Infrastructure Messages

This section contains all infrastructure related System Error Messages.

ICCP Messages

Error Message

```
%INFRA-ICCP-5-ISOLATION  Group [unsigned int] isolated from the network core
```

Explanation   All configured backbone interfaces for the ICCP group are down.

Recommended Action   Check the backbone interfaces.

Error Message

```
%INFRA-ICCP-5-ISOLATION_CLR  Group [unsigned int] no longer isolated from the
network core
```

Explanation   At least one configured backbone interface for the ICCP group is up.

Recommended Action   No action is required.

Error Message

```
%INFRA-ICCP-5-NEIGHBOR_STATE  Neighbor [chars] for group [unsigned int], [chars]
```

Explanation   An ICCP neighbor has changed state (up/down).

Recommended Action   No action is required.

Error Message

```
%INFRA-ICCP-6-BACKBONE_INTERFACE_STATE  ICCP Backbone Interface [chars] for group
[unsigned int], changed state to [chars]
```

Explanation The configured backbone interface changed state.

Recommended Action If the state change was unexpected, confirm the configuration settings for the interface.

RGMGR Messages

Error Message

```
%INFRA-RGMGR-3-ERR_RIB_BATCH_BUFFER  Unexpected error [chars] batch of FRR RIB
updates ([dec])
```

Explanation Redundancy Group Manager encountered an unexpected error while defining a batch of updates to be sent to the RIB. This is an internal programming 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

```
%INFRA-RGMGR-3-INIT  Failed to initialize [chars], because of [chars]
```

Explanation Initialization of RGMGR process failed to complete.

Recommended Action sysmgr will try to restart the RGMGR process. If it cannot be restarted it is a fatal condition. 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. *REDUCE*

Error Message

```
%INFRA-RGMGR-4-ERR_RIB_BATCH_SEND  Unexpected error sending a batch of RIB updates
([dec])
```

Explanation Redundancy Group Manager encountered an unexpected error while sending a batch of FRR updates to the RIB. This may be a resource starvation problem, or a problem with RGMGR's connection to the RIB, or an internal programming error.

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

SLA Messages

Error Message

`%INFRA-SLA-3-CAPABILITIES_CONFLICT  SLA Profile Manager ignoring duplicate packet type capability [chars].`

Explanation SLA Profile Manager encountered a packet type capability for which it already has an entry that differs in configuration. This new capability will be ignored. This state indicates a programmatic error of the SLA clients as either multiple SLA clients are trying to register the same capability of a single client is trying to register the same capability twice but with different configuration.

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

`%INFRA-SLA-3-PM_INIT_FAILED  SLA Profile Manager failed to initialize [chars]: [chars]`

Explanation The SLA Profile Manager failed to initialize correctly, and will now exit. It should be restarted by SysMgr.

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

`%INFRA-SLA-3-PROFILE_CREATE_FAILED  SLA Client Library received profile [chars] from the Profile Manager that could not be created: [chars]`

Explanation The SLA Client Library received a profile that could not be created. This indicates that there was insufficient memory for creation of the profile and its associated data. Any operations configured to use this profile will not become active until the profile is successfully created.

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. The Client Library will attempt to resync itself with the Profile Manager or an immediate resync can be attempted by reconfiguring the profile.

Error Message

```
%INFRA-SLA-3-PROFILE_OP_SETUP_FAILED  SLA Client Library failed to setup the
operations using profile [chars]: [chars]
```

Explanation The SLA Client Library failed to setup the operations configured to use the profile following the configuration of the profile. This indicates that there was insufficient memory for the setting up of operations and these operations will not start running until they are successfully set up.

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. To resume normal operation, reconfigure the profile and the SLA Client Library will resync itself with the Profile Manager and setup the operations.

Error Message

```
%INFRA-SLA-3-PROFILE_OP_UPDATE_FAILED  SLA Client Library failed to update
operations using profile [chars] following profile configuration change: [chars]
```

Explanation The SLA Client Library failed to update the operations configured to use the profile following a change to the configuration of the profile. This indicates that there was insufficient memory to meet the requirements of the new configuration and these operations will not start running until they are successfully set up again.

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. The Client Library will attempt to resync itself with the Profile Manager or an immediate resync can be attempted by reconfiguring the profile.

Error Message

```
%INFRA-SLA-3-PROFILE_UPDATE_FAILED  SLA Client Library received update for
profile [chars] from the Profile Manager that could not be applied: [chars]
```

Explanation The SLA Client Library received updated configuration for a profile and the update could not be applied locally. This indicates that there was insufficient memory for modification of the profile and its associated data. Any operations using this profile have been suspended and their associated metrics removed until the profile is successfully updated.

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. The Client Library will attempt to resync itself with the Profile Manager or an immediate resync can be attempted by reconfiguring the profile.

Error Message

```
%INFRA-SLA-4-DISTRIB_RECONNECT_FAILED  SLA Client Library distribution module
failed to resync the configured profiles with the Profile Manager after one minute
of retrying: [chars]
```

Explanation   The SLA Client Library has failed to resync the configured profiles with the Profile Manager after one minute of retrying. Further retries will be attempted every 30 seconds. Until the client is resynced with the SLA Profile Manager any recent additions or changes to profile configuration will not be acted upon.

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

```
%INFRA-SLA-4-DISTRIB_SEND_FAILED  SLA Profile Manager distribution module failed
to resync the configured profiles with its clients after one minute of retrying:
[chars]
```

Explanation   The SLA Profile Manager has failed to resync the configured profiles with its clients after one minute of retrying. Further retries will be attempted every 30 seconds. Until the clients become resynced with the SLA Profile Manager any recent additions or changes to profile configuration will not be acted upon.

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

```
%INFRA-SLA-4-EXITING  SLA Profile Manager failed to process events: [chars]
```

Explanation   The process failed to process incoming events, and will exit. It should be restarted by System Manager and resynchronize its internal state.

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

```
%INFRA-SLA-4-MESSAGING_FAILED  Failed to respond to operation [chars] request:
[chars]
```

Explanation   An error occurred while handling a request from the management thread to the data thread; the data thread was not able to respond to the management thread.

Recommended Action   The system may recover automatically. If the problem persists, it may be possible to recover by restarting the protocol process on the affected node.

Error Message

```
%INFRA-SLA-4-MUTEX_FAIL  Failed to [chars] lock: [chars]
```

Explanation A system error was encountered when attempting to acquire or release a mutex. In rare circumstances, this may result in unexpected behavior in the SLA library, incorrect statistics or unexpected restart of the protocol process.

Recommended Action If unexpected behavior is seen, the system may be recovered by restarting the protocol process on the affected node. If the 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.

Error Message

```
%INFRA-SLA-4-OD_OPERATION_CLEANUP_FAILED  SLA Client Library failed to cleanup
(or initiate cleanup of) on demand operation [unsigned int], [chars]. This must
be manually cleared
```

Explanation The SLA Client Library either failed to cleanup the on demand operation or failed to start a timer to cleanup the operation on its expiry. There will be no retry attempt to clean this operation up and until it is cleaned up manually the associated system resources will still be in use.

Recommended Action Manually clear the on demand operation via a manageability view (CLI, XML etc). 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

```
%INFRA-SLA-4-PM_CLEANUP_FAILED  SLA Profile Manager failed to cleanup [chars]:
[chars]
```

Explanation The SLA Profile Manager failed to cleanup correctly. It will exit anyway, and no further errors should be seen.

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

```
%INFRA-SLA-4-PROBE_RESULTS_DROPPED  Failed to schedule processing of probe
results: [chars]
```

Explanation An error occurred while attempting to schedule processing of the queue of probe results. As a consequence, the results for any current probes may not be recorded in the database.

Recommended Action The system may recover automatically. If the problem persists, it may be possible to recover by restarting the protocol process on the affected node.

Error Message

%INFRA-SLA-4-PROBE_SCHEDULE_FAILURE Probe scheduling error for operation
'[chars]': [chars]: [chars]

Explanation An error occurred while scheduling a probe, or scheduling a packet within a probe. This could indicate a resource issue. The impact of this error is that some results will be missing for this operation; in some cases, no further results will be collected for this operation.

Recommended Action No further action is needed. However, if the problem persists, it may be possible to recover by restarting the protocol process on the affected node.

Error Message

%INFRA-SLA-4-SYSMGR_FAIL Unable to signal that process is exiting: [chars]

Explanation The process has failed to inform System Manager that it is shutting down. The process will exit anyway, but it is possible that any configuration entered will not cause SysMgr to restart the process. In this case, a timeout will occur when committing configuration, and the config will fail to apply.

Recommended Action If configuration fails to apply, recommitting it should correct the issue. 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

%INFRA-SLA-4-UNEXPECTED_PROTOCOL_DATA Unexpected protocol error: [chars]

Explanation An error has been detected in the information passed to the SLA infrastructure by the protocol process. This could cause missing SLA results or other unexpected behavior.

Recommended Action If unexpected behavior is seen, it may be possible to recover by restarting the protocol process on the affected node.

Error Message

%INFRA-SLA-6-CONFIG_ERROR_SET SLA Profile Manager found profiles that are no
longer valid due to configuration errors. Run the SLA configuration-errors show
command for each SLA protocol for details.

Explanation SLA Profile Manager found configuration for a profile that was previously valid but has since become invalid. This will most likely be the result of the profile's packet type changing its capabilities resulting in invalid configuration. This invalid configuration will not be applied to the profile and a configuration error will be present against the profile.

Recommended Action Reconfigure the profile to remove or change the invalid configuration such that it becomes valid.

Error Message

```
%INFRA-SLA-6-OD_OPERATION_FINISHED  SLA on-demand operation [unsigned int],
[chars] has finished. The results will be available for up to two weeks.
```

Explanation The SLA Client Library has finished processing an on demand operation. The metrics collected for this shall exist for two weeks before being automatically cleaned up if not manually cleared before then.

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

```
%INFRA-SLA-6-OP_DB_NON_EMPTY  SLA Client Library database module has cleaned up
whilst there were still operations in the database
```

Explanation SLA Client Library database module cleaned up whilst there were still operations in the database causing a memory dump of the Client Library to be taken. This has been caused by other modules failing to cleanup properly whilst shutting down 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

```
%INFRA-SLA-6-PROFILE_VERIFY_FAILED  SLA Client Library received profile [chars]
from the Profile Manager that failed verification: [chars]
```

Explanation The SLA Client Library received a profile that failed verification. This indicates that the criteria that the Client Library is using to verify profiles differs from that used by the Profile Manager. This may occur around process restart of the protocol or Profile Manager. Any operations using this profile shall be suspended and their associated metrics removed.

Recommended Action The Client Library will attempt to resync itself with the Profile Manager or an immediate resync can be attempted by reconfiguring the profile when there are no process restart events occurring. 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

```
%INFRA-SLA-6-RESYNC_PROFILE_INVALID  During a resync of the SLA Client Library
profile [chars] was found to no longer be valid and shall be discarded
```

Explanation The SLA Client Library is discarding a profile that was found to no longer be valid during a resync. Any operations using this profile shall be suspended and their associated metrics removed.

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

```
%INFRA-SLA-6-SHMWIN_RESET  SLA Client Library database module shared memory window
has been reset
```

Explanation SLA Client Library database module shared memory window has been reset. This may have been caused by the process restarting whilst the shared memory window was in an invalid state or a change to the database that is not safe over upgrade.

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.

SUB_UTIL Messages

Error Message

```
%INFRA-SUB_UTIL-0-INIT_RETRY_SUCCEEDED  Subscriber Util succeeded in initializing
the [chars] module upon retry.
```

Explanation An error was previously encountered while initializing one of modules of the subscriber util. However, the initialization was retried and succeeded.

Recommended Action No action is required.

Error Message

```
%INFRA-SUB_UTIL-0-INIT_RETRY_SUCCEEDED  Subscriber Util succeeded in initializing
the [chars] module upon retry.
```

Explanation An error was previously encountered while initializing one of modules of the sub_util server. However, the initialization was retried and succeeded.

Recommended Action No action is required.

Error Message

```
%INFRA-SUB_UTIL-2-INIT_FAILURE  Failed to initialize Subscriber util: [chars]
```

Explanation This syslog is printed when RwString Manager or its clients fail to initialize necessary data structures and memories. If the error originates from the system call the error message is also printed.

Recommended Action Based on the system error message the user can tell what went wrong. More likely than not, the user has to restart the system. If the problem persists he or she has to contact Cisco customer support team.

Error Message

```
%INFRA-SUB_UTIL-2-INIT_FAILURE  Failed to initialize Subscriber Util: [chars]
```

Explanation This syslog is printed when Subscriber Util or its clients fail to initialize necessary data structures and memories. If the error originates from the system call the error message is also printed.

Recommended Action Based on the system error message the user can tell what went wrong. More likely than not, the user has to restart the system. If the problem persists he or she has to contact Cisco customer support team.

Error Message

```
%INFRA-SUB_UTIL-2-MALLOC_FAILURE  Failed to allocate memory: [chars]
```

Explanation An explanation is provided in the syslog.

Recommended Action A user should be able to tell what went wrong and take actions accordingly. For instance, if the system runs out of memory then more memory needs to be installed.

Error Message

```
%INFRA-SUB_UTIL-2-MALLOC_FAILURE  Failed to allocate memory: [chars]
```

Explanation An explanation is provided in the syslog.

Recommended Action A user should be able to tell what went wrong and take actions accordingly. For instance, if the system runs out of memory then more memory needs to be installed.

Error Message

```
%INFRA-SUB_UTIL-4-INIT_ERROR  Subscriber util was unable to initialize the [chars]
module. Error: '[chars]'. [chars].
```

Explanation An error was encountered while initializing one of the modules of configuration manager server. The failure of this module initialization is not critical to configuration manager to be completely operational.

Recommended Action Provide the message details to Cisco Support personal.

Error Message

```
%INFRA-SUB_UTIL-4-INIT_ERROR  Subscriber Util was unable to initialize the [chars]
module. Error: '[chars]'. [chars].
```

Explanation An error was encountered while initializing one of the modules of configuration manager server. The failure of this module initialization is not critical to configuration manager to be completely operational.

Recommended Action Provide the message details to Cisco Support personal.

Error Message

```
%INFRA-SUB_UTIL-4-TRACE  [chars] Error:[chars]
```

Explanation This is a non-fatal error and can happen when router is low on memory. It should not affect the functioning of the router, but trace messages may not be logged.

Recommended Action None.

Error Message

```
%INFRA-SUB_UTIL-4-TRACE  [chars] Error:[chars]
```

Explanation This is a non-fatal error and can happen when router is low on memory. It should not affect the functioning of the router, but trace messages may not be logged.

Recommended Action None.

Error Message

```
%INFRA-SUB_UTIL-7-INTERNAL  [chars]
```

Explanation An unexpected internal error occurred in the subscriber util subsystem.

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

```
%INFRA-SUB_UTIL-7-INTERNAL  [chars]
```

Explanation An unexpected internal error occurred in the sub_util subsystem.

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.