated package or sub-package should not be used. Upgrade using a different consolidated package or sub-package, and report the problem consolidated package or sub-package to Cisco technical support.

Error Message %ISSU-0-PKG_MNT_SCRIPT_FAIL: Package: %s

Explanation A consolidated package or sub-package has encountered an error indicating it is not usable.

Recommended Action Upgrade your software using a different consolidated package or sub-package.

Error Message %ISSU-0-RESET_FRU_FAIL: Problem with ISSU reset of remote FRU - %s

Explanation After a sub-package installation, one or more FRUs that were upgraded failed to initialize within the timeout period.

Recommended Action This problem is more likely to occur in routers with larger configurations, so if your router has a large configuration, you may want to wait a few more minutes to see if your hardware initializes. If the hardware continues to not initialize, reset the FRUs which failed to initialize. If resetting the FRUs fails to resolve the issue, gather the output of show tech-support and contact a Cisco technical support representative.

Error Message %ISSU-0-SOFTWARE_INVALID: Package for location %s: %s

Explanation The sub-packages have encountered an error related to the structure of the loaded software.

Recommended Action This error is likely caused by a failure of the boot or installation process or a corrupted provisioning file. If the system displays error messages related to the boot that can be addressed, address those messages. Downloading new software, if possible, may also help with the problem. If the problem persists, gather the output of show tech-support and provide it to a Cisco technical support representative.

Error Message %ISSU-3-BOOT_SYNC: Problem with sync of ISSU boot state - %s

Explanation The ISSU state between two FRUs is not properly synchronized as a result of a boot error.

Recommended Action This message will automatically appear during certain events, such as during a FRU removal or if the FRU loses connectivity. In most cases, the router will resynchronize the ISSU state between the FRUs without any user intervention. If the ISSU state is not resynchronized after multiple attempts, the problem is likely a result of another problem. Monitor the other system messages to see if a more serious issue has occurred on your router. If you are unable to resolve this other issue and this message persists, gather the output of show tech-support and provide it to a Cisco technical support representative.

Error Message %ISSU-3-BOOT_UNCLEAN: Found reload log file, moved to %s

Explanation A log file was found at boot up indicating that all shutdown tasks were not performed on a previous reload.

Recommended Action is necessary. The system will automatically resolve most issues related to the shutdown task as part of the boot up procedure. If a problem related to the tasks that did not shutdown occurs, another error message will occur providing information about that problem.

Error Message %ISSU-3-INCOMPAT: The packages in %s are not consistent

Explanation The sub-packages specified for running on the chassis are not compatible with one other.

Recommended Action Install a compatible set of packages to allow normal operation. This will require booting a known-good package set.

Error Message %ISSU-3-UCODE_INCOMPAT: Found mismatch for ucode feature - %s

Explanation During boot time microcode feature version check, a version mismatch was found for this feature.

Recommended Action Please ensure that versions of features in microcode are compatible by provisioning a different set of microcode files.

Error Message %ISSU-5-ISSU_AUTO_ROLLBACK: ISSU rollback timer expired: initiating rollback

Explanation An ISSU upgrade has been rolled back because the roll back timer has expired.

Recommended Action is needed. If you want to commit the ISSU upgrade, redo the upgrade. Otherwise, this is an informational message only.

Error Message %ISSU-5-ISSU_STATE_INVALID: ISSU stored state found invalid and cleaned up: %s

Explanation The RP has corrected a failed ISSU install state that was detected at boot up.

Recommended Action is necessary. This is an informative message indicating that the failed ISSU state has been corrected.

Error Message %LCHA-0-SERVICE_INIT: LCHA Manager service init error: srv: %u, error: %u

Explanation Software errors occurred during initialization of the LCHA Manager.

Recommended Action Examine system logs to determine if other components have failed. Multiple failures verify that this problem is a software failure. Try the initialization process again. If the problem persists, contact Cisco technical 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Toolkit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %LCHA-3-ASYNC_RSP_DROP: lcha async response event ignored from peer %d: invalid tag %d

Explanation LCHA async response for pend event ignored.

Recommended Action To be add later

Error Message %LCHA-3-CONSOLE_SETUP_FAILED: Failed to setup console service. It should been a bled on %s

Explanation Setup of a console service failed.

Recommended Action Check the host manager launch parameters and correct as required.

Error Message %LCHA-3-DISTPEER_CREATION: lcha distpeer %d creation failed: %s

Explanation LCHA distpeer domain creation failed.

Recommended Action To be add later.

Error Message %LCHA-3-DOMAIN_CREATION: lcha lcppeer domain %d creation failed: %s

Explanation LCHA lcppeer domain creation failed.

Recommended Action To be add later.

Error Message %LCHA-3-MSG_DISPATCH_ERR: lcha Message dispatch failed (%s): 0x%x

Explanation LCHA message dispatch failed.

Recommended Action To be add later.

Error Message %LCHA-3-MSG_RX_ERR: lcha mgr Rx of %s message failed

Explanation LCHA Manager Rx of message failed.

Recommended Action To be add later.

Error Message %LCHA-3-MSG_RX_INPROG: lcha mgr Rx of %s message is in progress

Explanation LCHA Manager Rx of message is in progress.

Recommended Action To be add later.

Error Message %LCHA-3-MSG_TX_ERR: lcha mgr Tx of %s Message failed

Explanation LCHA Manager Tx of message failed.

Recommended Action To be add later.

Error Message %LCHA-3-PEND_EV_CREATION: lcha pend event %d creation failed: %s

Explanation LCHA pend event creation failed.

Recommended Action To be add later.

Error Message %LCHA_CLIENT-0-SERVICE_INIT: LCHA Manager service init error: srv: %u, error: %u

Explanation Software errors occurred during initialization of the LCHA Manager.

Recommended Action Examine system logs to determine if other components have failed. Multiple failures verify that this problem is a software failure. Try the initialization process again. If the problem persists, contact Cisco technical 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Toolkit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %LCHA_CLIENT-3-CLIENT_CREATION: lcha client %d/%d (%s) creation failed: %s

Explanation LCHA client creation failed.

Recommended Action To be add later.

Error Message %LCHA_CLIENT-3-CLIENT_DESTROY: lcha client %d/%d (%s) remove failed: %s

Explanation LCHA client remove failed.

Recommended Action To be add later.

Error Message %LCHA_CLIENT-3-CONSOLE_SETUP_FAILED: Failed to setup console service. It should beenabled on %s

Explanation Setup of a console service failed.

Recommended Action Check the host manager launch parameters and correct as required.

Error Message %LCHA_CLIENT-3-DOMAIN_CREATION: lcha domain %d creation failed: %s

Explanation LCHA domain creation failed.

Recommended Action To be add later.

Error Message %LCHA_CLIENT-3-EXTEND_TIMER: lcha client %d/%d event %d timer extension failed: %s

Explanation LCHA client timer extension failed.

Recommended Action To be add later.

Error Message %LCHA_CLIENT-3-MSG_DISPATCH_ERR: lcha client connection with %s message dispatch failed: %s

Explanation LCHA client message dispatch failed.

Recommended Action To be add later.

Error Message %LCHA_CLIENT-3-MSG_DISTRIBUTE_UNKNOWN_ERR: lcha client distribute failure

Explanation LCHA client message distribution failed.

Recommended Action To be add later.

Error Message %LCHA_CLIENT-3-MSG_HANDLER_ERR: lcha client %s message failed: %s

Explanation LCHA client message handling failed.

Recommended Action To be add later.

Error Message %LCHA_CLIENT-3-MSG_TX_ERR: lcha client %s message not sent to %s

Explanation LCHA client message sending failed.

Recommended Action To be add later.

Error Message %LCHA_CLIENT-3-TIMER_EXPIRED: lcha client timer expiration

Explanation LCHA client timer extension failed.

Recommended Action To be add later.

Error Message %LED-2-INITIALIZATION_FAILED: Video LED process initialization failed.

Explanation Initialization of the Video LED process failed.

Recommended Action Review Video LED process logs taking note of the timestamp information to select specific information to review. Copy the message and other related information exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Toolkit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %LED-3-CONSOLE_SETUP_FAILED: Failed to setup console service. It should beenabled on %s

Explanation Setup of a console service failed.

Recommended Action Check the host manager launch parameters and correct as required.

Error Message %LMRP-0-CHASFS_LOCATION_TRANSLATE: Failed to translate a location to a chasfs object name because %s

Explanation The license manager failed to translate a location to achasfs object name.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %LMRP-0-CHASFS_OBJECT_CREATE: Failed to create chassis filesystem object %s because %s

Explanation The hardware failed to create a chassis filesystem object.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %LMRP-0-CHASFS_OBJECT_NOT_PRESENT: Expected chassis filesystem object %s not present.

Explanation A chassis filesystem object expected to be present is not. This could be due to a software defect or filesystem failure.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %LMRP-0-CHASFS_OBJECT_WATCH: Failed to watch chassis filesystem object %s because %s

Explanation A chassis filesystem object was not watched because of the reason stated in the error message.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %LMRP-0-CHASFS_PROPERTY_CREATE: Failed to create chassis filesystem object %sproperty %s because %s

Explanation A chassis filesystem property was not properly created.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %LMRP-0-CHASFS_PROPERTY_GET: Failed to read chassis filesystem object %sproperty %s because %s

Explanation A chassis filesystem property was not properly read by the system.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %LMRP-0-CHASFS_PROPERTY_NOT_PRESENT: Expected chassis filesystem object %s property %s not present.

Explanation A chassis filesystem object property expected to be present is not. This could be due to a software defector filesystem failure.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %LMRP-0-CHASFS_PROPERTY_SET: Failed to write chassis filesystem object %sproperty %s because %s

Explanation A chassis filesystem property failed to write.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %LMRP-0-CHASSIS_STATUS: Failed to get chassis hardware status because %s

Explanation The system failed to get the chassis hardware status.

Recommended Action Note the time of the error message and examine the logs for CPLD driver or hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %LMRP-0-CHASSIS_TYPE: The chassis type %s is invalid.

Explanation The chassis type is invalid. This could be due to a hardware defect, software defect or incorrect IDPROM content.

Recommended Action Note the time of the error message and examine the logs for IDPROM and hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %LMRP-0-EVENT_LIBRARY: An event facility initialization or maintenance function failed because %s

Explanation An event facility initialization or maintenance function failed. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %LMRP-0-INVALID_ARGUMENT: A system function was given an invalid argument.

Explanation A system function was given an invalid argument. This is due to a software defect.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %LMRP-0-IPC_CONNECTION_INVALID: An IPC connection has invalid state.

Explanation An IPC connection has an invalid state. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %LMRP-0-IPC_CONNECT_MASTER: IPC connection to the active RP failed because %s

Explanation IPC connection to the active RP failed. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %LMRP-0-IPC_INITIALIZATION: IPC initialization failed because %s

Explanation IPC initialization failed. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %LMRP-0-MESSAGE_REGISTER: Failed to register with active RP because %s

Explanation The active RP failed to register.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %LMRP-0-MESSAGE_RELAY: Failed to relay a message because %s

Explanation Failed to relay a message. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %LMRP-0-MESSAGE_RESPONSE: An invalid message response was received because %s

Explanation An invalid message response was received. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %LMRP-0-MQIPC_ADVANCE: Failed to advance MQIPC queue because %s

Explanation The MQIPC initialization failed.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %LMRP-0-MQIPC_INITIALIZATION: MQIPC initialization failed because %s

Explanation MQIPC initialization failed. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %LMRP-0-PEER_TABLE: A peer table initialization or maintenance function failed because %s

Explanation A peer table initialization or maintenance function failed. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %LMRP-0-PLATFORM_FAMILY_TYPE: The platform family type %s is invalid.

Explanation The platform family type is invalid. This could be due to a hardware defect, software defect or incorrect IDPROM content.

Recommended Action Note the time of the error message and examine the logs for IDPROM and hardware errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %LMRP-0-RESOLVE_FRU: Failed to determine %s card because %s

Explanation The router failed to determine a FRU state.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %LMRP-0-SERVICES_INITIALIZATION: Failed to initialize general application services because %s

Explanation The system failed to initialize application services.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %LMRP-0-SIGNAL_INITIALIZATION: Failed to initialize signals because %s

Explanation The system failed to initialize signals.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %LMRP-0-SLOTS_INITIALIZATION: ion because %s

Explanation The system failed to initialize the chassis slot information.

Recommended Action Note the time of the error message and examine the logs for IDPROM or software errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %LMRP-0-SLOT_INVALID: A card absolute slot number cannot be determined for this chassis type

Explanation An absolute slot number is invalid. This could be due to a software defect or incorrect IDPROM content.

Recommended Action Note the time of the error message and examine the logs for IDPROM or software errors. If the logs provide information about a correctable problem, correct the problem. If the problem is not correctable or the logs are not helpful, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %LMRP-0-UIPEER_CREATE: Failed to create user interface peer.

Explanation The system failed to create a user interface peer.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %LMRP-3-CHASFS_OBJECT_DESTROY: Failed to destroy chassis filesystem object %s because %s

Explanation A chassis filesystem object that should have been destroyed was not destroyed.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %LMRP-3-CHASFS_PROPERTY_DESTROY: Failed to destroy chassis filesystem property %s/%s because %s

Explanation A chassis filesystem property that should have been destroyed was not destroyed.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %LMRP-3-LICENSE_SERVICE_SETUP: Failed to setup the licensing proxy service

Explanation License Manager failed to set itself up as a proxy for licensable features.

Recommended Action Collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %LMRP-3-PEER_INVALID: A peer table entry has invalid state.

Explanation A peer table entry has an invalid state. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %LMRP-3-THROUGHPUT_LICENSE_APPLY_FAILED: Throughput license look-up failed due to '%s'

Explanation This message is to notify the user that a license look-up did not succeed because license manager process could not be contacted. This is a rare case but is due to either a crashed license daemon (licensed) or it encountered an internal error.

Recommended Action is necessary. However, it is possible that are-boot of the box may correct this behavior.

Error Message %LMRP-3-UDI_AUTH: Quack Unique Device Identifier authentication failed

Explanation This chassis seems to be compromised or tampered with.UDI burned on to the Quack chip and the one read from chassis EEPROM do not match. It can also be a case of either EEPROM or Quack device failure. More details about which specific field failed to match are logged in license daemon log file (licensed_R0.log).

Recommended Action User immediately needs to contact Cisco support. This device appears to be tampered with or is a counterfeit device or had a system failure.

Error Message %LMRP-6-THROUGHPUT_LICENSE: Throughput license %s, throughput set to %s

Explanation Status indicating whether throughput license is found and the corresponding throughput the CPP hardware is configured to provide.

Recommended Action is necessary. This is an informational message indicating throughput configured.

Error Message %LUA_VM-2-INITIALIZATION: Cannot initialize the Lua Virtual Machine

Explanation The Lua Virtual Machine is a critical component of the shell-manager process. It is used to render responses to user commands. If this component cannot be initialized then the shell-manager will be unable to process any commands directed at the IOS-XE daemons.

Recommended Action The shell-manager process could not be started. Check the trace log files for more details as to why the virtual machine failed to initialize correctly. This may be an out of memory condition so rebooting the chassis may resolve the problem.

Error Message %MCP_SYS-0-ASSERTION_FAILED: Assertion failed: %s

Explanation An internal state consistency check failed. Correct operation cannot be guaranteed, and the system has been halted.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Toolkit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %MDR-3-NODE_ISSU_SIP_WAIT: Could not wait for %s to complete Minimal Disruptive Restart

Explanation An unexpected error has occurred where the specified linecard was performing a Minimal Disruptive Restart using node ISSU, however Minimal Disruptive Restart did not complete before the next operation needed to commence. This linecard was reset as normal.

Recommended Action Review the IOSd, RP and CC chassis manager logs for errors or module OIR.

Error Message %MDR-3-NODE_ISSU_SPA_WAIT: Could not wait for %s in %s to complete Minimal Disruptive Restart

Explanation An unexpected error has occurred where the specified module was performing a Minimal Disruptive Restart using node ISSU, however Minimal Disruptive Restart did not complete before the next operation needed to commence. This module was reset as normal.

Recommended Action Review the IOSd, RP and CC chassis manager logs for errors or module OIR.

Error Message %MDR-3-NO_ACTIVE_ESP: No active ESP was found when initiating Minimal Disruptive Restart

Explanation An unexpected error has occurred where no active ESP was found to continue forwarding traffic during the Minimal Disruptive Restart. All requested linecards and or modules were reset as normal.

Recommended Action Review the IOSd, RP and CC chassis manager logs for errors or linecard OIR.

Error Message %MDR-3-NO_SPAS_IN_SIP: No Minimal Disruptive Restart compatible SPAs found in %s

Explanation An unexpected error has occurred where the specified linecard that was to undergo Minimal Disruptive Restart did not contain any compatible SPAs. This linecard was reset as normal.

Recommended Action Review the IOSd, RP and CC chassis manager logs for errors or module OIR.

Error Message %MDR-3-READ_COMPAT_INFO: ion for %s

Explanation An unexpected error has occurred where either modules in or the specified linecard itself, was to undergo Minimal Disruptive Restart however valid compatibility information could not be read prior to commencing Minimal Disruptive Restart. If the linecard itself was to go through Minimal Disruptive Restart, it and the modules within it were reset as normal. If only modules were going through Minimal Disruptive Restart, all modules were reset as normal.

Recommended Action Review the IOSd, RP and CC chassis manager logs for errors.

Error Message %MDR-3-RESTART_FAILED: Failed to perform Minimal Disruptive Restart on %s

Explanation An unexpected error has occurred where the specified linecard or module failed to undergo a Minimal Disruptive Restart. This linecard or module was reset as normal.

Recommended Action Review the IOSd, RP and CC chassis manager logs for errors.

Error Message %MDR-3-SIP_OFFLINE: %s is not online to perform Minimal Disruptive Restart

Explanation An unexpected error has occurred where the specified linecard was to undergo Minimal Disruptive Restart however the linecard was not found to be online. The linecard was reset as normal.

Recommended Action Review the IOSd, RP and CC chassis manager logs for errors or linecard OIR.

Error Message %MDR-3-SOFTWARE_TRANSFER: Failed to receive upgrade software for %s

Explanation An unexpected error has occurred where the specified linecard was to undergo Minimal Disruptive Restart however the linecard was not able to receive the upgrade software prior to commencing Minimal Disruptive Restart. The linecard was reset as normal.

Recommended Action Review the IOSd, RP and CC chassis manager logs for errors.

Error Message %MDR-3-SPA_BAY_INVALID: Could not perform Minimal Disruptive Restart on invalid %s in %s

Explanation An unexpected error has occurred where the specified module was to undergo Minimal Disruptive Restart however the module was invalid.

Recommended Action Review the IOSd, RP and CC chassis manager logs for errors or module OIR.

Error Message %MDR-3-SPA_IS_NOT_READY: %s in %s is not ready to perform Minimal Disruptive Restart

Explanation An unexpected error has occurred where the specified module was to undergo Minimal Disruptive Restart however the module was not found to be ready. The module was reset as normal.

Recommended Action Review the IOSd, RP and CC chassis manager logs for errors or module OIR.

Error Message %MDR-3-SPA_NOT_FOUND: %s in %s could not be found to perform Minimal Disruptive Restart

Explanation An unexpected error has occurred where the specified module was to undergo Minimal Disruptive Restart however the module was not found. The module was reset as normal.

Recommended Action Review the IOSd, RP and CC chassis manager logs for errors or module OIR.

Error Message %MDR-3-SPA_OFFLINE: %s in %s is not online to perform Minimal Disruptive Restart

Explanation An unexpected error has occurred where the specified module was to undergo Minimal Disruptive Restart however the module was not found to be online. The module was reset as normal.

Recommended Action Review the IOSd, RP and CC chassis manager logs for errors or module OIR.

Error Message %MDR-3-SPA_TYPE_MISMATCH: Could not perform Minimal Disruptive Restart on %s in %s due to aSPA type mismatch

Explanation An unexpected error has occurred where the specified module was to undergo Minimal Disruptive Restart however the module's SPA type was found to be different to what was expected. The module was reset as normal.

Recommended Action Review the IOSd, RP and CC chassis manager logs for errors or module OIR.

Error Message %MDR-3-SPA_WAS_NOT_READY: %s in %s was not ready to perform Minimal Disruptive Restart

Explanation An unexpected error has occurred where the specified module was to undergo Minimal Disruptive Restart however the module was not found to be ready at the time it was checked. The module was reset as normal.

Recommended Action Review the IOSd, RP and CC chassis manager logs for errors or module OIR.

Error Message %MDR-5-CARD_RESTART: Minimal Disruptive Restart %s to acquire provisioned software

Explanation The FRU specified was not running the currently provisioned software, which it will acquire on Minimal Disruptive Restart.

Recommended Action is necessary. This message indicates the system is functioning normally and is provided for informational purposes only.

Error Message %MDR-5-SIP_UNSUPPORTED: %s does not support Minimal Disruptive Restart

Explanation The linecard specified was restarted during an Minimal Disruptive Restart, however it does not support this feature either because of its type or there are no SPA's that support Minimal Disruptive Restart inserted. This linecard was reset as normal.

Recommended Action is necessary.

Error Message %MDR-5-SPA_UNSUPPORTED: %s does not support Minimal Disruptive Restart

Explanation The module specified was restarted during an Minimal Disruptive Restart, however it does not support this feature either because of its type or software version. This module was reset as normal.

Recommended Action is necessary.

Error Message %NILE_MGR_URPF-3-URPF_VRF_OVERRIDE: Per-VRF uRPF overridden for vrf:%d.Allowed mode for this vrf is %s

Explanation A software error has occurred.

Recommended Action uRPF mode is per-VRF, hence we can't have two different mode (strict and loose) at once in the same VRF. The new mode configured conflicts with the earlier mode and user will have to change it to allowed mode for uRPF to take effect on the interface.

Error Message %NILE_RLDRAM-3-RLDRAM_READ: A memory read attempted beyond the boundary limit: offset = %x.Allowed offset = %x

Explanation An attempt was made to read memory beyond the boundary limit.This error could be caused by software defect.

Recommended Action Examine the logs for RLDRAM read offset.

Error Message %NILE_RLDRAM-3-RLDRAM_WRITE: A memory write attempted beyond the boundary limit: offset = %x.Allowed offset = %x

Explanation An attempt was made to read memory beyond the boundary limit.This error could be caused by software defect.

Recommended Action Examine the logs for RLDRAM read offset.

Error Message %NILE_TCAM-3-TCAM_ACL_THRESHOLD: TCAM-above-threshold: TCAM usage more than %d%% threshold set for app %s, ASIC id %d

Explanation The TCAM usage for the application has become equal/gone beyond the threshold level

Recommended Action Depends on the user.

Error Message %NILE_TCAM-3-TCAM_ACL_THRESHOLD_UNDER: TCAM-below-threshold: TCAM usage less than %d%% threshold set for app %s, asic id %d

Explanation The TCAM usage for the application has become less than the threshold level.

Recommended Action Depends on the user.

Error Message %NILE_TCAM-3-TCAM_EQOS_THRESHOLD: TCAM-above-threshold: TCAM usage more than %d%% threshold set for app %s, asic id %d

Explanation The TCAM usage for the application has become equal/gone beyond the threshold level.

Recommended Action Depends on the user.

Error Message %NILE_TCAM-3-TCAM_EQOS_THRESHOLD_UNDER: TCAM-below-threshold: TCAM usage less than %d%% threshold set for app %s, asic id %d

Explanation The TCAM usage for the application has become less than the threshold level.

Recommended Action Depends on the user.

Error Message %NILE_TCAM-3-TCAM_EVLAN_THRESHOLD: TCAM-above-threshold: TCAM usage more than %d%% threshold set for app %s, asic id %d

Explanation The TCAM usage for the application has become equal/gone beyond the threshold level.

Recommended Action Depends on the user.

Error Message %NILE_TCAM-3-TCAM_EVLAN_THRESHOLD_UNDER: TCAM-below-threshold: TCAM usage less than %d%% threshold set for app %s, asic id %d

Explanation The TCAM usage for the application has become less than the threshold level

Recommended Action Depends on the user.

Error Message %NILE_TCAM-3-TCAM_IPV4_TUNNEL_THRESHOLD: TCAM-above-threshold: TCAM usage more than %d%% threshold set for app %s

Explanation The TCAM usage for the application has become equal/gone beyond the threshold level.

Recommended Action Depends on the user.

Error Message %NILE_TCAM-3-TCAM_IPV4_TUNNEL_THRESHOLD_UNDER: TCAM-below-threshold: TCAM usage less than %d%% threshold set for app %s

Explanation The TCAM usage for the application has become less than the threshold level.

Recommended Action Depends on the user.

Error Message %NILE_TCAM-3-TCAM_IPV6_ACL_THRESHOLD: TCAM-above-threshold: TCAM usage more than %d%% threshold set for app %s

Explanation The TCAM usage for the application has become equal/gone beyond the threshold level.

Recommended Action Depends on the user.

Error Message %NILE_TCAM-3-TCAM_IPV6_ACL_THRESHOLD_UNDER: TCAM-below-threshold: TCAM usage less than %d%% threshold set for app %s

Explanation The TCAM usage for the application has become less than the threshold level.

Recommended Action Depends on the user.

Error Message %NILE_TCAM-3-TCAM_IVLAN_THRESHOLD: TCAM-above-threshold: TCAM usage more than %d%% threshold set for app %s, asic id %d

Explanation The TCAM usage for the application has become equal/gone beyond the threshold level.

Recommended Action Depends on the user.

Error Message %NILE_TCAM-3-TCAM_IVLAN_THRESHOLD_UNDER: TCAM-below-threshold: TCAM usage less than %d%% threshold set for app %s, asic id %d

Explanation The TCAM usage for the application has become less than the threshold level.

Recommended Action Depends on the user.

Error Message %NILE_TCAM-3-TCAM_MCASTV4_THRESHOLD: TCAM-above-threshold: TCAM usage more than %d%% threshold set for app %s

Explanation The TCAM usage for the application has become equal/gone beyond the threshold level.

Recommended Action Depends on the user.

Error Message %NILE_TCAM-3-TCAM_MCASTV4_THRESHOLD_UNDER: TCAM-below-threshold: TCAM usage less than %d%% threshold setfor app %s

Explanation The TCAM usage for the application has become less than thethe threshold level

Recommended Action Depends on the user

Error Message %NILE_TCAM-3-TCAM_MCASTV6_THRESHOLD: TCAM-above-threshold: TCAM usage more than %d%% threshold set for app %s

Explanation The TCAM usage for the application has become equal/gone beyond the threshold level.

Recommended Action Depends on the user.

Error Message %NILE_TCAM-3-TCAM_MCASTV6_THRESHOLD_UNDER: TCAM-below-threshold: TCAM usage less than %d%% threshold set for app %s

Explanation The TCAM usage for the application has become less than the threshold level.

Recommended Action Depends on the user.

Error Message %NILE_TCAM-3-TCAM_QOS_THRESHOLD: TCAM-above-threshold: TCAM usage more than %d%% threshold set for app %s, asic id %d

Explanation The TCAM usage for the application has become equal/gone beyond the threshold level.

Recommended Action Depends on the user.

Error Message %NILE_TCAM-3-TCAM_QOS_THRESHOLD_UNDER: TCAM-below-threshold: TCAM usage less than %d%% threshold set for app %s, asic id %d

Explanation The TCAM usage for the application has become less than the threshold level.

Recommended Action Depends on the user.

Error Message %NILE_TCAM-3-TCAM_UCASTV4_THRESHOLD: TCAM-above-threshold: TCAM usage more than %d%% threshold setfor app %s

Explanation The TCAM usage for the application has become equal/gone beyond the threshold level.

Recommended Action Depends on the user.

Error Message %NILE_TCAM-3-TCAM_UCASTV4_THRESHOLD_UNDER: TCAM-below-threshold: TCAM usage less than %d%% threshold set for app %s

Explanation The TCAM usage for the application has become less than the threshold level.

Recommended Action Depends on the user.

Error Message %NILE_TCAM-3-TCAM_UCASTV6_THRESHOLD: TCAM-above-threshold: TCAM usage more than %d%% threshold set for app %s

Explanation The TCAM usage for the application has become equal/gone beyond the threshold level.

Recommended Action Depends on the user.

Error Message %NILE_TCAM-3-TCAM_UCASTV6_THRESHOLD_UNDER: TCAM-below-threshold: TCAM usage less than %d%% threshold set for app %s

Explanation The TCAM usage for the application has become less than thethe threshold level.

Recommended Action Depends on the user.

Error Message %NILE_TCAM_MGR-3-TCAM_PARITY_ERROR: TCAM parity array error on Asic: %dIndex: %d App: %s Region: %s

Explanation The TCAM parity array error has been reported for the mentioned Application.

Recommended Action The box crashes in such a condition.

Error Message %NIM_XXD-3-DISK_ERROR: Error detected on disk %d in module %s in subslot %d/%d.%s.

Explanation Disk error detected in the SPA (NIM-SSD/NIM-HDD).Refer to comment for details.

Recommended Action Back-up any data and replace the disk.

Error Message %NIM_XXD-3-DISK_REMOVAL: One or more disks in SPA (%s) in subslot %d/%d can not be detected.Please power down this SPA and insert disk(s).

Explanation Disks have been removed from SPA.

Recommended Action Power down the SPA, insert disks and power up the SPA.

Error Message %NIM_XXD-5-DISK_MONITOR: Disk %d in module %s in subslot %d/%d is detected but monitoring is not available.

Explanation Monitoring of disk in SPA (NIM-SSD/NIM-HDD) is unavailable.

Recommended Action Add a database file with monitoring information for this disk model and manufacturer.

Error Message %OOM-0-NO_MEMORY_RESET: The system is completely out of available memory.The board will be reset.

Explanation The system has exhausted all available memory and the hardware component will be reset.

Recommended Action Review other messages related to low memory states and see if those messages contain any information about an issue that can be addressed. If this problem persists, copy all the output from the console as well as the output of show tech-support, and provide the gathered information to your Cisco technical support representative.

Error Message %OOM-3-NO_MEMORY_AVAIL: The system is very low on available memory.Operations will begin to fail.

Explanation The system has exhausted all available memory.It is not possible to continue stable operation.

Recommended Action The system has exhausted all available memory and stable operation is no longer possible.

Error Message %PAM_UPDB-3-NOENVIRONMENT_SET: Error setting user in application environment: %s

Explanation The user has successfully authenticated, but the user information could not be saved to the application environment. The user session will not proceed.

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 Search Toolkit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %PAM_UPDB-3-NOPROMPT_READ: Error reading %s prompt: %s

Explanation The authentication module was unable to read the specified prompt file. The default prompt will be used.

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 Search Toolkit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %PLATFORM-3-ELEMENT_CRITICAL: %s/%d: %s value %s %s critical level %s

Explanation The Shell Manager monitors the health of each board and emits an error message when a value has passed a critical level.

Recommended Action Reduce static and dynamic loads on the system by reducing the number of elements in the configuration or by limiting the capacity for dynamic services.

Error Message %PLATFORM-4-ELEMENT_WARNING: %s/%d: %s value %s %s warning level %s

Explanation The Shell Manager monitors the health of each board and emits a warning message when a value has passed a critical level.

Recommended Action Reduce static and dynamic loads on the system by reducing the number of elements in the configuration or by limiting the capacity for dynamic services.

Error Message %PLATFORM-5-RESETCARD: %s reset to acquire provisioned software

Explanation The linecard specified was not running the currently provisioned software, which it will acquire on restart.

Recommended Action is necessary. This message indicates the system is functioning normally and is provided for informational purposes only.

Error Message %PMAN-0-PROCESS_NOTIFICATION: The process lifecycle notification component failed because %s

Explanation The process lifecycle notification component failed, preventing proper detection of a process start and stop. This problem is likely the result of a software defect in the software sub-package.

Recommended Action Note the time of the message and investigate the kernel error message logs to learn more about the problem and see if it is correctable. If the problem cannot be corrected or the logs are not helpful, copy the error message exactly as it appears on the console along with the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %PMAN-0-PROCFAILCRIT: A critical process %s has failed (rc %d)

Explanation A process important to the functioning of the router has failed.

Recommended Action Note the time of the message and investigate the error message logs to learn more about the problem. If the problem persists, copy the error message and the output of show platform software tech-support into a plain text file and contact Cisco technical support with the gathered information.

Error Message %PMAN-3-PROCFAIL: The process %s has failed (rc %d)

Explanation The process has failed as the result of an error.

Recommended Action can be taken. If the problem persists, copy the error messages and the output of show platform software tech-support into a plain text file and contact Cisco technical support.

Error Message %PMAN-3-PROCFAILOPT: An optional process %s has failed (rc %d)

Explanation A process that does not affect the forwarding of traffic has failed.

Recommended Action Note the time of the message and investigate the kernel error message logs to learn more about the problem. Although traffic will still be forwarded after receiving this message, certain functions on the router may be disabled as a result of this message and the error should be investigated. If the logs are not helpful or indicate a problem you cannot correct, copy the error message as it appears on the console and the output of show tech-support and provide the information to a Cisco technical support representative.

Error Message %PMAN-3-PROCFAIL_IGNORE: %s process exits and failures are being ignored due to debug settings. Normal router functionality will be affected. Critical router functions like RP switchover, router reload, FRU resets, etc. may not function properly.

Explanation A process exit or failure is being ignored due to the user-configured debug settings.

Recommended Action is needed. If the appearance of this message is viewed as a problem, change the debug settings. The router is not expected to behave normally with this debug setting. Functionality like SSO switchover, router reloads, FRU resets, etc. will be affected. This setting should only be used in a debug scenario. It is not normal to run the router with this setting

Error Message %PMAN-3-PROCHOLDDOWN: The process %s has been held down (rc %d)

Explanation The process was restarted too many times with repeated failures and has been placed in the hold down state.

Recommended Action can be taken. If the problem persists, copy the error messages and the output of show platform software tech-support into a plain text file and contact Cisco technical support.

Error Message %PMAN-3-PROC_BAD_COMMAND: Non-existent executable or bad library used for process %s

Explanation The executable file used for the process is missing or a dependent library is bad.

Recommended Action Make sure that the named executable is present and dependent libraries are good.

Error Message %PMAN-3-PROC_BAD_EXECUTABLE: Bad executable or permission problem with process %s

Explanation The executable file used for the process is bad or has permission problem.

Recommended Action Make sure that the named executable is replaced with correct executable.

Error Message %PMAN-3-PROC_EMPTY_EXEC_FILE: Empty executable used for process %s

Explanation The executable file used for the process is empty.

Recommended Action Make sure that the named executable is of non-zero size.

Error Message %PMAN-3-RELOAD_FRU_IGNORED: All %s/%d reloads are being ignored. This is being done for debugging purposes and will be changed at a later time to allow the reload. Critical router functions like RP switchover router reload, FRU resets, etc. may not function properly.

Explanation A supervisor failure is being ignored due to debugging purposes.

Recommended Action This will be remove it at a later point in time

Error Message %PMAN-3-RELOAD_RP: Reloading: %s

Explanation The RP is being reloaded

Recommended Action Make sure this is not due to an error condition. If it is due to an error condition, collect information requested by the other log messages.

Error Message %PMAN-3-RELOAD_RP_SB_NOT_READY: Reloading: %s

Explanation The RP is being reloaded since there is no ready standby instance.

Recommended Action Make sure this is not due to an error condition.

Error Message %PMAN-3-RELOAD_SYSTEM: Reloading: %s

Explanation The system is being reloaded

Recommended Action Make sure this is not due to an error condition. If it is due to an error condition, collect information requested by the other log messages.

Error Message %PMAN-3-RPSWITCH: RP switch initiated. Critical process %s has failed (rc %d)

Explanation A RP switchover has been initiated due to a critical fault

Recommended Action Make sure this is not due to an error condition. If it is due to an error condition, collect debug information like all console output and log files.

Error Message %PMAN-5-EXITACTION: Process manager is exiting: %s

Explanation The process manager is exiting

Recommended Action Make sure this is not due to an error condition. If it is due to an error condition, collect information requested by the other log messages.

Error Message %PMAN-6-PROCSHUT: The process %s has shutdown

Explanation The process has gracefully shutdown.

Recommended Action is necessary. This message is provided for informational purposes only.

Error Message %PMAN-6-PROCSTART: The process %s has started

Explanation The process has launched and is operating properly.

Recommended Action is necessary. This message is provided for informational purposes only.

Error Message %PMAN-6-PROCSTATELESS: The process %s is restarting stateless

Explanation The process has requested a stateless restart.

Recommended Action is necessary. This message is provided for informational purposes only.

Error Message %PTPD-0-CHASFS_OBJECT_CREATE: Failed to create chassis filesystem object %s because %s

Explanation The hardware failed to create a chassis filesystem object.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %PTPD-0-CHASFS_OBJECT_NOT_PRESENT: Expected chassis filesystem object %s not present.

Explanation A chassis filesystem object expected to be present is not. This could be due to a software defect or filesystem failure.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %PTPD-0-CHASFS_OBJECT_WATCH: Failed to watch chassis filesystem object %s because %s

Explanation A chassis filesystem object was not watched because of the reason stated in the error message.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %PTPD-0-CHASFS_PROPERTY_CREATE: Failed to create chassis filesystem object %sproperty %s because %s

Explanation A chassis filesystem property was not properly created.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %PTPD-0-CHASFS_PROPERTY_GET: Failed to read chassis filesystem object %sproperty %s because %s

Explanation A chassis filesystem property was not properly read by the system.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %PTPD-0-CHASFS_PROPERTY_NOT_PRESENT: Expected chassis filesystem object %s property %snot present.

Explanation A chassis filesystem object property expected to be present is not. This could be due to a software defector filesystem failure.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %PTPD-0-CHASFS_PROPERTY_SET: Failed to write chassis filesystem object %sproperty %s because %s

Explanation A chassis filesystem property failed to write.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %PTPD-0-EVENT_LIBRARY: An event facility initialization or maintenance function failed because %s

Explanation An event facility initialization or maintenance function failed. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %PTPD-0-IPC_CONNECTION_INVALID: An IPC connection has invalid state.

Explanation An IPC connection has an invalid state. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %PTPD-0-IPC_CONNECT_MASTER: IPC connection to the active RSP failed because %s

Explanation IPC connection to the active RSP failed. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %PTPD-0-IPC_INITIALIZATION: IPC initialization failed because %s

Explanation IPC initialization failed. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %PTPD-0-MESSAGE_REGISTER: Failed to register with active RSP because %s

Explanation The active RSP failed to register.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %PTPD-0-MESSAGE_RELAY: Failed to relay a message because %s

Explanation Failed to relay a message. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %PTPD-0-MESSAGE_RESPONSE: An invalid message response was received because %s

Explanation An invalid message response was received. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %PTPD-0-MQIPC_ADVANCE: Failed to advance MQIPC queue because %s

Explanation The MQIPC initialization failed.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %PTPD-0-MQIPC_INITIALIZATION: MQIPC initialization failed because %s

Explanation MQIPC initialization failed. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %PTPD-0-PEER_TABLE: A peer table initialization or maintenance function failed because %s

Explanation A peer table initialization or maintenance function failed. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %PTPD-0-RESOURCE: Resource allocation failed in %s because %s

Explanation The system is unable to allocate the requested resource.

Recommended Action In most cases, this message is seen as a result of a temporary resource issue. Retry the request for the resource when the system is experiencing lower traffic volumes. If the message persists, reload the router using the reload command.

Error Message %PTPD-3-CHASFS_OBJECT_DESTROY: Failed to destroy chassis filesystem object %s because %s

Explanation A chassis filesystem object that should have been destroyed was not destroyed.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %PTPD-3-CHASFS_PROPERTY_DESTROY: Failed to destroy chassis filesystem proprty %s/%s because %s

Explanation A chassis filesystem property that should have been destroyed was not destroyed.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %SCOOBY-3-SERIAL_BRIDGE_CRITICAL_ERROR: Reloading %s due critical event %#x in block %s/%d of serial bridge %d

Explanation A critical serial bridge I/O event has occurred.

Recommended Action The system automatically reloads the hardware component experiencing the error. If the problem persists, copy the message exactly as it appears on the console or in the system log, collect the output of show tech-support and any other relevant logs, and contact your Cisco technical support representative.

Error Message %SCOOBY-3-SERIAL_BRIDGE_CRITICAL_ERROR_RATE: Reloading %s due to critically high serial bridge error rate.

Explanation A Serial Bridge has experienced a persistently high error rate. The condition is serious and the card must be reloaded. This could be due to a hardware or software driver defect.

Recommended Action Copy the message exactly as it appears on the console or in the system log, collect the output of show tech-support and any other relevant logs, and contact your Cisco technical support representative.

Error Message %SCOOBY-5-SERIAL_BRIDGE_BLOCK_EVENT: Block %s/%d of serial bridge %d had I/O event %#x

Explanation A serial bridge I/O event has occurred. This event is not serious but is logged for diagnostic purposes.

Recommended Action is required.

Error Message %SCOOBY-5-SERIAL_BRIDGE_EVENT_RATE: The %s event rate of %llu has exceeded the threshold of %llu on serial bridge %d interconnect %d

Explanation A Serial Bridge has experienced a high event rate. This condition is not considered serious, but is logged for diagnostic purposes. This could be due to a hardware or software driver defect.

Recommended Action is required. If this message persists, a serial bridge critical message that needs to be addressed will appear.

Error Message %SERDES-3-SERDES_CRITICAL_ERROR: Critical error %s in FRU %s when %s

Explanation A critical error was occurred. The condition is serious and the card must be reloaded. This could be due to bad or unknown hardware (chassis or modules). Chassis Manager could also initialize the Series library with incorrect input parameters.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Collect the output of show platform, show version, show log, sh diag chassis eeprom detail, show diagnostic slot eeprom detail, and any other relevant logs. Contact your Cisco technical support representative.

Error Message %SERDES-5-SERDES_NOTICE: from FRU %s, %s.

Explanation CMAN sends a significant Series event to IOSD to log it

Recommended Action is required for this notice.

Error Message %SERVICES-2-NOINIT: Error initializing services: %s

Explanation An application failed to initialize the core services library. The application will not be able to communicate with other modules on the system.

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 Search Toolkit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %SERVICES-2-NORESOLVE_ACTIVE: Error resolving active FRU: %s

Explanation An application was not able to determine the active FRU. The application was likely started incorrectly.

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 Search Toolkit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %SERVICES-2-NORESOLVE_LOCAL: Error resolving local FRU: %s

Explanation An application was not able to determine its local FRU. The application was likely started incorrectly.

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 Search Toolkit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %SERVICES-2-NORESOLVE_STANDBY: Error resolving standby FRU: %s

Explanation An application was not able to determine the standby FRU. The application was likely started incorrectly.

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 Search Toolkit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %SM-4-BADEVENT: Event '%s' is invalid for the current state '%s': %s %s

Explanation An attempt was made to post an event to a state machine that is invalid for the current state.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Toolkit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, 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 %SM-4-INIT: Internal error while initializing state machine '%s', state '%s': %s

Explanation An attempt was made to initialize an invalid state machine.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Toolkit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, 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 %SM-4-PERSIST: Persistent event '%s' did not leave the current state '%s': %s %s

Explanation An attempt was made to post a persistent event to a state machine that would cause an infinite loop in the current state.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Toolkit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message %SM-4-STOPPED: Event '%s' ignored because the state machine is stopped: %s %s

Explanation An attempted was made to post an event to a state machine that has already been stopped.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Toolkit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, 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 %SMAN-2-NO_MEMORY: Cannot allocate memory for an internal data structure

Explanation An out-of-memory condition occurred when attempting to create an internal data structure. The daemon encountering the problem will exit, after which the process manager will restart.

Recommended Action Check the log files for the associated daemon. Monitor processes for excessive memory consumption.

Error Message %SMAN-2-TDL_MESSAGE: Cannot construct an IPC message for library. The messagename is %s and the reason is: %s

Explanation A problem occurred while constructing a type definition language (TDL) message or setting a field in a TDL message. If the problem occurred during construction of a TDL message, the system is out of memory. If the problem occurred while setting a field in the TDL message, there is a library mismatch issue.

Recommended Action Check [uipeer] ERR entries in the log files for message reporting problems.

Error Message %SMAN-3-HOSTINFO_MONITOR_FAILURE: Error initializing host info monitoring: %s

Explanation During initialization, the Shell Manager monitors changes to host-related information, such as the hostname. This error occurs if initialization fails.

Recommended Action Check the Shell Manager trace file for related details.

Error Message %SMAN-3-HOSTINFO_READ_FAILURE: Error reading host info (%s): %s

Explanation During process startup and when changes occur, the Shell Manager reads host-related information, such as the hostname. This error occurs if there is a failure reading information.

Recommended Action Check the Shell Manager trace file for related details.

Error Message %SMAN-3-INVALID_EPOCH_FILE: An upgrade or installation has produced an invalid messaging configuration file %s, %s

Explanation During an upgrade or installation of a new package, an invalid messaging configuration file was produced. The file is either empty or has invalid permissions and cannot be read.

Recommended Action Repeat the installation or upgrade. If the problem persists, revert to a previous known good package.

Error Message %SMAN-3-NO_CD_L_FILE: Could not access command definition file %s: %s

Explanation During initialization, the Shell Manager loads a XML CDL file to load all the CLI structure. This file is for some reason not found.

Recommended Action Check the Shell Manager trace file for related details.

Error Message %SMAN-3-PTL_RENDERER_FAILURE: Rendering error with %s.%s. Transform is missing or invalid for data.

Explanation The Shell Manager process attempted to render a command response but the transformation failed due to an internal error. The failure may have been caused by a missing transform file or an included file cannot be found. The transformation may also fail if the data returned in the response is binary and has not been processed correctly. In this case, the rendering engine is unable to interpret the data resulting in a failure. The transformation may also fail if there is a mismatch of packages installed on the system. In this case, incompatible messages are exchanged between the Shell Manager and the daemon servicing the command request and incorrect data is passed to the rendering engine.

Recommended Action This error indicates a configuration issue resulting from bad or mismatched packages. Review the Shell Manager trace files and log files. Uninstall, then reinstall, any new packages.

Error Message %SSFDPD-0-MESSAGE_RESPONSE: An invalid message response was received because %s

Explanation An invalid message response was received. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %SSFDPD-0-PEER_TABLE: A peer table initialization or maintenance function failed because %s

Explanation A peer table initialization or maintenance function failed. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %SSFDPD_INFRA-0-CHASFS_OBJECT_CREATE: Failed to create chassis filesystem object %s because %s

Explanation The hardware failed to create a chassis filesystem object.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %SSFPD_INFRA-0-CHASFS_OBJECT_NOT_PRESENT: Expected chassis filesystem object %s not present.

Explanation A chassis filesystem object expected to be present is not. This could be due to a software defect or filesystem failure.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %SSFPD_INFRA-0-CHASFS_OBJECT_WATCH: Failed to watch chassis filesystem object %s because %s

Explanation A chassis filesystem object was not watched because of the reason stated in the error message.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot]slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %SSFPD_INFRA-0-CHASFS_PROPERTY_CREATE: Failed to create chassis filesystem object %sproperty %s because %s

Explanation A chassis filesystem property was not properly created.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %SSFPD_INFRA-0-CHASFS_PROPERTY_GET: Failed to read chassis filesystem object %sproperty %s because %s

Explanation A chassis filesystem property was not properly read by the system.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %SSFPD_INFRA-0-CHASFS_PROPERTY_NOT_PRESENT: Expected chassis filesystem object %s property %s not present.

Explanation A chassis filesystem object property expected to be present is not. This could be due to a software defector filesystem failure.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %SSFPD_INFRA-0-CHASFS_PROPERTY_SET: Failed to write chassis filesystem object %sproperty %s because %s

Explanation A chassis filesystem property failed to write.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %SSFPD_INFRA-0-EVENT_LIBRARY: An event facility initialization or maintenance function failed because %s

Explanation An event facility initialization or maintenance function failed. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %SSFPD_INFRA-0-IPC_CONNECTION_INVALID: An IPC connection has invalid state.

Explanation An IPC connection has an invalid state. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %SSFPD_INFRA-0-IPC_CONNECT_MASTER: IPC connection to the active RSP failed because %s

Explanation IPC connection to the active RSP failed. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %SSFPD_INFRA-0-IPC_INITIALIZATION: IPC initialization failed because %s

Explanation IPC initialization failed. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %SSFPD_INFRA-0-MESSAGE_REGISTER: Failed to register with active RSP because %s

Explanation The active RSP failed to register.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %SSFPD_INFRA-0-MESSAGE_RELAY: Failed to relay a message because %s

Explanation Failed to relay a message. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %SSFPD_INFRA-0-MESSAGE_RESPONSE: An invalid message response was received because %s

Explanation An invalid message response was received. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %SSFPD_INFRA-0-MQIPC_ADVANCE: Failed to advance MQIPC queue because %s

Explanation The MQIPC initialization failed.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %SSFPD_INFRA-0-MQIPC_INITIALIZATION: MQIPC initialization failed because %s

Explanation MQIPC initialization failed. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %SSFPD_INFRA-0-PEER_TABLE: A peer table initialization or maintenance function failed because %s

Explanation A peer table initialization or maintenance function failed. This could be due to a software defect or system resource exhaustion.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %SSFPD_INFRA-0-RESOURCE: Resource allocation failed in %s because %s

Explanation The system is unable to allocate the requested resource.

Recommended Action In most cases, this message is seen as a result of a temporary resource issue. Retry the request for the resource when the system is experiencing lower traffic volumes. If the message persists, reload the router using the reload command.

Error Message %SSFPD_INFRA-3-CHASFS_OBJECT_DESTROY: Failed to destroy chassis filesystem object %s because %s

Explanation A chassis filesystem object that should have been destroyed was not destroyed.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %SSFPD_INFRA-3-CHASFS_PROPERTY_DESTROY: Failed to destroy chassis filesystem proprty %s/%s because %s

Explanation A chassis filesystem property that should have been destroyed was not destroyed.

Recommended Action In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

Error Message %SSLMGR-0-ASYMMETRIC_KEY_FAIL: Asymmetric key failure: %s.

Explanation Asymmetric key failure.

Recommended Action required - forwarding processor (ESP) rebooted automatically.

Error Message %SSLMGR-0-SYMMETRIC_KEY_FAIL: Symmetric key failure: %s.

Explanation Symmetric key failure.

Recommended Action required - forwarding processor (ESP) rebooted automatically.

Error Message %SSLMGR-5-GATEWAY_UPDOWN: sslvpn gateway : %s changed state to %s

Explanation sslvpn gateway changed state

Recommended Action ACTION_NONE_REQUIRED

Error Message %SSLVPNMGR-5-HTTP_REQUEST_NOT_AUTHORIZED: HTTP request without login cookie. %s

Explanation This message indicates that HTTP request doesn't have valid login cookie and is not authorized to access the resource

Recommended Action ACTION_NONE_REQUIRED

Error Message %SSLVPMGR-5-LOGIN_AUTH_FAILED: Failed to contact authentication server. %s

Explanation Authentication server is unavailable because it is down or unreachable

Recommended Action Verify if routes are configured correctly to reach authentication and the server is configured correctly

Error Message %SSLVPMGR-5-LOGIN_AUTH_PASSED: Authentication successful, user logged in. %s

Explanation This message indicates that login authentication succeeded for user.

Recommended Action ACTION_NONE_REQUIRED.

Error Message %SSLVPMGR-5-LOGIN_AUTH_REJECTED: Failed to authenticate user credentials. %s

Explanation Authentication server failed to validate credentials provided by the user to login under webvpn context .

Recommended Action Check username and password configured on authentication server.

Error Message %SSLVPMGR-5-SSL_CONNECT_OK: SSL/TLS connection successful with client %s

Explanation This message indicates that SSL/TLS handshake with peer was successful.

Recommended Action ACTION_NONE_REQUIRED.

Error Message %SSLVPMGR-6-CONTEXT_MAX_USERS_LOGIN_DENIED: Login denied for user %s. Max users exceeded for context %s

Explanation This message indicates that user was denied to login because the max users for the context has been exceeded.

Recommended Action Check the gateway configuration and reconfigure the maximum allowed users in the context.

Error Message %SSLVPMGR-6-GLOBAL_MAX_USERS_LOGIN_DENIED: Login denied for user %s. Global max users limit reached

Explanation This message indicates that user was denied to login because the max users limit reached'

Recommended Action ACTION_NONE_REQUIRED.

Error Message %SSLVPMGR-6-SESSION_TERMINATE: Session terminated. %s

Explanation SSLVPN session was terminated.

Recommended Action ACTION_NONE_REQUIRED

Error Message %SYSPLAT-3-PLIM_BRIDGE_CRITICAL_ERROR: Reloading %s due critical event %x in block %s/%d of PLIM device

Explanation A critical PLIM device I/O event has occurred.

Recommended Action The system automatically reloads the hardware component experiencing the error. If the problem persists, copy the message exactly as it appears on the console or in the system log, collect the output of show tech-support and any other relevant logs, and contact your Cisco technical support representative.

Error Message %SYSPLAT-3-PLIM_CRITICAL_ERROR_RATE: Reloading %s due to critically high PLIM device error rate.

Explanation A Serial Bridge has experienced a persistently high error rate. The condition is serious and the card must be reloaded. This could be due to a hardware or software driver defect.

Recommended Action Copy the message exactly as it appears on the console or in the system log, collect the output of show tech-support and any other relevant logs, and contact your Cisco technical support representative.

Error Message %SYSPLAT-5-PLIM_BLOCK_EVENT: Block %s/%d of PLIM device had I/O event %x

Explanation A PLIM device I/O event has occurred. This event is not serious but is logged for diagnostic purposes.

Recommended Action is required.

Error Message %SYSPLAT-5-PLIM_EVENT_RATE: The %s event rate of %llu has exceeded the threshold of %lluon interconnect %d

Explanation A Serial Bridge has experienced a high event rate. This condition is not considered serious, but is logged for diagnostic purposes. This could be due to a hardware or software driver defect.

Recommended Action is required. If this message persists, a PLIM device critical message that needs to be addressed will appear.

Error Message %TRCCFG-3-INVALID_BOOT_TRACE_CFG: Boottime trace configuration string %s invalid

Explanation The value is not accepted by flash library due to an error. The result is that the boot time trace configuration settings are not successfully saved for use across re-boots.

Recommended Action Check that the boot trace configuration is valid. If valid, try saving configuration again.

Error Message %TRCCFG-3-ROMMON_OUT_OF_SPACE_TRACE_CFG: No space in rommon for boot trace configuration

Explanation Rommon is full and does not have room to save boot trace configuration.

Recommended Action Remove any unnecessary rommon variables to free up space and retry.

Error Message %TTYMON-3-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 an IOSXE process. A user can initiate a switch in ownership by entering the 'send break' command at a telnet prompt to switch from IOSd to a shell instance. Control is returned to IOSd by exiting the shell instance. Switching ownership of the console port is initiated by the user entering a 'send break' command at a telnet prompt. The Host Manager launches one or more programs to authenticate users and to provide a shell instance. One or more of these programs has not been configured correctly.

Recommended Action Some required programs are either not available or not configured correctly or are failing for some reason. If this occurs after a recent upgrade it is possible that the upgrade has corrupted the current installation.

Error Message %TTYMON-3-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 an IOSXE process. A user can initiate a switch in ownership by entering the 'send break' command at a telnet prompt to switch from IOSd to a shell instance. Control is returned to IOSd by exiting the shell instance. The component within the Host Manager responsible for monitoring a change of console ownership uses the file system 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 Check the log files for the Host Manager and search for entries related to 'ttypmon' and 'chasfs' and this should give an indication as to why the operation failed. Check available resources and see if other daemons are also experiencing problems with the chassis filesystem since this may indicate a more pervasive problem. If so there boot the box.

Error Message %TTYMON-3-INIT: The software which monitors ownership of the console port cannot be initialized correctly

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 an IOSXE process. A user can initiate a switch in ownership by entering the 'send break' command at a telnet prompt to switch from IOSd to a shell instance. Control is returned to IOSd by exiting the shell instance. The component within the Host Manager responsible for this has encountered an initialization error and console monitoring is no longer available.

Recommended Action Check the status of the Host Manager process. Check the Host Manager log files for further indications as to why the initialization failed and if necessary restart the machine.

Error Message %UICFGEXP-3-LIBRARY_ERROR: Error loading library '%s': %s

Explanation A configuration message was received which required a library to be loaded. The library failed to load.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Toolkit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %UICFGEXP-3-MESSAGE_ERROR: Unable to process message for '%s': %s

Explanation A message was received by the configuration export module which could not be processed. The message has been discarded.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Toolkit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %UICFGEXP-3-SYMBOL_ERROR: Error loading library symbol '%s' from '%s': %s

Explanation A configuration message was received which required a library to be loaded. The library failed to load all required symbols.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Toolkit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical

Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %UICFGEXP-3-WRITE_FAILED: Unable to write configuration for '%s': %s

Explanation The configuration export module failed to write the serverconfiguration files. The server configuration change has not occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Toolkit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %UICFGEXP-6-SERVER_NOTIFIED_START: Server %s has been notified to start

Explanation The server has been notified to start.

Recommended Action No action is required.

Error Message %UICFGEXP-6-SERVER_NOTIFIED_STOP: Server %s has been notified to stop

Explanation The server has been notified to stop.

Recommended Action No action is required.

Error Message %UIPEER-2-TDL_MESSAGE: Cannot construct an IPC message for library. The message name is %s and the reason is: %s

Explanation A problem occurred while constructing a type definition language (TDL) message or setting a field in a TDL message. If the problem occurred during construction of a TDL message, then the system is out of memory. If the problem occurred while setting a field in the TDL message, there is a library mismatch issue.

Recommended Action Check [uipeer] ERR entries in the log files for message reporting problems.

Error Message %UIPEER-3-INVALID_DEBUG_MESSAGE: The peer process was unable to process an incoming message for 'debug all' from the shell-manager

Explanation When the 'debug all' command is issued, the Shell Manager broadcasts a notification of the command request to its peers. If the notification message has been corrupted or incorrectly created, the peers cannot complete the requested operation.

Recommended Action Check the trace files for the Shell Manager failed process. Restart the system.

Error Message %UIPEER-3-INVALID_EPOCH_MESSAGE: The peer process was unable to process an incoming epoch update message from the shell-manager

Explanation For each new type definition language (TDL) epoch, the Shell Manager broadcasts a change notification message to its peers. If the Shell Manager's message is incorrect or corrupt, the peers are unable to identify the new epoch. In this case, the peers reject the proposed epoch.

Recommended Action Check the trace files for the Shell Manager failed process. Check or undo any recently installed packages, then restart the system.

Error Message %UIPEER-3-INVALID_HOSTINFO_MESSAGE: The peer process was unable to process an incoming message for host info from the shell-manager

Explanation When host information, such as the hostname, changes, the Shell Manager broadcasts a notification of the change to its peers. If the notification message has been corrupted or incorrectly created, the peers cannot complete the requested operation.

Recommended Action Check the trace files for the Shell Manager failed process. Restart the system.

Error Message %UIPEER-3-NO_PEER: A process was unable to retrieve a shell-manager peer handle.

Explanation A process was attempting to communicate with the Shell Manager daemon using the integrated [uiper] component. The error occurred because the peer instance could not be found.

Recommended Action Check [uiper] ERR entries in the log files for message reporting problems.

Error Message %USJIB-3-INITIALIZATION_FAILED: US-JIB device init failed in %s:%s:Error %d

Explanation Initialization of the US-JIB device failed

Recommended Action Review Cable Device Manager logs taking note of the time stamp information to select specific information to review. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %USJIB-3-NMI_INT: US-JIB device NMI [%s]

Explanation US-JIB device generated NMI Interrupt

Recommended Action Review Cable Device Manager logs taking note of the timestamp information to select specific information to review. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

<https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Recommended Action %VCMS-2-INITIALIZATION_FAILED: VCMS proxy initialization failed.

Explanation Initialization of the VCMS proxy failed.

Recommended Action Review VCMS proxy logs taking note of the timestamp information to select specific information to review. Copy the message and other related information exactly as it appears on the console or in the system log. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Toolkit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %VCMS-3-CONSOLE_SETUP_FAILED: Failed to setup console service. It should beenabled on %s

Explanation Setup of a console service failed.

Recommended Action Check the host manager launch parameters and correct as required.

Error Message %VIDMAN-2-INITIALIZATION_FAILED: Video Manager initialization failed.

Explanation Initialization of the Video Manager failed.

Recommended Action Review Video Manager logs taking note of the timestamp information to select specific information to review. Copy the message and other related information exactly as it appears on the console or in the system log. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Toolkit at <https://tools.cisco.com/bugsearch/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %VIDMAN-3-CONSOLE_SETUP_FAILED: Failed to setup console service. It should beenabled on %s

Explanation Setup of a console service failed.

Recommended Action Check the host manager launch parameters and correct as required.

Error Message %WUILOGIN-2-AUTHENTICATION_SYSTEM_FAILED: WebUI standalone authentication process failed. Reason: %s

Explanation During the id and password validation phase of the wui login access module authentication attempt, an exception occurred. This message usually occurs as a result of a failure of the underlying PAM authentication module.

Recommended Action Note the time of the error and check the web user interface log (wui login-*.log) for additional information on why the attempt to access the web user interface failed.

Error Message %WUILOGIN-2-INITIALIZATION_FAILED: WebUI standalone login initialization failed.

Explanation The attempt to access the web user interface using the wui login access module failed. The wui login access module is used to authenticate web user interface access only when the IOS integrated webserver, which is enabled using the IP http server command, or the IOS processes down or disabled.

Recommended Action Note the time of the error and check the web user interface log (wui login-*.log) for additional information on why the attempt to access the web user interface failed.