



## Installation Messages

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This section contains all installation related System Error Messages.

### BOOTVAR Messages

#### Error Message

```
%INSTALL-BOOTVAR-7-CANT_OPEN Unable to open boot variable file '[chars]', error: [chars]
```

**Explanation** Either the NVRAM file system is in error, or the boot-variable infrastructure is behaving incorrectly. A file required for carrying out the current request or operation could not be opened, so processing of the operation will halt. The boot variables may not be available to the system.

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

#### Error Message

```
%INSTALL-BOOTVAR-7-CANT_WRITE Unable to write boot variable '[chars] equals [chars]', error: [chars]
```

**Explanation** Either the NVRAM file system is in error, or the boot-variable infrastructure is behaving incorrectly. A file required for carrying out the current request or operation could not be written to, so processing of the operation will halt. The boot variables may not be available to the system.

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

**Error Message**

```
%INSTALL-BOOTVAR-7-CERR_REGISTER_DLL Could not register DLL '[chars]' with error services: [chars]
```

**Explanation** The error services failed to register the errors of the specified DLL. The system will continue to operate, but error or warning messages displayed to the customer may not be complete.

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

**Error Message**

```
%INSTALL-BOOTVAR-7-INVALID_ARG Invalid parameter ([chars]) passed to boot-variable infrastructure
```

**Explanation** An internal error has occurred in an application that has caused it to pass invalid data to the boot-variable infrastructure. The operation in progress may not be carried out.

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

**Error Message**

```
%INSTALL-BOOTVAR-7-NULL_PTR Unexpected NULL ptr passed to boot-variable infrastructure
```

**Explanation** An internal error has occurred in an application that has caused it to pass invalid data to the boot-variable infrastructure. The operation in progress may not be carried out.

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

**Error Message**

```
%INSTALL-BOOTVAR-7-VAR_TOO_BIG Unable to write boot variable '[chars] equals [chars]'. [dec] byte write buffer exhausted.
```

**Explanation** Boot variable has exceeded the maximum size.

**Recommended Action** Reduce size of boot variable. e.g., remove extra boot system commands, and try again. If the message recurs, copy the error message exactly as it appears on the console or in the system log, call your Cisco technical support representative and provide the representative with the gathered information.

# FC Messages

## Error Message

%INSTALL-FC-3-FW\_OPERATION\_ERROR [chars]

**Explanation** Errors from the fw server.

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

## Error Message

%INSTALL-FC-6-FW\_OPERATION\_INFO [chars]

**Explanation** Information about the firmware client operation.

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

## Error Message

%INSTALL-FC-6-FWFILE\_COPY\_INFO Destination path of the file: [chars], Bytes of file copied: [dec] bytes, Time for copying file: [dec] milliseconds, MD5 of the file on destination: [chars] File Transfer rate: [dec] bytes/millisecond

**Explanation** Information about the firmware file that is copied by the firmware client

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

## Error Message

%INSTALL-FC-6-FWFILE\_INFO Local access path of the file: [chars], Size of the file: [dec] Bytes, MD5 of the file: [chars], Access to the file: [chars], This file is being: [chars]

**Explanation** Information about the firmware file that is impacted by the install

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

## INST\_IO Messages

### Error Message

%INSTALL-INST\_IO-3-INTERNALERR Internal error: [chars]: [chars]

**Explanation** An internal software error occurred.

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

### Error Message

%INSTALL-INST\_IO-7-DEVICE\_FULL Device '[chars]' is full. Remove all non-critical files and reload the node.

**Explanation** An attempt to open or write to a file on the specified device failed because the device had insufficient free space. The node may be in an inconsistent state due to a missing or truncated file; check for other messages from applications. Remove non-critical files, such as core files and user-created files, and reload the node to re-sync its files. If this is a management node such as an RP, consider using 'install remove' to free up space by removing inactive packages.

**Recommended Action** This indicates a low resource condition. Remove non-critical files, such as core files and user-created files, and reload the node to re-sync its files. If problem persists, Copy the error message exactly as it appears on the console or in the system log, call your Cisco technical support representative and provide the representative with the gathered information.

## INSTDIR\_INVENTORY Messages

### Error Message

%INSTALL-INSTDIR\_INVENTORY-7-LTRACE\_INIT Could not register tracing, error: [chars]

**Explanation** Failed to register ltrace context structure. Tracing will not be functioning properly.

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

**Error Message**

%INSTALL-INSTDIR\_INVENTORY-7-NULL\_PTR Unexpected null pointer passed to the Install infrastructure

**Explanation** A client of the Install infrastructure passed a NULL pointer. The current request or operation may not be carried out.

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

## INSTHELPER Messages

**Error Message**

%INSTALL-INSTHELPER-3-DSDRSC\_UNAVAILABLE\_FOR\_SW\_DWNLD The dSDRSC was unavailable for downloading software from.

**Explanation** The node requires software that is only available on the dSDRSC. It cannot continue booting until the dSDRSC becomes available. If this node is supposed to become the dSDRSC then it is missing software that it requires to operate.

**Recommended Action** Wait for the dSDRSC to become available. If this node is supposed to become the dSDRSC then it is missing software that it requires to operate in which case the node should be moved into the Owner SDR and then recarved into a separate SDR.

**Error Message**

%INSTALL-INSTHELPER-3-DUMPIFS\_ERR dumpifs utility reported error while extracting [chars] [chars] [chars] : [chars]

**Explanation** The dumpifs utility reported errors while extracting IFS2 file from bootimage into shared memory

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

**Error Message**

%INSTALL-INSTHELPER-3-EXIT\_ERROR Insthelper encountered a fatal error condition, and is exiting: Error value equals [hex], Error string equals ([chars])

**Explanation** Insthelper encountered a fatal error condition, and cannot proceed. Check the error value and error string to determine what has happened.

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

**Error Message**

```
%INSTALL-INSTHELPER-3-FAILED_MDR_NODE  Insthelper was unable to warm-reload the node, error: [chars]. Going ahead to cold-reload the node
```

**Explanation** The installation required a warm-reload of the node, but the warm-reload failed. The install will be effected by a cold reload of the node.

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

**Error Message**

```
%INSTALL-INSTHELPER-3-FAILED_PKG_DOWNLOAD  Insthelper failed to download package '[chars]', error: [chars].
```

**Explanation** Insthelper was unable to download the package. The node may come up as a dSDRSC successfully without this package (only possible if the package is not an active package) in which case this package will not be present on that SDR, and should be added if required.

**Recommended Action** If the node does not come up then this node will not be usable and will be reloaded automatically to recover. If it does not recover, then the missing package should be added to the router using 'install add' in admin mode so that it is available to be synced, or alternatively the missing package can be removed from the router using 'install remove' in admin mode so that it is not required to be synced. If the node does come up as the dSDRSC then check the packages present on the SDR/router using 'show install package all brief' and add any missing packages to the SDR/router as required.

**Error Message**

```
%INSTALL-INSTHELPER-3-INIT_ERROR_INSUFFICIENT_DISKSPACE  The packaging infrastructure detected insufficient diskspace: [unsigned long long int] bytes available on [chars]. Please recover some space on this device and restart insthelper. Alternatively, use the 'install boot-options format location [chars]' command in admin mode and then reload this node.
```

**Explanation** Disk does not have sufficient space for insthelper to continue on. The difference from 'INSUFFICIENT\_DISKSPACE' is node is not being held in MBI.

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

**Error Message**

```
%INSTALL-INSTHELPER-3-INSTALL_DEVICE_UNAVAILABLE Insthelper detected that the
required install device ([chars]) did not become available after waiting for [dec]
seconds. Error: [chars]
```

**Explanation** Insthelper on non-dSC management nodes requires the same install device as instdir's install device on dSC. However, after waiting for some time, the required install device did not become ready. If it was a managed node, then its bootflash device is not available.

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

**Error Message**

```
%INSTALL-INSTHELPER-3-INSUFFICIENT_DISKSPACE The packaging infrastructure
detected insufficient diskspace: [unsigned long long int] bytes available on
[chars]. This node will be held from proceeding further. Please recover some space
on this device. Alternatively, use the 'install boot-options format location
[chars]' command in admin mode and then reload this node.
```

**Explanation** Disk does not have sufficient space for insthelper to continue on.

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

**Error Message**

```
%INSTALL-INSTHELPER-3-MBI_COPY_FAIL MBI download failed, error: [chars]
```

**Explanation** DRP MBI copying failed. This card will not be able to boot.

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

**Error Message**

```
%INSTALL-INSTHELPER-3-NOMEMORY Could not complete operation due to lack of
memory: could not allocate [unsigned int] bytes
```

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

**Recommended Action** This indicates a low memory condition. Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message**

```
%INSTALL-INSTHELPER-3-RUNNING_ON_NON_PERSISTENT_DEVICE Managed node running software on a non persistent device. Software changes are directed to memory.
```

**Explanation** A Managed node is running software from a non persistent device when it was instructed to use a persistent device at bring up time. Persistent device not available so software will be stored in memory. Expect longer boot times. The node will continue to operate on a best-effort basis but should be looked at soon. You may see out-of-memory errors and problems with package activations on the node.

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

**Error Message**

```
%INSTALL-INSTHELPER-3-SYS_ERR Install helper encountered a system resource error: [chars] ([dec])
```

**Explanation** A non fatal run time error has occurred caused by insufficient system resources

**Recommended Action** No action is required.

**Error Message**

```
%INSTALL-INSTHELPER-3-USES_MEM_FOR_PERSISTENT_DEVICE Can't find persistent device to store packages. Continuing with memory instead.
```

**Explanation** Could not find the persistent device on a managed device when the instdir instructed to store packages on it. Proceeding to use memory instead of the expected persistent device. Expect longer boot times. The node will continue to operate on a best-effort basis but should be looked at soon. You may see out-of-memory errors and problems with package activations on the node.

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

**Error Message**

```
%INSTALL-INSTHELPER-3-WRONG_IMAGE This node has been booted with the wrong image type. Composite has already been used to boot dSC at [chars]. Please boot this node with an MBI image.
```

**Explanation** insthelper detected that a wrong image has been booted.

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



**Error Message**

```
%INSTALL-INSTHELPER-4-DEVICE_FORMAT_FAIL Selected install device '[chars]'
failed to be formatted. Attempting to remove only packages and MBIs from the device
...
```

**Explanation** Selected device could not be formatted for one reason or another. Performing removal of packages and MBIs from the device to see if we can continue.

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

**Error Message**

```
%INSTALL-INSTHELPER-6-DEVICE_FORMAT Insthelper is formatting device [chars]
```

**Explanation** Either due to a format directive at turboboot time, or because the indicated device is not available, insthelper will now try to (re)format the device to make it available.

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

**Error Message**

```
%INSTALL-INSTHELPER-6-DISKSPACE_CHECK_PASS The packaging infrastructure detected
sufficient diskspace has become available on device [chars].
```

**Explanation** The device now has enough diskspace for install code to proceed.

**Recommended Action** No action needed.

**Error Message**

```
%INSTALL-INSTHELPER-6-FAILED_BOOT_DURING_INSTALL_PAUSE This node is pausing for
[dec] seconds prior to rebooting itself following an attempt to boot during an
installation
```

**Explanation** On bootup the node attempted to contact the Install Director on the dSC. The Install Director was contacted and informed the node that it could not boot because an installation was in progress. The Install Director then became unavailable. Therefore, to ensure that this node boots from an up to date Install Director it will reboot itself after a sufficient pause to ensure that the node the previous Install Director was on has had time to reboot. This message will only be seen on an RP.

**Recommended Action** The node will pause and then reboot to obtain the correct software. If the node ends in ROMMON (as the config-register was not set to auto-boot) then it is recommended to simply set the config-register to autoboot and reset to boot the correct software. unset BOOT sync confreg 0x2 reset

**Error Message**

%INSTALL-INSTHELPER-6-FAILED\_BOOT\_DURING\_INSTALL\_RESET This node is rebooting following an attempt to boot during an installation

**Explanation** On bootup the node attempted to contact the Install Director on the dSC. The Install Director was contacted and informed the node that it could not boot because an installation was in progress. The Install Director then became unavailable. Therefore, to ensure that this node boots from an up to date Install Director it will reboot itself. This message will only be seen on an RP.

**Recommended Action** The node will reboot to obtain the correct software. If the node ends in ROMMON (as the config-register was not set to auto-boot) then it is recommended to simply set the config-register to autoboot and reset to boot the correct software. unset BOOT sync confreg 0x2 reset

**Error Message**

%INSTALL-INSTHELPER-6-INCORRECT\_LOADPATH Node '[chars]': software mismatch, resetting self...

**Explanation** Status information after two or more nodes were brought in parallel during the initial boot of the system.

**Recommended Action** No action is required.

**Error Message**

%INSTALL-INSTHELPER-6-INCORRECT\_MBI This node was booted with an incorrect MBI ([chars]), rebooting self with correct boot image ([chars]).

**Explanation** The dSC node was booted with an incorrect MBI. There are a few cases where this can occur: 1) User manually boots an MBI that is different from the MBI that RP should boot. 2) User manually sets BOOT ROMMON variable that is different from the MBI that RP should boot. 3) An install causing an MBI change without 'install commit' will have the BOOT ROMMON variable set to MBI from uncommitted software set if the dSC is subsequently rebooted.

**Recommended Action** The node will reboot to pick up the new mbi. If the node ends in ROMMON (as the config-register was not set to auto-boot) then it is recommended to simply set the config-register to autoboot and reset to boot the correct MBI.

**Error Message**

%INSTALL-INSTHELPER-6-MBI\_BOOTING\_HOLD\_BOOT\_IN\_MBI This node is attempting to boot while it has to be held in MBI. The node will not be allowed to boot up further until the hold is lifted.

**Explanation** Nodes can not boot up while the platform determines that they have to be held in MBI. Once the platform lifts the hold then the node will be allowed to complete its boot as normal.  
recommended\_action: \*NONE\*

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

**Error Message**

%INSTALL-INSTHELPER-6-MBI\_BOOTING\_MID\_INSTALL This node is attempting to boot while an install is in progress. The node will not be allowed to boot up further until the install has completed.

**Explanation** Nodes can not boot up mid-install as this will invalidate the running software set. Once the install has completed then the node will be allowed to complete its boot as normal.

**Recommended Action** No action is required.

**Error Message**

%INSTALL-INSTHELPER-6-MBI\_DOWNLOAD\_COMPLETE download of new MBI from RP complete (autobake complete)

**Explanation** Status information for completion of MBI download.

**Recommended Action** No action is required.

**Error Message**

%INSTALL-INSTHELPER-6-RELOAD\_NODE\_INFO As part of install operation [unsigned int] this node ([chars]) will now [chars]reload.

**Explanation** The installation required a reload of this node, and this is now going ahead.

**Recommended Action** No action is required.

**Error Message**

%INSTALL-INSTHELPER-6-SELF\_RESET MBI download complete, rebooting self with new boot image

**Explanation** Status information after MBI download to local flash.

**Recommended Action** No action is required.

**Error Message**

%INSTALL-INSTHELPER-7-CLEAN\_INVALID\_DEVICE Attempt to clean path on non-boot device [chars] (boot device [chars])

**Explanation** Install helper made an attempt to clean a path that wasn't on the specified boot device.

**Recommended Action** Collect insthelper traces from this reported nodes using 'show install trace insthelper'. Copy the error message exactly as it appears on the console or in the system log, call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%INSTALL-INSTHELPER-7-COMPLETE\_PACKAGE\_CLEAN Successfully cleaned stale packages & meta-data

**Explanation** Clean successfully completed.

**Recommended Action** No action is required.

**Error Message**

%INSTALL-INSTHELPER-7-COMPLETE\_SYNC Successfully sync'ed packages & meta-data.

**Explanation** Sync successfully completed.

**Recommended Action** No action is required.

**Error Message**

%INSTALL-INSTHELPER-7-DIGEST\_BK\_INTEGRITY Found integrity issue with digest backup file, digest table not restored, all the packages will be copied again..

**Explanation** The digest backup file is found being tempered with, insthelper will discard the file, and all the packages will be copied again.

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

**Error Message**

%INSTALL-INSTHELPER-7-EVENT\_FAIL Failed to receive an event [[chars]]

**Explanation** Either an operation requested of the Install infrastructure has not been received successfully (and hence hasn't been processed), or an invalid message has been sent to the Install infrastructure. The Install infrastructure should continue to operate as expected for subsequent requests.

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

**Error Message**

%INSTALL-INSTHELPER-7-FAIL\_ACTIVE\_SYNC Failed to sync activated packages & meta-data.

**Explanation** The Install Helper failed to sync the local cache of active directories from remote node.

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

**Error Message**

```
%INSTALL-INSTHELPER-7-FAIL_COPY Failed to copy from '[chars]' to '[chars]'.
```

**Explanation** The Install Helper failed to copy the directories from remote node to local node.

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

**Error Message**

```
%INSTALL-INSTHELPER-7-FAIL_FILE_IO Failed to [chars] file '[chars]', error: [chars]
```

**Explanation** The Install Helper failed to read/write a file

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

**Error Message**

```
%INSTALL-INSTHELPER-7-FAIL_LDPATH_UPDATE Failed to update loadpath ([chars]), error: [chars]
```

**Explanation** The Install Helper failed to update the LOADPATH for the node.

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

**Error Message**

```
%INSTALL-INSTHELPER-7-FAIL_LWM_DISCONNECT Failed to disconnect from install manager.
```

**Explanation** The Install Helper failed disconnect from install manager server.

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

**Error Message**

```
%INSTALL-INSTHELPER-7-FAIL_PACKAGE_CLEAN Install helper failed to clean stale packages & meta-data, error: [chars]
```

**Explanation** Clean successfully completed.

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

**Error Message**

```
%INSTALL-INSTHELPER-7-FAIL_STAT Failed to stat '[chars]', error: [chars]
```

**Explanation** The Install Helper failed to stat a file.

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

**Error Message**

```
%INSTALL-INSTHELPER-7-FAIL_SYNC Failed to sync packages & meta-data.
```

**Explanation** The Install Helper failed to sync the local cache of install directories from remote node.

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

**Error Message**

```
%INSTALL-INSTHELPER-7-FAIL_SYSMGR_NOTIFY Failed to notify sysmgr about change in LOADPATH.
```

**Explanation** The Install Helper failed to notify sysmgr about change in LOADPATH.

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

**Error Message**

```
%INSTALL-INSTHELPER-7-FAIL_THREAD_CREATE Failed to create a thread, error: [chars].
```

**Explanation** The Install Helper failed to create a thread.

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

**Error Message**

```
%INSTALL-INSTHELPER-7-FAILED_MEM_CACHE_INIT Failed to initialize the memory cache on this node (details: [chars])
```

**Explanation** The memory cache owner failed to initialize the memory cache. The install infrastructure will continue to work, but the booting time for nodes may be slow.

**Recommended Action** No action is required.

**Error Message**

%INSTALL-INSTHELPER-7-FAILED\_SDS\_CONNECT Failed to connect to an SDS, trying Install Director directly.

**Explanation** A node was unable to connect to a Software Download Server and will try to directly connect to the Install Director on the dSC as a result. This may be due to a failure in updating the LRD inventory following a change in the state of an SDS. The install operation should download software directly from the dSC and should not be impacted. However, if many nodes attempt to get software directly from instdir other processes may be impacted by high CPU usage.

**Recommended Action** No action is required.

**Error Message**

%INSTALL-INSTHELPER-7-FAILED\_SYSDB\_CONNECT retrying to contact sysdb after [dec] seconds

**Explanation** Insthelper was unable to connect to local sysdb, insthelper will retry

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

**Error Message**

%INSTALL-INSTHELPER-7-FILE\_OPEN\_FAIL Failed to open file '[chars]', error [chars]

**Explanation** Failed to open the specified required file, so processing of the current request or operation will halt. The filesystem may be in error, or the Install infrastructure may be behaving incorrectly.

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

**Error Message**

%INSTALL-INSTHELPER-7-INIT Initialization failed [[chars]], error: [chars]

**Explanation** An error occurred during initialization. The Install infrastructure will not be able to function.

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

**Error Message**

%INSTALL-INSTHELPER-7-INTERNALERR Internal error: [chars]

**Explanation** An internal software error occurred.

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

**Error Message**

%INSTALL-INSTHELPER-7-INTERNALERR\_INT Internal error: [chars] val [dec]

**Explanation** An internal software error occurred.

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

**Error Message**

%INSTALL-INSTHELPER-7-INVALID\_NODEID\_RETURNED Reply from install director indicated that the passed in node [chars] was incorrect

**Explanation** Install director detected that the passed in node was incorrect.

**Recommended Action** Collect insthelper traces from this reported nodes using 'show install trace insthelper'. Copy the error message exactly as it appears on the console or in the system log, call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%INSTALL-INSTHELPER-7-INVALID\_NOTIF\_INFO Error while processing notification: [chars], error: [chars].

**Explanation** The Install Helper failed to extract the notification information.

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

**Error Message**

%INSTALL-INSTHELPER-7-LOCKING Failed to [chars], error: [chars]

**Explanation** There was an internal locking problem within the Install Helper.

**Recommended Action** No action is required.



**Error Message**

%INSTALL-INSTHELPER-7-MBI\_DOWNLOAD downloading new MBI from RP (autobake in progress)

**Explanation** Status information while starting MBI download.

**Recommended Action** No action is required.

**Error Message**

%INSTALL-INSTHELPER-7-NULL\_PTR Unexpected null pointer passed to Install infrastructure

**Explanation** Unexpected parameter value passed to function.

**Recommended Action** Contact support.

**Error Message**

%INSTALL-INSTHELPER-7-PKG\_DOWNLOAD MBI running; starting software download

**Explanation** Status information while starting package download.

**Recommended Action** No action is required.

**Error Message**

%INSTALL-INSTHELPER-7-PKGFS\_INIT\_BOOT Can't update pkgfs during initial boot. Continuing with current mapping

**Explanation** Could not update the package file system's list of active files.

**Recommended Action** No action is required.

**Error Message**

%INSTALL-INSTHELPER-7-PREPARATION\_COMPLETE Software stored to persistent device

**Explanation** The persistent device now has its software copied. Node will now ask instdir if it can proceed to launch the software. During turboboot, node may never get permission, and just waits in MBI-RUNNING state until all nodes reload.

**Recommended Action** No action needed.

**Error Message**

%INSTALL-INSTHELPER-7-START\_PACKAGE\_CLEAN Cleaning stale packages & meta-data

**Explanation** Status information cleaning old package information prior to sync'ing a node.

**Recommended Action** No action is required.

**Error Message**

%INSTALL-INSTHELPER-7-START\_SYNC Sync'ing packages & meta-data from '[chars]'

**Explanation** Status information while starting install file sync.

**Recommended Action** No action is required.

**Error Message**

%INSTALL-INSTHELPER-7-SYSDB\_BIND The Install infrastructure was unable to connect to the system database, error: [chars]

**Explanation** This may be because the communications infrastructure is not yet up. If this problem persists, the operations of the Install infrastructure may not be able to proceed.

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

## INSTMGR\_CMD Messages

**Error Message**

%INSTALL-INSTMGR\_CMD-3-NOMEMORY Failed to allocate [unsigned int] bytes of memory

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

**Recommended Action** This indicates a low memory condition. Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message**

%INSTALL-INSTMGR\_CMD-7-NULL\_PTR Unexpected NULL pointer passed to Install infrastructure

**Explanation** Unexpected parameter value passed to function.

**Recommended Action** Contact support.

**Error Message**

%INSTALL-INSTMGR\_CMD-7-PLATFORM\_TYPE\_FAIL An install command was unable to get a platform type, error [chars].

**Explanation** An install command was unable to get a platform type. As a result, the command may not be able to continue with its operations.

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

# INSTMGR\_LIB Messages

## Error Message

%INSTALL-INSTMGR\_LIB-2-FAILED\_RELOAD\_NODE Insthelper was unable to reload the node, error: [chars]. Software could be inconsistent

**Explanation** The installation required a reload of the node, but the reload failed. This is a critical error, as the software installed will now be in an inconsistent state. No future installations will work correctly, and process restarts can not be guaranteed to be successful.

**Recommended Action** Execute the command 'hw-module location location reload' for the specified node.

## Error Message

%INSTALL-INSTMGR\_LIB-2-RELOAD\_SAVE\_CONFIG\_FAILED Failed to save config prior to reload: [chars]

**Explanation** Configuration will be lost during the reload of the installation if both of the following apply 1. Binary configurations are not compatible between the current software and the software that runs after the reload 2. Some parts of the running configuration have not been committed to configuration manager's hidden ASCII config file.

**Recommended Action** After the installation check that the router's configuration is complete. Reconfigure if necessary.

## Error Message

%INSTALL-INSTMGR\_LIB-3-FAILED\_STATE\_FILE\_UPDATE Failed to update state files on this node (error: [chars]). A full update will be retried in [unsigned int] seconds.

**Explanation** While trying to synchronize the install state files to the local node, an error occurred. An attempt to re-sync all the state files will be automatically re-tried.

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

**Error Message**

%INSTALL-INSTMGR\_LIB-3-FAILED\_SYNC While initializing instdir on the dSC, failed to sync instdir with running nodes, error: [chars]

**Explanation** While trying to synchronize the install state files of the dSC instdir, an error occurred. The synchronization with remote nodes is attempted once the dSC has been successfully assigned and is required to either: a) update the new dSC with newer files found on remote nodes, b) update remote nodes with state files on the dSC. Should an error occur during either of these, the synchronization should be re-attempted.

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

**Error Message**

%INSTALL-INSTMGR\_LIB-3-REPLY\_MSG\_SENDING Failed to send a reply message to a client, error: [chars]

**Explanation** An error occurred while sending a reply LWM message to a client. It can be a data or an error number reply.

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

**Error Message**

%INSTALL-INSTMGR\_LIB-6-MESSAGE\_NOT\_PROCESSED Install infrastructure has waited [unsigned int] seconds for Install Director to be able to process a message.

**Explanation** A part of the install infrastructure has been waiting for the stated time for the install director to be able to process the image. This can happen if other processes are taking a long time to initialize.

**Recommended Action** No action is required.

**Error Message**

%INSTALL-INSTMGR\_LIB-7-CLIENT\_ERROR A client of the Install infrastructure returned an error from its callback function, error: [chars]

**Explanation** A client of the Install infrastructure unexpectedly returned an error during processing, and so the requested operation may not be completed.

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

**Error Message**

```
%INSTALL-INSTMGR_LIB-7-CONFIG_POSTINSTALL_NOTIFICATION Failed in the config
postinstall notification Error:[chars].
```

**Explanation** Failed in postinstall notification to config manager at package activation

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

**Error Message**

```
%INSTALL-INSTMGR_LIB-7-CONFIG_PREINSTALL_NOTIFICATION Failed in the config
preinstall notification Error:[chars].
```

**Explanation** Failed in preinstall notification to config manager at package activation

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

**Error Message**

```
%INSTALL-INSTMGR_LIB-7-DBADD Unable to add directory '[chars]/[chars]' (or its
meta data) to install database, error: [chars]
```

**Explanation** The database used by the Install infrastructure could not be updated. Further installations may not behave as expected, or be possible at all.

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

**Error Message**

```
%INSTALL-INSTMGR_LIB-7-DBCREATE The Install infrastructure was unable to create
the install database at '[chars]', error: [chars]
```

**Explanation** The database used by the Install infrastructure could not be initialised. Installations will not be possible.

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

**Error Message**

%INSTALL-INSTMGR\_LIB-7-DBFORMAT An install database ([chars]) contained data of invalid format, error: [chars]

**Explanation** An install database was unable to be accessed. The current install operation, or the Install infrastructure, will not be able to continue successfully.

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

**Error Message**

%INSTALL-INSTMGR\_LIB-7-DBNAME The Install infrastructure was unable to determine the name of an install database, error: [chars]

**Explanation** The database used by the Install infrastructure could not be accessed. Installations will not be possible.

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

**Error Message**

%INSTALL-INSTMGR\_LIB-7-DBOPEN An install database '[chars]' could not be opened, error: [chars]

**Explanation** An install database was unable to be opened. The current install operation, or the Install infrastructure, will not be able to continue successfully.

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

**Error Message**

%INSTALL-INSTMGR\_LIB-7-DBOPERATION An operation on an install database failed: [chars]. Error: [chars]

**Explanation** An install database was unable to be accessed. The current install operation, or the Install infrastructure, will not be able to continue successfully.

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

**Error Message**

%INSTALL-INSTMGR\_LIB-7-DBPATH A path of the install database, '[chars]', is invalid ([chars]), error: [chars]

**Explanation** An error has been encountered in the install database. The current install operation, or the Install infrastructure, will not be able to continue successfully.

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

**Error Message**

%INSTALL-INSTMGR\_LIB-7-DBRECORD An install database ([chars]) record could not be accessed, error: [chars]

**Explanation** An install database record was unable to be accessed. The current install operation, or the Install infrastructure, will not be able to continue successfully.

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

**Error Message**

%INSTALL-INSTMGR\_LIB-7-DBSUBDIRECTORY [chars], error: [chars]

**Explanation** Unable to access an install subdirectory. The current install operation, or the Install infrastructure, will not be able to continue successfully.

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

**Error Message**

%INSTALL-INSTMGR\_LIB-7-ENS\_CONSUMER\_RESPONSE An ens consumer response failed with [chars] after [dec] attempts

**Explanation** Insthelper failed to respond to instdir. Instdir will notice this and, after a timeout will attempt to re-retrieve the response from insthelper.

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

**Error Message**

```
%INSTALL-INSTMGR_LIB-7-ENS_UNKNOWN_PAYLOAD_MSG_TYPE Insthelper received an unknown payload message type ([dec])
```

**Explanation** Insthelper received an unknown message type from instdir.

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

**Error Message**

```
%INSTALL-INSTMGR_LIB-7-ERROR_REG Failed to register error messages in '[chars]' [[chars]].
```

**Explanation** The DLL containing the messages associated with the install manager error codes failed to be registered. The system will continue to work, but clients that receive install manager error codes will not be able to retrieve the textual description of the error.

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

**Error Message**

```
%INSTALL-INSTMGR_LIB-7-FAIL_LWM_REPLY_TOO_BIG Received reply too large message for a message buffer that was big enough for reply message. (message buffer size equals [dec], instdir reply size equals [dec])
```

**Explanation** Install director gave an incorrect message reply size to a client

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

**Error Message**

```
%INSTALL-INSTMGR_LIB-7-FAIL_LWM_SEND LWM client failed to send a message to instdir, error: [chars]
```

**Explanation** An instdir LWM client failed to send a message to instdir.

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

**Error Message**

```
%INSTALL-INSTMGR_LIB-7-FAILED_OUTPUT_ERROR Failed to output user error message concerning install operation [dec] (details: [chars])
```

**Explanation** A user error occurred but failed to be output to the user.

**Recommended Action** Repeat the operation. Consult the release-notes if applicable.



**Error Message**

%INSTALL-INSTMGR\_LIB-7-FILE\_CHECK An install-related file '[chars]' failed validity-checking ([chars]), error: [chars]

**Explanation** A file used by the Install infrastructure failed validity checking. The current install operation, or the Install infrastructure, will not be able to continue successfully.

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

**Error Message**

%INSTALL-INSTMGR\_LIB-7-FILE\_INFO The Install infrastructure was unable to determine the information about file '[chars]', error: [chars]

**Explanation** The Install infrastructure was unable to access a file. The current install operation, or the Install infrastructure, will not be able to continue successfully.

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

**Error Message**

%INSTALL-INSTMGR\_LIB-7-FILE\_OPEN\_FAIL Failed to open file '[chars]', error [chars]

**Explanation** Failed to open the specified required file, so processing of the current request or operation will halt. The filesystem may be in error, or the Install infrastructure may be behaving incorrectly.

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

**Error Message**

%INSTALL-INSTMGR\_LIB-7-FILE\_READ The Install infrastructure was unable to read file '[chars]', error [chars]

**Explanation** Failed to read the specified required file, so processing of the current request or operation will halt. The filesystem may be in error, or the Install infrastructure may be behaving incorrectly.

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

**Error Message**

%INSTALL-INSTMGR\_LIB-7-INFRA\_BLOB The Install infrastructure was returned an error by the blobbify library when [chars], error: [chars]

**Explanation** The Install infrastructure was unable to access some of the data that it requires, and so the requested operation may not be completed.

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

**Error Message**

%INSTALL-INSTMGR\_LIB-7-INTERNALERR Internal error: [chars]: [chars]

**Explanation** An internal software error occurred.

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

**Error Message**

%INSTALL-INSTMGR\_LIB-7-LIST The Install infrastructure encountered an error when accessing a list of internal structures. [chars], error: [chars]

**Explanation** The Install infrastructure encountered an error when accessing a list of internal structures, and so the requested operation may not be completed.

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

**Error Message**

%INSTALL-INSTMGR\_LIB-7-LOAD\_PIE The Install infrastructure was unable to load pie '[chars]', error: [chars]

**Explanation** The Install infrastructure was unable to load a pie file. It will not be able to be used.

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

**Error Message**

%INSTALL-INSTMGR\_LIB-7-LTRACE\_INIT Could not register tracing, error: [chars]

**Explanation** Failed to register ltrace context structure. Tracing will not be functioning properly.

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

**Error Message**

%INSTALL-INSTMGR\_LIB-7-MEMORY Failed to allocate [dec] bytes of memory

**Explanation** There is not enough memory to continue with current operations.

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

**Error Message**

%INSTALL-INSTMGR\_LIB-7-NODE\_CLASS\_GET The Install infrastructure was unable to get the class of a node, error: [chars]

**Explanation** The Install infrastructure was unable to get the class of a node, and so the requested operation may not be completed.

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

**Error Message**

%INSTALL-INSTMGR\_LIB-7-PACKAGE The Install infrastructure was unable to use package in '[chars]' ([chars]), error: [chars]

**Explanation** The Install infrastructure was unable to access and use a package. It will not be able to be utilised.

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

**Error Message**

%INSTALL-INSTMGR\_LIB-7-PARAMETER\_NULL One or more parameters were unexpectedly NULL!

**Explanation** An NULL parameter has been unexpectedly passed to the Install infrastructure. This is a coding error.

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

**Error Message**

```
%INSTALL-INSTMGR_LIB-7-PATH Path '[chars]': [chars], error: [chars]
```

**Explanation** An install path was found to be in error. The current install operation, or the Install infrastructure, will not be able to continue successfully.

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

**Error Message**

```
%INSTALL-INSTMGR_LIB-7-PATH_CLEANUP Path '[chars]': [chars], error: [chars]
```

**Explanation** An install path could not be cleaned up or destroyed. This will have no effect for now, but may affect install paths later on.

**Recommended Action** No action is required.

**Error Message**

```
%INSTALL-INSTMGR_LIB-7-PIE_FORMAT [chars], error: [chars]
```

**Explanation** A pie file contains invalid data, and cannot be used.

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

**Error Message**

```
%INSTALL-INSTMGR_LIB-7-PIE_INFO_CONSTRUCT The Install infrastructure was unable to construct the information about a pie file, error: [chars]
```

**Explanation** The Install infrastructure was unable to use all the contents of a pie file. The current install operation, or the Install infrastructure, will not be able to continue successfully.

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

**Error Message**

```
%INSTALL-INSTMGR_LIB-7-PKG_LOAD The Install infrastructure encountered an error when attempting to load a package from loadpath '[chars]', error: [chars]
```

**Explanation** The Install infrastructure encountered an error when loading a package, and so the requested operation may not be completed.

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

**Error Message**

%INSTALL-INSTMGR\_LIB-7-PLATFORM\_TYPE\_FAIL Failed to get platform type in function [chars]. As a result, process instmgr does not have platform type information. Some instmgr execution path may result in failure.

**Explanation** Failed to get platform type.

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

**Error Message**

%INSTALL-INSTMGR\_LIB-7-RELOAD\_MEMBOOTED\_MANAGEMENT\_NODE The requested reload installation is not allowed for a membooted management node

**Explanation** A reload installation is not allowed to a membooted management node.

**Recommended Action** Either diskboot, or don't target installation to a management node when membooted.

**Error Message**

%INSTALL-INSTMGR\_LIB-7-STACK [chars]

**Explanation** An install operation has failed because of an internal error in the stack logic.

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

**Error Message**

%INSTALL-INSTMGR\_LIB-7-SYSMGR An error occurred while the Install infrastructure was interacting with System Manager. [chars], error: [chars]

**Explanation** An error occurred while the Install infrastructure was interacting with System Manager, and so the requested operation may not be completed.

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

**Error Message**

%INSTALL-INSTMGR\_LIB-7-TEST\_ISSU\_RUN\_MDR\_COMPLETE\_SLEEP Sleeping for [dec] seconds before MDR

**Explanation** Informs the user how many seconds the node is sleeping before MDRing during a 'test ISSU-run' operation.

**Recommended Action** No action is required.

**Error Message**

```
%INSTALL-INSTMGR_LIB-7-TEST_ISSU_RUN_RELOAD_SLEEP Sleeping for [dec] seconds
before reload
```

**Explanation** Informs the user how many seconds the node is sleeping before reloading during a 'test ISSU-run' operation.

**Recommended Action** No action is required.

## INSTREPL Messages

**Error Message**

```
%INSTALL-INSTREPL-7-DOWNLOADED_BADLY_SIZED_FILE Downloaded a file with an
unexpected size: [chars].
```

**Explanation** A file was downloaded whose size was unexpectedly zero, or was different to the size recorded in the file meta-data.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log, call your Cisco technical support representative and provide the representative with the gathered information. Run 'install verify repair' on RP and DRP nodes.

**Error Message**

```
%INSTALL-INSTREPL-7-DOWNLOADED_BADLY_SIZED_FILE_FROM_NODE Downloaded a file from
[chars] with an unexpected size: [chars].
```

**Explanation** A file was downloaded whose size was unexpectedly zero, or was different to the size recorded in the file meta-data.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log, call your Cisco technical support representative and provide the representative with the gathered information. Run 'install verify repair' on the source node.

## IOR Messages

**Error Message**

```
%INSTALL-IOR-7-INTERNALERR Internal error: [chars]
```

**Explanation** An internal software error occurred.

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

**Error Message**

```
%INSTALL-IOR-7-LTRACE_INIT Could not register tracing, error: [chars]
```

**Explanation** Failed to register ltrace context structure. Tracing will not be functioning properly.

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

**Error Message**

```
%INSTALL-IOR-7-NOMEMORY Failed to allocate [unsigned int] bytes of memory
```

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

**Recommended Action** This indicates a low memory condition. Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message**

```
%INSTALL-IOR-7-NULL_PTR Unexpected null pointer passed to Install infrastructure
```

**Explanation** Unexpected parameter value passed to function.

**Recommended Action** Contact support.

## LIBINST\_DEBUG Messages

**Error Message**

```
%INSTALL-LIBINST_DEBUG-3-INIT Cannot initialize debugging, error: [chars]
```

**Explanation** There is a problem with the system infrastructure - perhaps the communication infrastructure has not yet stabilised. The process which encountered this problem will automatically restart. If other processes exhibiting similar behaviour, this is a system-wide issue.

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

**Error Message**

```
%INSTALL-LIBINST_DEBUG-3-INTERNAL The Install infrastructure encountered an internal error
```

**Explanation** The Install infrastructure has reached an unexpected state. Operations will continue, but the logging and debugging capabilities of the Install infrastructure may not function as expected.

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

**Error Message**

```
%INSTALL-LIBINST_DEBUG-3-MUTEX Failed to [chars] mutex, error [chars].
```

**Explanation** To be filled in later

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

**Error Message**

```
%INSTALL-LIBINST_DEBUG-4-CERR_REGISTER_DLL Could not register dll '[chars]' with error services, error: [chars]
```

**Explanation** The error services failed to register the errors of the specified DLL. The system will continue to operate, but error or warning messages displayed to the customer may not be complete.

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

## LIBNOTIFY Messages

**Error Message**

```
%INSTALL-LIBNOTIFY-7-ARCH_NOT_SUPPORTED Function is not supported on this architecture.
```

**Explanation** This function cannot be called on the current platform.

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

**Error Message**

```
%INSTALL-LIBNOTIFY-7-BAD_TOOLS_VERSION Tools version does not match data! Tools equals [unsigned int].[unsigned int], Data equals [unsigned int].[unsigned int].
```

**Explanation** The tooling version does not match the installed package. The operation will not be able to proceed.

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



**Error Message**

```
%INSTALL-LIBNOTIFY-7-BLOBBIFIER_ERROR  Blobbifier rejected item #[dec].
```

**Explanation** An invalid parameter may have been unexpectedly passed to the Install infrastructure. This is a coding error. The current request or operation will not be completed.

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

**Error Message**

```
%INSTALL-LIBNOTIFY-7-CANNOT_GET_BLOB_SIZE_IN_A2STRUCT  Cannot get blob size! Item #[unsigned int].
```

**Explanation** An invalid parameter has been unexpectedly passed to the Install infrastructure. This is a coding error. The current request or operation will not be completed.

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

**Error Message**

```
%INSTALL-LIBNOTIFY-7-CANNOT_GET_BLOB_SIZE_IN_STRUCT  Cannot get blob size! Item #[unsigned int].
```

**Explanation** An invalid parameter has been unexpectedly passed to the Install infrastructure. This is a coding error. The current request or operation will not be completed.

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

**Error Message**

```
%INSTALL-LIBNOTIFY-7-CANNOT_GET_PROCNAME  Cannot get name of calling process (pid equals [dec])
```

**Explanation** A process' name cannot be determined, so the current request or operation will not be able to proceed successfully.

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

**Error Message**

```
%INSTALL-LIBNOTIFY-7-DEBLOBBIFIER_ERROR  Deblobbifier rejected item #[dec].
```

**Explanation** An invalid parameter may have been unexpectedly passed to the Install infrastructure. This is a coding error. The current request or operation will not be completed.

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

**Error Message**

```
%INSTALL-LIBNOTIFY-7-EVENT_CONN_CREATE  Cannot create event connection manager,  
error: [chars]
```

**Explanation** The library failed to create a connection for registering for install notifications.

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

**Error Message**

```
%INSTALL-LIBNOTIFY-7-EVENT_CONN_NOTIFY  Cannot register for notifications on  
connection, error: [chars]
```

**Explanation** The library failed to register for notifications on a connection.

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

**Error Message**

```
%INSTALL-LIBNOTIFY-7-EVENT_CONN_OPEN  Cannot open connection, error: [chars]
```

**Explanation** The library failed to open a connection for registering for install notifications.

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

**Error Message**

```
%INSTALL-LIBNOTIFY-7-FAILED_INIT_LTRACE  Failed to initialise trace buffers,  
error: [chars]
```

**Explanation** The install notification library was unable to initialise the trace buffer.

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

**Error Message**

%INSTALL-LIBNOTIFY-7-INTERNAL Internal error

**Explanation** The Install infrastructure has encountered an unexpected state, and will not be able to continue operating successfully.

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

**Error Message**

%INSTALL-LIBNOTIFY-7-INTERNAL\_DATA\_INCONSISTENCY Internal data consistency error

**Explanation** The Install infrastructure has encountered an unexpected state, and will not be able to continue operating successfully.

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

**Error Message**

%INSTALL-LIBNOTIFY-7-ITEM\_NOT\_FOUND Unable to find item.

**Explanation** An invalid parameter has been unexpectedly passed to the Install infrastructure. This is a coding error. The current request or operation will not be completed.

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

**Error Message**

%INSTALL-LIBNOTIFY-7-LIST\_IS\_FULL Unable to add element to list. List is full (contains [unsigned int] elements).

**Explanation** The Install infrastructure has encountered an unexpected state, and will be unable to process the current request or operation

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

**Error Message**

%INSTALL-LIBNOTIFY-7-LIST\_ITEM\_NOT\_FOUND Unable to find item [hex] in list.

**Explanation** An invalid parameter has been unexpectedly passed to the Install infrastructure. This is a coding error. The current request or operation will not be completed.

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

**Error Message**

%INSTALL-LIBNOTIFY-7-MEMORY Unable to allocate [unsigned int] bytes of memory

**Explanation** The system is running out of memory and was not able to allocate sufficient memory to carry out the requested operation

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

**Error Message**

%INSTALL-LIBNOTIFY-7-NOT\_A\_MANAGEMENT\_NODE Operation is allowed only on a Management Node

**Explanation** A function available only on management nodes was called on a non-management node.

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

**Error Message**

%INSTALL-LIBNOTIFY-7-PARAMETER\_BAD\_EVENT Event parameter value is bad ([unsigned int]).

**Explanation** An invalid parameter has been unexpectedly passed to the Install infrastructure. This is a coding error. The current request or operation will not be completed.

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

**Error Message**

%INSTALL-LIBNOTIFY-7-PARAMETER\_BAD\_TRANSID Transaction ID parameter value is bad ([unsigned int]).

**Explanation** An invalid parameter has been unexpectedly passed to the Install infrastructure. This is a coding error. The current request or operation will not be completed.

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

**Error Message**

%INSTALL-LIBNOTIFY-7-PARAMETER\_DYNAMIC\_TYPE\_CHECK\_FAILURE Dynamic type checking revealed that a pointer parameter referenced an object of wrong type.

**Explanation** An invalid parameter has been unexpectedly passed to the Install infrastructure. This is a coding error. The current request or operation will not be completed.

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

**Error Message**

%INSTALL-LIBNOTIFY-7-PARAMETER\_INCOMPLETE String parameter is incomplete.

**Explanation** An invalid parameter has been unexpectedly passed to the Install infrastructure. This is a coding error. The current request or operation will not be completed.

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

**Error Message**

%INSTALL-LIBNOTIFY-7-PARAMETER\_MISSING\_BLOBBIFIER Blobbifier for type not provided.

**Explanation** An invalid parameter has been unexpectedly passed to the Install infrastructure. This is a coding error. The current request or operation will not be completed.

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

**Error Message**

%INSTALL-LIBNOTIFY-7-PARAMETER\_MISSING\_OR\_NULL Parameter #[dec] of the parameter list is NULL or missing.

**Explanation** An invalid parameter has been unexpectedly passed to the Install infrastructure. This is a coding error. The current request or operation will not be completed.

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

**Error Message**

%INSTALL-LIBNOTIFY-7-PARAMETER\_NULL One or more parameters were unexpectedly NULL!

**Explanation** An invalid parameter has been unexpectedly passed to the Install infrastructure. This is a coding error. The current request or operation will not be completed.

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

**Error Message**

%INSTALL-LIBNOTIFY-7-PARAMETER\_RANGE A parameter has been passed with a value outside the expected range.

**Explanation** An invalid parameter has been unexpectedly passed to the Install infrastructure. This is a coding error. The current request or operation will not be completed.

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

**Error Message**

%INSTALL-LIBNOTIFY-7-PARAMETER\_REFERENCES\_NULL A non-NULL parameter unexpectedly referenced a NULL pointer.

**Explanation** An invalid parameter has been unexpectedly passed to the Install infrastructure. This is a coding error. The current request or operation will not be completed.

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

**Error Message**

%INSTALL-LIBNOTIFY-7-PARAMETER\_WRONG\_BLOB\_TYPE An invalid parameter type ([unsigned int]) was encountered.

**Explanation** An invalid parameter has been unexpectedly passed to the Install infrastructure. This is a coding error. The current request or operation will not be completed.

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

**Error Message**

%INSTALL-LIBNOTIFY-7-RESOURCE\_LOCKED Unable to acquire write lock on resource before timeout occurred

**Explanation** This may be a resource issue, or the Install infrastructure may be behaving incorrectly. The current request or operation cannot be completed.

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

**Error Message**

%INSTALL-LIBNOTIFY-7-SYSDB\_BIND The Install infrastructure was unable to connect to the system database, error: [chars]

**Explanation** The communications infrastructure may not yet be up. If this error persists, the Install infrastructure may not be able to operate

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

**Error Message**

%INSTALL-LIBNOTIFY-7-SYSDB\_COMMIT Cannot complete the transaction of items for an operation, error: [chars]

**Explanation** The current operation could not complete the transaction of items which are needed to activate it.

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

**Error Message**

%INSTALL-LIBNOTIFY-7-SYSDB\_DELETE Cannot delete data from the system database, error: [chars]

**Explanation** This may not affect the current request or operation, but subsequent operations may be affected.

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

**Error Message**

%INSTALL-LIBNOTIFY-7-SYSDB\_GET Cannot retrieve data from the system database, error: [chars]

**Explanation** The Install infrastructure was unable to obtain some information which it requires to complete the current request or operation.

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

**Error Message**

%INSTALL-LIBNOTIFY-7-SYSDB\_LIST Cannot retrieve data from the system database, error: [chars]

**Explanation** The Install infrastructure was unable to obtain some information which it requires to complete the current request or operation.

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

**Error Message**

%INSTALL-LIBNOTIFY-7-SYSDB\_NOTIFICATION\_UNREGISTER Cannot unregister with system database for notification, error: [chars]

**Explanation** The notification services from the system database failed to shut down. This will not have any adverse effect on the running of the box.

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



**Error Message**

%INSTALL-LIBNOTIFY-7-SYSDB\_SET Cannot set item in system database, error: [chars]

**Explanation** The Install infrastructure was unable to write some information which is required to complete the current request or operation.

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

**Error Message**

%INSTALL-LIBNOTIFY-7-SYSDB\_START Cannot begin the transaction of items for an operation, error: [chars]

**Explanation** The current operation could not start the transaction of items which are needed to activate it.

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

**Error Message**

%INSTALL-LIBNOTIFY-7-SYSDB\_UNBIND Cannot disconnect from the system database, error: [chars]

**Explanation** The connection to the system database failed to shut down. This will not have any adverse effect on the running of the box.

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

**Error Message**

%INSTALL-LIBNOTIFY-7-SYSMGR\_TROUBLE SysMgr has failed to respond to a software change within [dec] seconds. Continuing to wait, node may require a reload ...

**Explanation** SysMgr appears to have become unresponsive, potentially requiring operator intervention.

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

**Error Message**

%INSTALL-LIBNOTIFY-7-TIMEOUT\_RESET\_LIMIT Too many timeout resets. Reset request refused.

**Explanation** The maximum number of time extensions to the current install command have already been granted, so the current request for an extension is denied.

**Recommended Action** No action is required.'

**Error Message**

%INSTALL-LIBNOTIFY-7-TYPE\_MISMATCH\_FOR\_KEY Incorrect type found for key.

**Explanation** An invalid parameter has been unexpectedly passed to the Install infrastructure. This is a coding error. The current request or operation will not be completed.

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

## LOADPATH\_UPGRADE Messages

**Error Message**

%INSTALL-LOADPATH\_UPGRADE-7-CANT\_ACTIVATE\_ON\_NODE\_TYPES Package '[chars]' only supports nodes of type [chars] and can't be activated on nodes of type [chars]

**Explanation** Instructions in package conflict with requested operation.

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

**Error Message**

%INSTALL-LOADPATH\_UPGRADE-7-NULL\_PTR Unexpected NULL pointer passed to the Install infrastructure by a client

**Explanation** Unexpected parameter value passed to function.

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

**Error Message**

```
%INSTALL-LOADPATH_UPGRADE-7-PACKAGE_SUPPORTS_NO_NODE_TYPES  Package '[chars]'
supports no node types
```

**Explanation** Instructions in package list no node types for which the package can be activated.

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

## LOADPATH Messages

**Error Message**

```
%INSTALL-LOADPATH-3-CERR_REGISTER_DLL  Could not register dll '[chars]' with
error services: [chars]
```

**Explanation** The error services failed to register the errors of the specified DLL. The system will continue to operate, but error or warning messages displayed to the customer may not be complete.

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

**Error Message**

```
%INSTALL-LOADPATH-3-LIB_INIT  Could not initialize library, error: [chars]
```

**Explanation** Failed to initialize the library. The system may not function properly.

**Recommended Action** \*SUPPORT\*

**Error Message**

```
%INSTALL-LOADPATH-3-LTRACE_INIT  Could not register tracing, error: [chars]
```

**Explanation** Failed to register ltrace context structure. Tracing will not be functioning properly.

**Recommended Action** \*SUPPORT\*

**Error Message**

```
%INSTALL-LOADPATH-7-CORRUPT_ARG  Corrupt parameter passed to the Install
infrastructure by a client
```

**Explanation** Value of a parameter passed to function appears to be corrupt. The current request or operation may not be carried out.

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

**Error Message**

```
%INSTALL-LOADPATH-7-CORRUPT_LDPATH Error on line [dec] of ldpath file '[chars]':  
[chars]%s
```

**Explanation** Either the installation is corrupt, or the Package infrastructure is behaving incorrectly. Processing of the current operation will halt.

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

**Error Message**

```
%INSTALL-LOADPATH-7-EMPTY_LOADPATH_STR Can't load paths from '[chars]': ldpath  
string is '' on line [unsigned int], buf: [chars]
```

**Explanation** An intermittent error occurred for which the root cause is not yet known. The system will continue working correctly. However, the information from the error message will be very useful for tracking down and fixing the bug.

**Recommended Action** \*SUPPORT\*

**Error Message**

```
%INSTALL-LOADPATH-7-FAILED_REMOVE_IGNORE_COMMIT_LDPATH_FILE Failed to remove the  
ignore commit ldpath file '[chars]' ([chars])
```

**Explanation** An attempt to remove the ignore commit ldpath file failed. This could be due to a file system error. The result of this failure is that committed install information will not be interpreted correctly.

**Recommended Action** \*SUPPORT\*

**Error Message**

```
%INSTALL-LOADPATH-7-FILE_CLOSE_FAIL Failed to close file '[chars]', error:  
[chars]
```

**Explanation** Either the file system is in error, or the loadpath infrastructure is behaving incorrectly. A file involved in the current request or operation could not be closed. This will not affect the current operation, but subsequent operations may be affected.

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

**Error Message**

%INSTALL-LOADPATH-7-FILE\_OPEN\_FAIL Failed to open file '[chars]', error: [chars]

**Explanation** Either the file system is in error, or the loadpath infrastructure is behaving incorrectly. A file required for carrying out the current request or operation could not be opened, so processing of the operation will halt.

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

**Error Message**

%INSTALL-LOADPATH-7-FILE\_READ\_FAIL Failed to read from file '[chars]', error: [chars]

**Explanation** Either the file system is in error, or the loadpath infrastructure is behaving incorrectly. A file required for carrying out the current request or operation could not be read, so processing of the operation will halt.

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

**Error Message**

%INSTALL-LOADPATH-7-FILE\_RENAME\_FAIL Failed to rename file from '[chars]' to '[chars]', error: [chars]

**Explanation** Either the file system is in error, or the loadpath infrastructure is behaving incorrectly. A file required for carrying out the current request or operation could not be moved, so processing of the operation will halt.

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

**Error Message**

%INSTALL-LOADPATH-7-FILE\_SEEK\_FAIL Failed to go to specific position in file '[chars]', error: [chars]

**Explanation** Either the file system is in error, or the loadpath infrastructure is behaving incorrectly. A file required for carrying out the current request or operation could not be read, so processing of the operation will halt.

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

**Error Message**

%INSTALL-LOADPATH-7-NULL\_PTR Unexpected NULL pointer passed to the Install infrastructure by a client

**Explanation** An internal error has occurred in an application that has caused it to pass invalid data to the Package infrastructure. The current request or operation may not be carried out.

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

**Error Message**

%INSTALL-LOADPATH-7-PACKAGE\_OUTPUT\_SORT Failed to sort packages correctly, error: [chars]

**Explanation** The sorting algorithm used for sorting packages that are to be output using a 'show install active' type command, failed to perform correctly. Although the packages will be output, they may not be in the standard order.

**Recommended Action** \*NONE\*

## PKG\_PLAT\_MEM\_CACHE Messages

**Error Message**

%INSTALL-PKG\_PLAT\_MEM\_CACHE-7-NULL\_PTR An invalid (NULL) parameter was passed to the packaging infrastructure

**Explanation** An internal error has occurred in an application causing it to send invalid data to the packaging infrastructure. The current request or operation may not be carried out.

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

## PKG\_PLAT Messages

**Error Message**

%INSTALL-PKG\_PLAT-7-INTERNALERR Internal error: [chars]

**Explanation** An internal software error occurred.

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

**Error Message**

%INSTALL-PKG\_PLAT-7-INTERNALERR Internal error: [chars]

**Explanation** An internal software error occurred.

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

**Error Message**

%INSTALL-PKG\_PLAT-7-IO\_FAIL The packaging infrastructure was unable to carry out an I/O operation to a file ([chars]), error: [chars]

**Explanation** Failed to read or write to the specified file, which is required to proceed further. The current request or operation may not be carried out.

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

**Error Message**

%INSTALL-PKG\_PLAT-7-IO\_FAIL The packaging infrastructure was unable to carry out an I/O operation to a file ([chars]), error: [chars]

**Explanation** Failed to read or write to the specified file, which is required to proceed further. The current request or operation may not be carried out.

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

**Error Message**

%INSTALL-PKG\_PLAT-7-IO\_FAIL The packaging infrastructure was unable to carry out an I/O operation to a file ([chars]), error: [chars]

**Explanation** Failed to read or write to the specified file, which is required to proceed further. The current request or operation may not be carried out.

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

**Error Message**

%INSTALL-PKG\_PLAT-7-MY\_NODE\_TYPE The packaging infrastructure was unable to determine the type of the current node: [chars]

**Explanation** Either the card type is invalid, or the infrastructure is behaving incorrectly. The current request or operation may not be carried out.

**Recommended Action** Upgrade to latest OS release. Check for unsupported hardware.

**Error Message**

%INSTALL-PKG\_PLAT-7-MY\_NODE\_TYPE The packaging infrastructure was unable to determine the type of the current node: [chars]

**Explanation** Either the card type is invalid, or the infrastructure is behaving incorrectly. The current request or operation may not be carried out.

**Recommended Action** Upgrade to latest OS release. Check for unsupported hardware.

**Error Message**

%INSTALL-PKG\_PLAT-7-NO\_MEM Failed to allocate [unsigned int] bytes of memory

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

**Recommended Action** This indicates a low memory condition. Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message**

%INSTALL-PKG\_PLAT-7-NO\_MEM Failed to allocate [unsigned int] bytes of memory

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

**Recommended Action** This indicates a low memory condition. Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message**

%INSTALL-PKG\_PLAT-7-NO\_MEM Failed to allocate [unsigned int] bytes of memory

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

**Recommended Action** This indicates a low memory condition. Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.



**Error Message**

%INSTALL-PKG\_PLAT-7-NO\_MEM Failed to allocate [unsigned int] bytes of memory

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

**Recommended Action** This indicates a low memory condition. Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message**

%INSTALL-PKG\_PLAT-7-NULL\_PTR An invalid (NULL) parameter was passed to the packaging infrastructure

**Explanation** An internal error has occurred in an application causing it to send invalid data to the packaging infrastructure. The current request or operation may not be carried out.

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

**Error Message**

%INSTALL-PKG\_PLAT-7-NULL\_PTR An invalid (NULL) parameter was passed to the packaging infrastructure

**Explanation** An internal error has occurred in an application causing it to send invalid data to the packaging infrastructure. The current request or operation may not be carried out.

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

**Error Message**

%INSTALL-PKG\_PLAT-7-NULL\_PTR An invalid (NULL) parameter was passed to the packaging infrastructure

**Explanation** An internal error has occurred in an application causing it to send invalid data to the packaging infrastructure. The current request or operation may not be carried out.

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

**Error Message**

%INSTALL-PKG\_PLAT-7-NULL\_PTR An invalid (NULL) parameter was passed to the packaging infrastructure

**Explanation** An internal error has occurred in an application causing it to send invalid data to the packaging infrastructure. The current request or operation may not be carried out.

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

**Error Message**

%INSTALL-PKG\_PLAT-7-OPEN\_FAIL The packaging infrastructure was unable to open a file ([chars]), error: [chars].

**Explanation** Failed to open the specified file, which is required to proceed further. The request or operation may not be carried out.

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

**Error Message**

%INSTALL-PKG\_PLAT-7-OPEN\_FAIL The packaging infrastructure was unable to open a file ([chars]), error: [chars].

**Explanation** Failed to open the specified file, which is required to proceed further. The request or operation may not be carried out.

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

**Error Message**

%INSTALL-PKG\_PLAT-7-OPEN\_FAIL The packaging infrastructure was unable to open a file ([chars]), error: [chars].

**Explanation** Failed to open the specified file, which is required to proceed further. The request or operation may not be carried out.

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

**Error Message**

%INSTALL-PKG\_PLAT-7-OPEN\_FAIL The packaging infrastructure was unable to open a file ([chars]), error: [chars].

**Explanation** Failed to open the specified file, which is required to proceed further. The request or operation may not be carried out.

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

**Error Message**

%INSTALL-PKG\_PLAT-7-UNKNOWN\_NODE\_TYPE The packaging infrastructure was unable to determine the type of a card ([hex])

**Explanation** Either the card type is invalid, or the infrastructure is behaving incorrectly. The current request or operation may not be carried out.

**Recommended Action** Upgrade to latest OS release. Check for unsupported hardware.

**Error Message**

%INSTALL-PKG\_PLAT-7-UNKNOWN\_NODE\_TYPE The packaging infrastructure was unable to determine the type of a card ([hex])

**Explanation** Either the card type is invalid, or the infrastructure is behaving incorrectly. The current request or operation may not be carried out.

**Recommended Action** Upgrade to latest OS release. Check for unsupported hardware.

**Error Message**

%INSTALL-PKG\_PLAT-7-UNKNOWN\_NODE\_TYPE The packaging infrastructure was unable to determine the type of a card ([hex])

**Explanation** Either the card type is invalid, or the infrastructure is behaving incorrectly. The current request or operation may not be carried out.

**Recommended Action** Upgrade to latest OS release. Check for unsupported hardware.

**Error Message**

%INSTALL-PKG\_PLAT-7-UNKNOWN\_NODE\_TYPE The packaging infrastructure was unable to determine the type of a card ([hex])

**Explanation** Either the card type is invalid, or the infrastructure is behaving incorrectly. The current request or operation may not be carried out.

**Recommended Action** Upgrade to latest OS release. Check for unsupported hardware.

# PKG Messages

## Error Message

%INSTALL-PKG-3-CORRUPT\_INSTALL\_FILE Install file '[chars]' is corrupted

**Explanation** An install file is corrupt. This may affect the system in a number of ways including preventing nodes from booting and preventing install operations.

**Recommended Action** First attempt to repair the file using 'install verify repair', this is this least impactful operation. If that is unable to repair the file then if possible 'install remove' the package associated with the file and then 'install add' the pie containing the package. If the file is still corrupt then use a pre-prepared backup disk if available to revert to a previously known good set of software, or failover to standby nodes to start using their set of software files.

## Error Message

%INSTALL-PKG-3-NOMEMORY Failed to allocate [unsigned int] bytes of memory

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

**Recommended Action** This indicates a low memory condition. Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

## Error Message

%INSTALL-PKG-7-BAD\_DEVICE\_INDEX\_ENTRY Package index file for '[chars]' lists non-existent package '[chars]'. Going ahead to clean up package index file.

**Explanation** 'The package index file was found to be incorrect. Instdir will attempt to ' repair it.'

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

## Error Message

%INSTALL-PKG-7-BAD\_DIR\_PREFIX Dir prefix '[chars]' contains unknown card type '[chars]'

**Explanation** The Package infrastructure could not determine which cards a particular file belongs to. Either the PIE file is corrupt, or the Package infrastructure is behaving incorrectly. The current request or operation will not be carried out.

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

**Error Message**

```
%INSTALL-PKG-7-BAD_INSTDB_FORMAT  INSTDB file '[chars]' is in unsupported format [dec].[dec].
```

**Explanation** INSTDB file is in an obsolete format or is unknown.

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

**Error Message**

```
%INSTALL-PKG-7-BAD_PIE_FORMAT  PIE file '[chars]' is in unsupported format [dec].[dec].
```

**Explanation** The PIE file is in an obsolete format or is unknown.

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

**Error Message**

```
%INSTALL-PKG-7-BAD_SORT_TYPE  Unsupported sort type ([dec]) encountered
```

**Explanation** An internal datastructure could not be sorted, so the resultant list will be unsorted. This will only have a cosmetic effect.

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

**Error Message**

```
%INSTALL-PKG-7-CANT_ADD_FILE_INTO_TABLE  Can't add file '[chars]' to table, error: [chars]
```

**Explanation** Either the file system is in error, or the infrastructure is behaving incorrectly. The Package infrastructure could not create a required new file node with given view and actual paths and insert it into the table, so processing of the current operation will halt.

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

**Error Message**

%INSTALL-PKG-7-CANT\_CD Can't change cwd to '[chars]', error: [chars]

**Explanation** Either the file system is in error, or the infrastructure is behaving incorrectly. The Package infrastructure could not change to a required directory, so processing of the current operation will halt.

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

**Error Message**

%INSTALL-PKG-7-CANT\_GET\_FILES Can't get files, error: [chars]

**Explanation** Either the file system is in error, or the infrastructure is behaving incorrectly. The Package infrastructure could not get a required the list of files that this package contains, so processing of the current operation will halt.

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

**Error Message**

%INSTALL-PKG-7-CANT\_GET\_INSTALL\_PATH Can't get actual install path [dec], error: [chars]

**Explanation** Either the file system is in error, or the infrastructure is behaving incorrectly. The Package infrastructure could not get a required installation path for file on nodes of given type, so processing of the current operation will halt.

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

**Error Message**

%INSTALL-PKG-7-CANT\_GET\_NODE\_TABLE Can't get node table, error: [chars]

**Explanation** Either the file system is in error, or the infrastructure is behaving incorrectly. The Package infrastructure could not create a required new node table, so processing of the current operation will halt.

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

**Error Message**

```
%INSTALL-PKG-7-CANT_GET_RELATIVE_PATH Can't get relative path [dec], error: [chars]
```

**Explanation** Either the file system is in error, or the infrastructure is behaving incorrectly. The Package infrastructure could not get a required view path for file. This is the view that pkgfs uses, so processing of the current operation will halt.

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

**Error Message**

```
%INSTALL-PKG-7-CANT_GET_SIGNATURE Can't get signature [dec], error: [chars]
```

**Explanation** Either the file system is in error, or the infrastructure is behaving incorrectly. The Package infrastructure could not get a required string representation of signature of this file, so processing of the current operation will halt.

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

**Error Message**

```
%INSTALL-PKG-7-CANT_MKDIR Can't make directory '[chars]', error: [chars]
```

**Explanation** Either the file system is in error, or the infrastructure is behaving incorrectly. The Package infrastructure could not create a required directory, so processing of the current operation will halt.

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

**Error Message**

```
%INSTALL-PKG-7-CANT_READ Unable to read PIE file '[chars]': [chars]
```

**Explanation** PIE file appears to be damaged. Package read failed due to network connectivity issue.

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

**Error Message**

%INSTALL-PKG-7-CANT\_RMDIR Can't remove directory '[chars]', error: [chars]

**Explanation** Either the file system is in error, or the infrastructure is behaving incorrectly. The Package infrastructure could not remove a required directory, so processing of the current operation will halt.

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

**Error Message**

%INSTALL-PKG-7-CANT\_SORT\_NODE\_TABLE Can't sort node table, error: [chars]

**Explanation** Either the file system is in error, or the infrastructure is behaving incorrectly. The Package infrastructure could not sort required all nodes, so processing of the current operation will halt.

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

**Error Message**

%INSTALL-PKG-7-CANT\_UNCOMPRESS Unable to uncompress [chars] from file '[chars]'

**Explanation** Either the file system is in error, or the infrastructure is behaving incorrectly. A file required for carrying out the current request or operation could not be uncompressed, so processing of the operation will halt.

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

**Error Message**

%INSTALL-PKG-7-CERR\_REGISTER\_DLL Could not register DLL '[chars]' with error services, error: [chars]

**Explanation** The call to register the error messages of the Package infrastructure failed. Any errors returned from the Package infrastructure will not be decoded into user-friendly strings.

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



**Error Message**

```
%INSTALL-PKG-7-CLOSE_FILE Can't close file '[chars]', error: [chars]
```

**Explanation** Either the file system is in error, or the Package infrastructure is behaving incorrectly. A file involved in the current request or operation could not be closed. This will not affect the current operation, but subsequent operations may be affected.

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

**Error Message**

```
%INSTALL-PKG-7-COPY_FILE Cannot copy file '[chars]' to '[chars]', error: [chars]
```

**Explanation** Either the file system is in error, or the Package infrastructure is behaving incorrectly. A file involved in the current request or operation could not be copied. This may impact install infrastructure functioning.

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

**Error Message**

```
%INSTALL-PKG-7-CORRUPT_ARG Corrupt parameter passed to Package infrastructure
```

**Explanation** Value of a parameter passed to function appears to be corrupt. The current request or operation may not be carried out.

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

**Error Message**

```
%INSTALL-PKG-7-CORRUPT_PIE PIE file '[chars]' is corrupt: [chars]
```

**Explanation** PIE file appears to be damaged.

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

**Error Message**

```
%INSTALL-PKG-7-CREATE_SYMLINK Cannot create symlink from '[chars]' to '[chars]',  
error: [chars]
```

**Explanation** Either the file system is in error, or the Package infrastructure is behaving incorrectly. A symlink file involved in the current request or operation could not be created. This may impact install infrastructure functioning.

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

**Error Message**

```
%INSTALL-PKG-7-DELETE_FILE Can't delete file '[chars]', error: [chars]
```

**Explanation** Either the file system is in error, or the Package infrastructure is behaving incorrectly. A file involved in the current request or operation could not be deleted. This will not affect the current operation, but subsequent operations may be affected.

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

**Error Message**

```
%INSTALL-PKG-7-FAILED_REPAIR_INDEX_FILE Package index file for '[chars]' lists  
non-existent package '[chars]'. Instdir failed to repair the package index file.  
Error - [chars]
```

**Explanation** 'An unexpected error occurred in cleaning the package index file.'

**Recommended Action** Format device and re-install packages.

**Error Message**

```
%INSTALL-PKG-7-FILE_NOT_IN_LOADPATH Unable to locate [chars] file in loadpath  
'[chars]'
```

**Explanation** Either the installation is corrupt, or the Package infrastructure is behaving incorrectly. An expected file was not found in the package directories, so processing of the operation will halt.

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

**Error Message**

%INSTALL-PKG-7-GET\_API\_NAME\_REPORT Failed while getting api\_name report: [chars]

**Explanation** Either the file system is in error, or the infrastructure is behaving incorrectly. The Package infrastructure could not get a required API name information, so processing of the current operation will halt.

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

**Error Message**

%INSTALL-PKG-7-GET\_FILE\_INFO Failed while getting file information: [chars]

**Explanation** Either the file system is in error, or the infrastructure is behaving incorrectly. The Package infrastructure could not get a required file information, so processing of the current operation will halt.

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

**Error Message**

%INSTALL-PKG-7-GET\_PROVIDERS\_REPORT Failed while getting Providers report, error: [chars]

**Explanation** Either the file system is in error, or the infrastructure is behaving incorrectly. The Package infrastructure could not get a required providers report, so processing of the current operation will halt.

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

**Error Message**

%INSTALL-PKG-7-INSTDB\_BUILD\_ERROR Creation of INSTDB files for piefile '[chars]' encountered problems

**Explanation** INSTDB files may be in an inconsistent state due to error encountered while creating them. This issue may affect sanity of install infrastructure data.

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

**Error Message**

%INSTALL-PKG-7-INTERNALERR Internal error: [chars]

**Explanation** An internal software error occurred.

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

**Error Message**

%INSTALL-PKG-7-INVALID\_ARG Invalid parameter passed to Package infrastructure.  
Problem: [chars]

**Explanation** An internal error has occurred in an application that has caused it to pass invalid data to the Package infrastructure. The current request or operation may not be carried out.

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

**Error Message**

%INSTALL-PKG-7-LTRACE\_INIT Could not register tracing, error: [chars]

**Explanation** Failed to register ltrace context structure. Tracing will not be functioning properly.

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

**Error Message**

%INSTALL-PKG-7-MBI\_CONFIG\_INCORRECTLY\_CHANGED An MBI config file has been  
incorrectly changed '[chars]'

**Explanation** Configuration definitions have changed for an MBI file and this has only done by changing the MBI config namespace file, not by moving the MBI config namespace file out of the MBI as is required by the system.

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

**Error Message**

```
%INSTALL-PKG-7-MD5_GET_PACKAGE_SIGNATURE Failed to obtain package MD5 [chars]
:[chars]
```

**Explanation** Failed to retrieve the package MD5 from the specified package's md5\_manifest file, so processing of the current operation will halt.

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

**Error Message**

```
%INSTALL-PKG-7-MD5_TO_STRING Failed to convert package MD5 [chars] :[chars]
```

**Explanation** Failed to convert package MD5, so processing of the current operation will halt.

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

**Error Message**

```
%INSTALL-PKG-7-MD5_VERIFY_FILES Failed to perform file validity check device
equals [chars],package root equals [chars] :[chars]
```

**Explanation** Failed to perform file validity check on each file to see if they are valid or not, so processing of the current operation will halt.

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

**Error Message**

```
%INSTALL-PKG-7-MEMORY_FAILURE_MINOR A memory allocation failed in a non-critical
path ([chars]). The operation will continue.
```

**Explanation** 'A non-critical memory allocation failed. The operation can and will ' proceed. There may be cosmetic errors such as incoherent error messages.'

**Recommended Action** No action is required.

**Error Message**

```
%INSTALL-PKG-7-MISSING_PIE_ATTRIBUTE PIE file '[chars]' is corrupt: Missing
'[chars]' from info section '[chars]'
```

**Explanation** PIE file appears to be damaged.

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

**Error Message**

```
%INSTALL-PKG-7-NO_CWD Can't get cwd, error: [chars]
```

**Explanation** Either the file system is in error, or the infrastructure is behaving incorrectly. The current working directory could not be determined, so processing of the current operation will halt.

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

**Error Message**

```
%INSTALL-PKG-7-NON_RELOAD_MDR_ISSU PIE file '[chars]' specifies 'ISSU' install method but '[chars]' restart type
```

**Explanation** The restart information in the PIE file is invalid. PIEs that use the 'ISSU' install method must use a restart type of 'reload' or 'MDR'.

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

**Error Message**

```
%INSTALL-PKG-7-NON_RELOAD_PARALLEL_LR PIE file '[chars]' specifies 'parallel-lr' install method but '[chars]' restart type
```

**Explanation** The restart information in the PIE file is invalid. PIEs that use the 'parallel-lr' install method must use a restart type of 'reload'.

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

**Error Message**

```
%INSTALL-PKG-7-NOT_DIR '[chars]' is not a directory: [chars]
```

**Explanation** Either the file system is in error, or the Package infrastructure is behaving incorrectly. A directory was expected, but a non-directory was passed, so processing of the current operation will halt.

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

**Error Message**

```
%INSTALL-PKG-7-NOT_PIE_FILE File '[chars]' is not in PIE format.
```

**Explanation** A PIE file is of the correct format, either because the wrong file has been specified, or the file is corrupt. The current request or operation will not be carried out.

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

**Error Message**

```
%INSTALL-PKG-7-NOT_SINGLE_PIE_ATTRIBUTE PIE file '[chars]' is corrupt: Attribute '[chars]' from info section '[chars]' is not a singleton value. Count equals [unsigned long int]
```

**Explanation** PIE file appears to be damaged.

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

**Error Message**

```
%INSTALL-PKG-7-NULL_PTR Unexpected null pointer passed to Package infrastructure
```

**Explanation** An internal error has occurred in an application that has caused it to pass invalid data to the Package infrastructure. The current request or operation may not be carried out.

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

**Error Message**

```
%INSTALL-PKG-7-OPEN_FILE The Package infrastructure was unable to open file '[chars]', error: [chars]
```

**Explanation** Either the file system is in error, or the Package infrastructure is behaving incorrectly. A file required for carrying out the current request or operation could not be opened, so processing of the operation will halt.

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

**Error Message**

%INSTALL-PKG-7-PIE\_LIST\_MISMATCH PIE file '[chars]' is corrupt: Mismatch between sizes of lists for [chars] ([unsigned long int]) and [chars] ([unsigned long int]) in info section '[chars]'.

**Explanation** PIE file appears to be damaged.

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

**Error Message**

%INSTALL-PKG-7-PREDICT\_AVL\_TREE Predict tool failed an AVL tree operation

**Explanation** An unexpected error occurred in the internal datastructures of the Package infrastructure. The current operation or request cannot be completed.

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

**Error Message**

%INSTALL-PKG-7-READ\_FILE The Package infrastructure was unable to read from file '[chars]', error: [chars]

**Explanation** Either the file system is in error, or the Package infrastructure is behaving incorrectly. A file required for carrying out the current request or operation could not be read, so processing of the operation will halt.

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

**Error Message**

%INSTALL-PKG-7-RENAME\_FILE Cannot rename file '[chars]' to '[chars]', error: [chars]

**Explanation** Either the file system is in error, or the Package infrastructure is behaving incorrectly. A file involved in the current request or operation could not be renamed. This may impact install infrastructure functioning.

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



**Error Message**

%INSTALL-PKG-7-RETIRED\_PIE\_FORMAT PIE file '[chars]' is in unsupported format [dec].[dec]. This format was retired [chars].

**Explanation** PIE file is in an obsolete format.

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

**Error Message**

%INSTALL-PKG-7-UNKNOWN\_NODE\_TYPE The Package infrastructure is unable to determine the type of a card

**Explanation** Either the card type may be invalid or the infrastructure is behaving incorrectly. The current request or operation has not been carried out.

**Recommended Action** Upgrade to latest OS release. Check for unsupported hardware.

**Error Message**

%INSTALL-PKG-7-UNLINK\_FILE Cannot remove/unlink file '[chars]', error: [chars]

**Explanation** Either the file system is in error, or the Package infrastructure is behaving incorrectly. A file involved in the current request or operation could not be unlinked. This may impact install infrastructure functioning.

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

**Error Message**

%INSTALL-PKG-7-WRITE\_FILE The Package infrastructure was unable to write to file '[chars]', error: [chars]

**Explanation** Either the file system is in error, or the Package infrastructure is behaving incorrectly. A file required for carrying out the current request or operation could not be read, so processing of the operation will halt.

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

**Error Message**

%INSTALL-PKG-7-WRONG\_PIE\_LOADER Only [dec].X PIE files are supported. Attempted to load PIE file '[chars]' in unsupported format [dec].[dec].

**Explanation** The PIE file was passed to the wrong loader function. The current request or operation will not be carried out.

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

## SDS\_LIB Messages

**Error Message**

%INSTALL-SDS\_LIB-3-INIT Initialization failed [[chars]], error: [chars]

**Explanation** An error occurred during initialization of the library.

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

**Error Message**

%INSTALL-SDS\_LIB-7-INTERNALERR Internal error: [chars]

**Explanation** An internal software error occurred.

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

**Error Message**

%INSTALL-SDS\_LIB-7-MEMORY Failed to allocate [dec] bytes of memory

**Explanation** There is not enough memory to continue with current operations.

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

# SDS Messages

## Error Message

%INSTALL-SDS-3-INIT Initialization failed [[chars]], error: [chars]

**Explanation** An error occurred during initialization.

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

## Error Message

%INSTALL-SDS-7-LWM A problem occurred while handling a message: [chars]

**Explanation** An unexpected occurrence happened within the LWM handling code. The code is able to carry on as normal.

**Recommended Action** No action is required.

# SM Messages

## Error Message

%INSTALL-SM-3-CALLBACK Error returned when [chars]: [chars]

**Explanation** This self-managing component reached an unexpected state, and was unable to proceed with the requested operation.

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

## Error Message

%INSTALL-SM-3-CANNOT\_DO\_DLL Error [chars] dll '[chars]'.

**Explanation** To be filled in later

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

**Error Message**

%INSTALL-SM-3-COMMUNICATION Communication error ([chars]).

**Explanation** The communications infrastructure may not yet be initialised. If this problem persists, seek guidance.

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

**Error Message**

%INSTALL-SM-3-INTERNAL Internal error: [chars]

**Explanation** This self-managing component reached an unexpected state, and was unable to proceed with the requested operation.

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

**Error Message**

%INSTALL-SM-3-UNABLE\_TO\_PROCEED Unable to proceed ([chars]).

**Explanation** This self-managing component encountered an expected error when attempting to carry out an action required for the currently requested operation, so has had to halt processing of the operation.

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

**Error Message**

%INSTALL-SM-4-NONFATAL\_ERROR [chars].

**Explanation** A non-fatal error has been encountered. The system will continue to operate, but this error should be brought to the attention of TAC.

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

# TURBOBOOT Messages

## Error Message

`%INSTALL-TURBOBOOT-3-DISK_TOO_SMALL` The install infrastructure detected that [chars] is too small to install IOS-XR software. Please replace the [dec] byte device with a larger capacity disk.

**Explanation** Disk is too small for easybake to continue on.

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

## Error Message

`%INSTALL-TURBOBOOT-3-INVALID_DEVICE` The requested install device [chars] is either corrupt or missing. Turboboot cannot be performed. The turboboot settings will be cleared, and the node will reset. Please repair or insert the device and retry the boot sequence.

**Explanation** The TURBOBOOT setting in ROMMON was enabled, but the requested device is unavailable. The EASYBAKE/TURBOBOOT variables are cleared. The node will be reset. Please repair the device and retry the boot sequence.

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

## Error Message

`%INSTALL-TURBOBOOT-4-ROMMON_VARIABLE_NOT_SET` TURBOBOOT rommon variable not set; system is membooting. Set TURBOBOOT rommon variable to 'on' to diskboot the system.

**Explanation** The TURBOBOOT rommon variable was not set to 'on'. The system has membooted. Set the TURBOBOOT variable to 'on' to prepare the system for diskboot.

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

## Error Message

`%INSTALL-TURBOBOOT-7-CANNOT_RESET_BOOTENV` Boot environment variables cannot be reset.

**Explanation** Boot environment variables cannot be reset.

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

**Error Message**

%INSTALL-TURBOBOOT-7-DISK\_INACCESSIBLE The install infrastructure could not access device [chars]. The device may be missing or it may be corrupt.

**Explanation** Install device could not be accessed and may be corrupt or missing.

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

**Error Message**

%INSTALL-TURBOBOOT-7-DUAL\_DEVICE\_INIT\_SPEC Both device CLEAN and FORMAT option set in the turboboot setting [chars]. This setting is ignored and no device init is performed.

**Explanation** The TURBOBOOT setting in ROMMON had both the device CLEAN and FORMAT options enabled. This setting is ignored and no device initialization would be performed.

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

**Error Message**

%INSTALL-TURBOBOOT-7-DUAL\_DEVICE\_SPEC More than one disk option has been set in turboboot options.

**Explanation** The TURBOBOOT setting in ROMMON had more than one disk option set. This will cause turboboot to abort.

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

## VERSMGR\_LIB Messages

**Error Message**

%INSTALL-VERSMGR\_LIB-7-FILESYSTEM [chars] '[chars]', error [chars]

**Explanation** A Version Manager library was unable to carry out a filesystem operation. Installations may not produce the expected results.

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

**Error Message**

%INSTALL-VERSMGR\_LIB-7-MEMORY A Version Manager library was unable to allocate [unsigned int] bytes of memory.

**Explanation** The system is running out of memory and was not able to allocate sufficient memory to carry out an install-related operation.

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

**Error Message**

%INSTALL-VERSMGR\_LIB-7-PARAMETER An invalid parameter was passed to a Version Manager library.

**Explanation** A client of a Version Manager library passed it an invalid argument, and so the library may not be able to carry out its operations. Installations may not produce all the expected results.

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

**Error Message**

%INSTALL-VERSMGR\_LIB-7-SYSDB\_BIND A Version Manager library was unable to bind to SysDB, error [chars].

**Explanation** A Version Manager library was unable to bind to SysDB (perhaps because the communications infrastructure is not yet up), so will not be able to function. Installations will be unlikely to produce the expected results.

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

**Error Message**

%INSTALL-VERSMGR\_LIB-7-SYSDB\_GET A Version Manager library was unable to retrieve an item from SysDB, error [chars].

**Explanation** A Version Manager library was unable to retrieve some data from SysDB, so may not be able to function. Installations may not produce the expected results.

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

**Error Message**

%INSTALL-VERSMGR\_LIB-7-SYSDB\_REGISTER A Version Manager library was unable to register with SysDB, error [chars].

**Explanation** A Version Manager library was unable to register with SysDB, so will not be able to function. Installations will be unlikely to produce the expected results.

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

**Error Message**

%INSTALL-VERSMGR\_LIB-7-SYSDB\_SET A Version Manager library was unable to set an item in SysDB, error [chars].

**Explanation** A Version Manager library was unable to set an item in SysDB, so the system may now be in an inconsistent state. Installations will be unlikely to produce the expected results.

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

**Error Message**

%INSTALL-VERSMGR\_LIB-7-SYSDB\_UNBIND A Version Manager library was unable to unbind from SysDB, error [chars].

**Explanation** A Version Manager library was unable to unbind from SysDB. Despite this, subsequent operation is unlikely to be affected.

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

## VS\_CLIENT Messages

**Error Message**

%INSTALL-VS\_CLIENT-3-CACHE\_LOOKUP VS Object cached lookup: Name: [chars], Object id: [hex], Version: [hex]

**Explanation** Test code only - will never be seen by customers.

**Recommended Action** --



**Error Message**

%INSTALL-VS\_CLIENT-3-CACHE\_LOOKUP\_NOT\_PRESENT VS Object not present in cache:  
Name: [chars], Object id: [hex]

**Explanation** Test code only - will never be seen by customers.

**Recommended Action** --

**Error Message**

%INSTALL-VS\_CLIENT-3-FAILURE [chars]: [chars]

**Explanation** Test code only - will never be seen by customers.

**Recommended Action** --

**Error Message**

%INSTALL-VS\_CLIENT-3-NOMEM Failed to allocate [unsigned int] bytes

**Explanation** Test code only - will never be seen by customers.

**Recommended Action** --

**Error Message**

%INSTALL-VS\_CLIENT-3-NOTIFICATION Failed to handle selected version  
notification: [chars] ([chars])

**Explanation** There was a problem with a notification of a change to the selected version for a communication protocol.

**Recommended Action** Restart the affected process. If the message recurs, copy the error message exactly as it appears on the console or in the system log, call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%INSTALL-VS\_CLIENT-3-NOTIFICATION VS Notification received: Name: [chars],  
Object id: [hex], Version: [hex], Options: [hex]

**Explanation** Test code only - will never be seen by customers.

**Recommended Action** --

**Error Message**

%INSTALL-VS\_CLIENT-3-NOTIFICATION\_NOT\_PRESENT VS Object deleted notification  
received: Name: [chars], Object id: [hex], Options: [hex]

**Explanation** Test code only - will never be seen by customers.

**Recommended Action** --

**Error Message**

```
%INSTALL-VS_CLIENT-4-RESPONSE Failed to respond to selected version  
notification: [chars]
```

**Explanation** There was a problem responding to a notification of a change to the selected version for a communication protocol. The selected version publisher will assume that the affected process handled the notification successfully.

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

**Error Message**

```
%INSTALL-VS_CLIENT-7-INIT_SUCCESSFUL VS Client successfully set up
```

**Explanation** Test code only - will never be seen by customers.

**Recommended Action** --

## VS\_PUBLISHER Messages

**Error Message**

```
%INSTALL-VS_PUBLISHER-3-HANDLER Failed to handle a client request or response:  
[chars] ([chars])
```

**Explanation** There was a problem with a request to get the selected version for a communication protocol, or with a response to a notification of a change to a selected version.

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

**Error Message**

```
%INSTALL-VS_PUBLISHER-3-TIMEOUT Timeout processing version change for [unsigned  
int] communication[chars] (first affected communication: [hex])
```

**Explanation** There was a problem processing the notification of a change to the selected version for one or more communication protocols.

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