



## Media Messages

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This section contains all MEDIA related System Error Messages, including disk, nvram, flash, and so forth.

### c12000\_bflash\_prp\_driver Messages

#### Error Message

```
%MEDIA-c12000_bflash_prp_driver-3-INIT_ERROR Process initialization failed:  
([chars])
```

**Explanation** Performance Route Processor (PRP) Bootflash drivers failed to initialize. The bootflash is a storage device that exists on every PRP. The effect is that PRP storage will not function. %s - indicates the reason for the failure.

**Recommended Action** The System Manager process (sysmgr) will not respawn this process. Try to reload the PRP first. If it does not recover, power cycle the router. Copy the error message exactly as it appears on the console or in the system log, call your Cisco technical support representative and provide the representative with the gathered information.

### DISKUTIL Messages

#### Error Message

```
%MEDIA-DISKUTIL-3-INIT_ERROR Unexpected init error: [chars]: [chars]: [hex]
```

**Explanation** An unexpected init error condition encountered.

**Recommended Action** Collect system log information. No action is required.

# FLASHFS\_HES Messages

## Error Message

%MEDIA-FLASHFS\_HES-1-BADDEVOPEN Can't open device [chars]

**Explanation** Flash device could not be opened

**Recommended Action** Make sure the flash device resource manager is running. If not restart it. If that fails Copy the error message exactly as 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

%MEDIA-FLASHFS\_HES-1-BADOPTIONS [chars]: invalid option [char]

**Explanation** Bad options

**Recommended Action** Start the flash file system with correct options

## Error Message

%MEDIA-FLASHFS\_HES-1-BADPATH [chars]: Can't Attach Pathname [chars]

**Explanation** Could not attach pathname

**Recommended Action** Reboot the router if possible. If not try to start it from the command line. If that too fails Copy the error message exactly as 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

%MEDIA-FLASHFS\_HES-1-BADPERM [chars]: Illegal permission requested ([dec])

**Explanation** Not a valid permission

**Recommended Action** No action is required.

## Error Message

%MEDIA-FLASHFS\_HES-1-CARD\_UNAVAILABLE [chars]: Can not access flash device

**Explanation** Probably the flash card has been removed.

**Recommended Action** Reinsert the flash card.

**Error Message**

%MEDIA-FLASHFS\_HES-1-COND\_PROBLEM Could not [chars] condition variable : Error [chars]

**Explanation** Possibly condition variable does not exist

**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**

%MEDIA-FLASHFS\_HES-1-DRIVER\_UNAVAILABLE Flash driver unavailable

**Explanation** Flash device driver process is dead.

**Recommended Action** Restart the flash device driver process.

**Error Message**

%MEDIA-FLASHFS\_HES-1-INIT\_FAILED Flash device initialization failed. Error: [chars]

**Explanation** Something went wrong.

**Recommended Action** Kill the flash file system and restart it. If that fails Copy the error message exactly as 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**

%MEDIA-FLASHFS\_HES-1-MUTEX\_PROBLEM Could not [chars] mutex : Error [chars]

**Explanation** Possibly mutex does not exist

**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**

%MEDIA-FLASHFS\_HES-3-BAD\_DEVICE\_DATA [chars]: Bank Status Error. Shutting down device

**Explanation** Bad device 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**

```
%MEDIA-FLASHFS_HES-3-BAD_DRIVER_WAIT_THREAD  Could not start the thread to wait  
for driver after driver crash
```

**Explanation** Could not start 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**

```
%MEDIA-FLASHFS_HES-3-BAD_PULSE_ATTACH  [chars]: resmgr_pulse_attach failed:  
[text]
```

**Explanation** Could not attach pulse for flash driver death detection

**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**

```
%MEDIA-FLASHFS_HES-3-BAD_THREAD_CREATE  Could not start the [chars] thread
```

**Explanation** Could not start 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**

```
%MEDIA-FLASHFS_HES-3-BADCARD  [chars]: The flash card seems to be corrupted
```

**Explanation** Probably the flash card is corrupted

**Recommended Action** Format the flash card

**Error Message**

```
%MEDIA-FLASHFS_HES-3-BADCHANNEL  [chars]: can't create channel
```

**Explanation** Could not create channel for the resource manager

**Recommended Action** Reboot the router if possible. If not try to start it from the command line. If that too fails Copy the error message exactly as 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**

%MEDIA-FLASHFS\_HES-3-BADDLLOPEN [chars]: [chars] [chars] Could not open DLL

**Explanation** DLL Probably not Loaded

**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**

%MEDIA-FLASHFS\_HES-3-BADDLSYM [chars]: [chars] [chars] Can't Resolve symbol

**Explanation** Probably Function not Defined in DLL

**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**

%MEDIA-FLASHFS\_HES-3-BADHDR [chars]: Hdr Error, ptr equals [hex]

**Explanation** A file with a bad header encountered on flash

**Recommended Action** No action is required.

**Error Message**

%MEDIA-FLASHFS\_HES-3-BADSTATUS [chars]: Bank Status Error. Shutting down device

**Explanation** Either device is in error or file system format can not be recognized.

**Recommended Action** If possible format the device. If not Copy the error message exactly as 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**

%MEDIA-FLASHFS\_HES-3-BOOTFLASH\_CORRUPTED WARNING! [chars] is corrupted.  
Suggestion: reformat the device and copy the required boot files to it.

**Explanation** The bootflash: is corrupted. Need to re-format it and copy boot files to it.

**Recommended Action** do format bootflash: from CLI and copy boot files to it.

**Error Message**

```
%MEDIA-FLASHFS_HES-3-CONNECT_FAILED Could not establish connected to channel  
[dec]
```

**Explanation** Could not create channel for the resource manager

**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**

```
%MEDIA-FLASHFS_HES-3-DEBUG_INIT_FAILED [chars]
```

**Explanation** Internal 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**

```
%MEDIA-FLASHFS_HES-3-DRIVER_CHANGED Underlying flash card seems to have changed.  
Closing file
```

**Explanation** Probably the driver died or the flash card has been swapped (OIR). The flash card has changed. The current access seems to be for a file which has been opened with the driver for old card.

**Recommended Action** No action is required.

**Error Message**

```
%MEDIA-FLASHFS_HES-3-EVENT_BLOCK_ERROR event_block failed -[chars]
```

**Explanation** --

**Recommended Action** --

**Error Message**

```
%MEDIA-FLASHFS_HES-3-EVENT_MGR_CREATE_FAILED [chars]: can't create  
channel-[chars]
```

**Explanation** Could not create channel for the event manager

**Recommended Action** Reboot the router if possible. If not try to start it from the command line. If that too fails Copy the error message exactly as 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**

%MEDIA-FLASHFS\_HES-3-FAIL\_DEBUG\_REG can't connect to configuration, [chars]

**Explanation** Flash debugging service register to sysdb failed.

**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**

%MEDIA-FLASHFS\_HES-3-RECOVERY\_FROM\_SQUEEZE\_FAILED Flash device could not recover from interrupted squeeze. Error: [dec]

**Explanation** Something went wrong.

**Recommended Action** Kill the flash file system and restart it. If that fails Copy the error message exactly as 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**

%MEDIA-FLASHFS\_HES-3-SYMLINK\_EXPORT [chars]: unable to export mount point ([chars])

**Explanation** Device will not be accessible from all nodes.

**Recommended Action** Kill the flash file system and restart it. If that fails Copy the error message exactly as 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**

%MEDIA-FLASHFS\_HES-3-SYSMGR\_PROC\_READY\_FAILED sysmgr\_proc\_ready failed - [chars]

**Explanation** Failed to send message to Sysmgr about init completion.

**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**

%MEDIA-FLASHFS\_HES-4-BAD\_DRIVER\_PULSE\_REGISTRATION Could not register a pulse with the driver

**Explanation** We register pulse with the driver so that we get notification of certain events. For some reason it did not work.

**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**

%MEDIA-FLASHFS\_HES-4-BAD\_SECTOR\_ERASE Sector [unsigned long int] not erased

**Explanation** Bad sector

**Recommended Action** No action is required.

**Error Message**

%MEDIA-FLASHFS\_HES-4-CARD\_WRITE\_PROTECTED [chars]: The flash card is write protected

**Explanation** The card is write protected, and a write operation is attempted

**Recommended Action** No action is required.

**Error Message**

%MEDIA-FLASHFS\_HES-4-EXCLUSIVE\_ACCESS\_DENIED Could not get exclusive access to the device

**Explanation** Possibly a read or write is still going on in the background

**Recommended Action** No action is required.

**Error Message**

%MEDIA-FLASHFS\_HES-4-UNKNOWN\_PULSE Unknown pulse received. Code: [dec], Value [dec]:

**Explanation** An unexpected pulse has been received

**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**

%MEDIA-FLASHFS\_HES-5-CARD\_SWAPPED [chars]: The flash card has been swapped (OIR)

**Explanation** The pcmcia flash card has been pulled out from its slot and re-inserted with a same or different card

**Recommended Action** No action is required.

**Error Message**

%MEDIA-FLASHFS\_HES-6-DRIVER\_BACK\_UP Flash driver [chars] back up

**Explanation** Flash device driver process came back up.

**Recommended Action** No action is required.



**Error Message**

`%MEDIA-FLASHFS_HES-6-RECOVERING_FROM_SQUEEZE` Flash device [chars] trying to recover from interrupted squeeze. Please wait

**Explanation** Squeeze is used to recover space consumed by deleted files in flash file systems. A deleted file is just marked deleted and space occupied by it is not recovered till a squeeze is done. The flash card has been ejected or router crashed in while performing squeeze. We are trying to recover from that.

**Recommended Action** No action is required.

**Error Message**

`%MEDIA-FLASHFS_HES-6-RECOVERING_FROM_SQUEEZE_DONE` Flash device [chars] recovered from interrupted squeeze

**Explanation** Squeeze is used to recover space consumed by deleted files in flash file systems. A deleted file is just marked deleted and space occupied by it is not recovered till a squeeze is done. The flash card has been ejected or router crashed in while performing squeeze. We are able to successfully recover from that and flash is usable again.

**Recommended Action** No action is required.

**Error Message**

`%MEDIA-FLASHFS_HES-6-USAGE` [chars]: Usage -m mount\_point -d device\_name

**Explanation** Arguments for invoking the flash file system. mount\_point is the mount location of the flash file system and device\_name is the path name of the driver to be used by the file system. Wrong arguments have been used. Please use the correct ones.

**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.

## FSDEVINFO Messages

**Error Message**

`%MEDIA-FSDEVINFO-3-DBG_CLEANUP` Failed to unregister the debug's

**Explanation** During total cleanup fs\_dev\_info failed to unregister the debugs.

**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**

```
%MEDIA-FSDEVINFO-3-EVM_ERROR [chars], Error: [chars]
```

**Explanation** Failed in some event management functions.

**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**

```
%MEDIA-FSDEVINFO-3-GET_FILESYS_ERR platform_get_fslist() failed, could not  
retrieve list of File Systems
```

**Explanation** --

**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**

```
%MEDIA-FSDEVINFO-3-LWM_ERROR [chars], Error: [chars]
```

**Explanation** Failed to execute some LWM library functions.

**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**

```
%MEDIA-FSDEVINFO-3-MAIN_INIT_ERROR Initialization in main failed, Error: [chars]
```

**Explanation** One of the functions called during initialization of the process failed.

**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**

```
%MEDIA-FSDEVINFO-3-NO_MEMORY Failed in allocating memory, [chars]
```

**Explanation** Not enough memory available in 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**

%MEDIA-FSDEVINFO-3-REGISTER\_ERROR Could not register [chars]

**Explanation** Failed to register Error description DLL.

**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**

%MEDIA-FSDEVINFO-3-SIGNAL\_RELATED [chars], Error: [chars]

**Explanation** Some signal related function returned with an 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**

%MEDIA-FSDEVINFO-3-SYSDB\_CONNECT\_FAIL Could not connect to sysdb

**Explanation** During total cleanup fs\_dev\_info failed to unregister the debugs.

**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**

%MEDIA-FSDEVINFO-3-SYSMGR\_READY Could not inform sysmgr that process is ready, Error: [chars]

**Explanation** The main function failed to inform sysmgr that it is ready.

**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**

%MEDIA-FSDEVINFO-3-THREAD\_ERROR [chars], Error: [chars]

**Explanation** One of the pthread\_\* functions returned with an 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**

%MEDIA-FSDEVINFO-4-INVALID\_PARM Invalid parameter [chars] equals [dec] in function [chars]

**Explanation** An invalid parameter value was passed to the named function.

**Recommended Action** Report

## GETMEDIA Messages

**Error Message**

%MEDIA-GETMEDIA-4-INVALID\_PARM Invalid parameter [dec] in function [chars]

**Explanation** An invalid parameter value was passed to the named function.

**Recommended Action** Report this message to TAC.

**Error Message**

%MEDIA-GETMEDIA-6-DEVFILE\_READ\_FAILED Unable to read file '[chars]', errno equals [dec]. Using default boot device.

**Explanation** The qsm application device file was unavailable. Default boot device being used.

**Recommended Action** Report this message to TAC.

## HARDDISK Messages

**Error Message**

%MEDIA-HARDDISK-3-MALLOC\_FAIL [chars]

**Explanation** Memory allocation failed

**Recommended Action** 'Attempt to clear event manager'

**Error Message**

%MEDIA-HARDDISK-3-SPAWN\_FAIL Failed to spawn [chars]

**Explanation** Failed to spawn mount helper process

**Recommended Action** 'Check for harddisk mount point'

**Error Message**

%MEDIA-HARDDISK-3-SYSMGR\_REGISTER\_FAIL [chars]

**Explanation** Unable to register with sysmgr for node state change.

**Recommended Action** 'Check mount point of hd'

**Error Message**

%MEDIA-HARDDISK-4-GET\_NODE\_FAIL [chars]

**Explanation** Unable to get node state.

**Recommended Action** 'Clear event manager'

**Error Message**

%MEDIA-HARDDISK-7-MUTEX\_LOCK Failed to lock [chars]

**Explanation** A required mutex lock failed.

**Recommended Action** 'Mutex used by other process'

**Error Message**

%MEDIA-HARDDISK-7-MUTEX\_UNLOCK Failed to unlock [chars]

**Explanation** A required mutex unlock failed.

**Recommended Action** 'HD process has mutex'

**Error Message**

%MEDIA-HARDDISK-7-UNKNOWN\_MACHINE [chars]

**Explanation** Unable to find the machine type.

**Recommended Action** 'Check ID EEPROM programmed correctly'

**Error Message**

%MEDIA-HARDDISK-7-UNSUPPORTED\_BOARD [[dec]] not supported

**Explanation** Unsupported Board type.

**Recommended Action** 'Check ID EEPROM programmed correctly'

## MB\_FLASH\_LIB Messages

### Error Message

%MEDIA-MB\_FLASH\_LIB-1-BADCHANNEL Can't Create Channel

**Explanation** Could not create channel for the resource manager

**Recommended Action** Reboot the router if possible. If not try to start it from the command line. If that too fails Copy the error message exactly as 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

%MEDIA-MB\_FLASH\_LIB-1-BADPATH Can't Attach Pathname [chars]

**Explanation** Could not attach pathname

**Recommended Action** Reboot the router if possible. If not try to start it from the command line. If that too fails Copy the error message exactly as 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

%MEDIA-MB\_FLASH\_LIB-7-VERIFYINFO %Error: verify @ [hex]-expected [hex], read [hex]

**Explanation** Verify information due to verbose option

**Recommended Action** No action is required.

## mbus\_flash\_driver Messages

### Error Message

%MEDIA-mbus\_flash\_driver-3-INIT\_ERROR Process initialization failed: ([chars])

**Explanation** MBUS flash drivers failed to initialize. The MBUS flash is a storage device that exists on board and is used to store On Board Failure Logs. The effect is that OBFL storage will not function. %s - indicates the reason for the failure.

**Recommended Action** The System Manager process (sysmgr) will respawn this process. Try to reload the board first. If it does not recover, power cycle the router. Copy the error message exactly as it appears on the console or in the system log, call your Cisco technical support representative and provide the representative with the gathered information.

# MEDIAAPI Messages

## Error Message

`%MEDIA-MEDIAAPI-4-CHAN_CONNECT_FAILED` Unable to channel connect to '[chars]',  
errno equals [dec]:[chars].

**Explanation** The media server channel specified could not be opened for the specified reason.

**Recommended Action** Report this message to TAC.

## Error Message

`%MEDIA-MEDIAAPI-4-INVALID_FSTYPE` Error: FS([chars]) not supported for '[chars]'

**Explanation** File system type is not supported on the media device.

**Recommended Action** Please use supported file system type to format the media device.

## Error Message

`%MEDIA-MEDIAAPI-4-INVALID_PARM` Invalid parameter [chars] equals [dec] in  
function [chars]

**Explanation** An invalid parameter value was passed to the named function.

**Recommended Action** Report this message to TAC.

## Error Message

`%MEDIA-MEDIAAPI-4-MSG_SEND_FAILED` Unable to send message to media server, op  
[dec], errno equals [dec]:[chars].

**Explanation** The message send to the media server failed for the specified operation number and failed for the specified reason.

**Recommended Action** Report this message to TAC.

# MEDIASVR Messages

## Error Message

%MEDIA-MEDIASVR-2-NODE\_RELOADING Boot media storage device [chars] unavailable. Reloading node.

**Explanation** The media storage device specified is the boot device and is unavailable. The software will not be able to continue functioning without the boot device so the node is reset to failover or recover the failed device.

**Recommended Action** Media storage data should be recovered from either active node or current primary mirroring device. If media device still fails, replace media device. If not redundant node or no mirroring then reinstall software and configuration.

## Error Message

%MEDIA-MEDIASVR-4-DEVICE\_CORRUPT Media storage device [chars] corrupted beyond repair. Check fsck log at [chars]

**Explanation** The media storage card specified was corrupted beyond repair. See log file for specific reason.

**Recommended Action** Format media device manually, if still fails, replace media device.

## Error Message

%MEDIA-MEDIASVR-4-DEVICE\_FAILED Media storage device [chars] failed to [chars]. Error equals [hex]([chars])

**Explanation** The media storage card specified failed due to the specified operation. The returned error code is specified.

**Recommended Action** Format media device manually, if still fails, replace media device.

## Error Message

%MEDIA-MEDIASVR-4-FSTYPE\_MISMATCH Media storage device [chars] is formatted as [chars] when software expects it to be formatted as [chars]. Please use device file system upgrade procedure to fix.

**Explanation** The media storage device specified is formatted with a different file system type than expected. The running software version expects the device to contain a different file system type.

**Recommended Action** Use the appropriate upgrade file system procedure for the device or use format command once all needed data on device has been saved.



**Error Message**

%MEDIA-MEDIASVR-4-INIT\_ERROR Unexpected init error: [chars]: [chars]: [hex]

**Explanation** An unexpected init error condition encountered.

**Recommended Action** Collect system log information. No action is required.

**Error Message**

%MEDIA-MEDIASVR-4-NVRAM\_WRITE Could not update nvram (Error equals [hex]).

**Explanation** The access to the nvram failed, so that format operation was rejected.

**Recommended Action** Please collect syslog information. Please retry.

**Error Message**

%MEDIA-MEDIASVR-5-DEVICE\_FORMATTED Media storage device [chars] was formatted due to corruption. Check fsck log at [chars]

**Explanation** The media storage card specified was corrupted beyond repair and was formatted. See log file for specific reason.

**Recommended Action** Media storage data should be recovered from either active card or current primary mirroring device. If not redundant card or no mirroring then reinstall software and configuration.

**Error Message**

%MEDIA-MEDIASVR-5-DEVICE\_INCONSISTENT Media storage device [chars] was detected as inconsistent. Device will be auto formatted.

**Explanation** The media storage card specified is inconsistent between the partition table and the file system format. This inconsistency needs to be corrected and the contents formatted correctly.

**Recommended Action** Verify that media device was formatted. If not, then format media device manually. If it still fails, replace media device.

**Error Message**

%MEDIA-MEDIASVR-5-DEVICE\_REPAIRED Media storage device [chars] was repaired. Check fsck log at [chars]

**Explanation** The media storage card specified has some inconsistencies in the file system and was repaired. See log file for specific reason.

**Recommended Action** Run install verify and cfs check.

**Error Message**

%MEDIA-MEDIASVR-5-DEVICE\_UNFORMATTED Media storage device [chars] was detected as unformatted. Device will be auto formatted.

**Explanation** The media storage card specified is unformatted. There are problems with the boot sector contents.

**Recommended Action** Verify that media device was formatted. If not, then format media device manually. If it still fails, replace media device.

**Error Message**

%MEDIA-MEDIASVR-5-PARTITION\_REASON Media storage device [chars] will be (un)partitioned because '[chars]'.

**Explanation** The media storage card specified is going to be (un)partitioned due to the specified reason.

**Recommended Action** Restore any lost data on device due to partition table update and formatting of all partitions.

**Error Message**

%MEDIA-MEDIASVR-6-BOOT\_DEVICE\_FORMAT\_REQUESTED Media storage boot device [chars] was requested to format. Node will reload and device will be formatted while next boot.

**Explanation** The media storage card specified was requested to format and will be formatted through the reload.

**Recommended Action** Media storage data should be recovered from either active card or current primary mirroring device. If not redundant card or no mirroring then reinstall software and configuration.

**Error Message**

%MEDIA-MEDIASVR-6-DEVICE\_FORMAT\_COMPLETED Media storage device [chars] was formatted due to request. Check fsck log at [chars]

**Explanation** The media storage card specified was requested to format and was formatted. See log file for specific reason.

**Recommended Action** Media storage data should be recovered from either active card or current primary mirroring device. If not redundant card or no mirroring then reinstall software and configuration.

**Error Message**

%MEDIA-MEDIASVR-6-DEVICE\_FORMAT\_REQUESTED Format is requested for [chars]  
[chars], filesystem '[chars]'.

**Explanation** The media storage card specified was requested to format with printed options.

**Recommended Action** Media storage data should be recovered from either active card or current primary mirroring device. If not redundant card or no mirroring then reinstall software and configuration.

**Error Message**

%MEDIA-MEDIASVR-6-DEVICE\_PARTITION\_NOT\_EXIST Harddisk mirroring not enabled on this node. Partition '[chars]' does not exist.

**Explanation** The harddisk partition name by provided by platform does not exist.

**Recommended Action** Format hard disk to create valid partition.

**Error Message**

%MEDIA-MEDIASVR-6-NVRAM\_READ\_FSTYPE [chars] has unknown value '[chars]', it will be ignored.

**Explanation** The ROMMON variable for format option is unknown, so that format operation will not happen.

**Recommended Action** Please do not set ROMMON variable by hand.

**Error Message**

%MEDIA-MEDIASVR-6-NVRAM\_UNKNOWN\_FSTYPE [chars] has unsupported value '[chars]' for '[chars]', it will be ignored.

**Explanation** The ROMMON variable for format option is unsupported, so that format operation will not happen.

**Recommended Action** Please do not set ROMMON variable by hand.

## NVRAM\_PLATFORM\_COMMON Messages

**Error Message**

%MEDIA-NVRAM\_PLATFORM\_COMMON-3-BAD\_CHECKSUM nvram is corrupt - textptr: [hex],  
textsize: [dec], textbase: [hex], chksum in nvram: [dec], newchksum: [dec],  
oldchksum: [dec]

**Explanation** nvram corrupt.

**Recommended Action** If need to use classic configs, boot an appropriate classic image and rewrite the config. If not No action is required.

**Error Message**

%MEDIA-NVRAM\_PLATFORM\_COMMON-3-BAD\_CLASSIC\_CONFIG Unexpected version of classic configuration memory ([dec]). Please save contents of nvram by using classic image, and format nvram to recover. Please rewrite the config if need to use classic configs. If not, no further action is required.

**Explanation** Classic configuration different version than expected

**Recommended Action** If need to use classic configs, boot an appropriate classic image and rewrite the config. If not No action is required.

**Error Message**

%MEDIA-NVRAM\_PLATFORM\_COMMON-3-BAD\_CLASSIC\_CONFIG\_COMPRESS Couldn't uncompress config ([dec])

**Explanation** Decompress of Compressed Classic Config Failed

**Recommended Action** If need to use classic configs, boot an appropriate classic image and rewrite the config. If not No action is required.

**Error Message**

%MEDIA-NVRAM\_PLATFORM\_COMMON-3-BAD\_CLASSIC\_CONFIG\_MEM Bad classic configuration memory structure ([chars]:[dec])

**Explanation** Nvptr corrupted

**Recommended Action** If need to use classic configs, boot an appropriate classic image and rewrite the config. If not No action is required.

**Error Message**

%MEDIA-NVRAM\_PLATFORM\_COMMON-3-LOGGING\_ERROR Error while logging nvram activity: [[chars]]

**Explanation** Error while logging nvram activity

**Recommended Action** No action is required.

**Error Message**

%MEDIA-NVRAM\_PLATFORM\_COMMON-4-WRITE\_ABORT A write to the nvram was aborted

**Explanation** A Write to nvram was aborted.

**Recommended Action** Recovery will be attempted in the driver. Otherwise format nvram using command - erase nvram: format

# NVRAM\_PLATFORM Messages

## Error Message

%MEDIA-NVRAM\_PLATFORM-3-BAD\_NVRAM\_MAP Could not map Nvram

**Explanation** Mapping of Nvram Failed. The cause could be limited physical memory or other unknown reasons. This does not have any impact on the router functionality.

**Recommended Action** Support personnel should run command 'show mem', and file a DDTS with the output from the command.

## Error Message

%MEDIA-NVRAM\_PLATFORM-3-BAD\_NVRAM\_VAR ROMMON variable-value pair: [chars], contains illegal (non-printable)characters

**Explanation** The value of a ROMMON variable contains illegal character. It is corrupted with unknown reasons. This does not have any impact on router functionality.

**Recommended Action** Re-assign the value of this ROMMON variable from configuration plane.

## Error Message

%MEDIA-NVRAM\_PLATFORM-3-BATTERY\_LOW NVRAM low battery detected, battery needs to be replaced

**Explanation** Detect NVRAM low battery state, the data stored in NVRAM may be destroyed after power down the board with battery low state.

**Recommended Action** 'NVRAM Battery may need to be replaced'

## Error Message

%MEDIA-NVRAM\_PLATFORM-3-BATTERY\_LOW NVRAM low battery detected, battery needs to be replaced

**Explanation** Detect NVRAM low battery state, the data stored in NVRAM may be destroyed after power down the board with battery low state.

**Recommended Action** 'NVRAM Battery may need to be replaced'

## Error Message

%MEDIA-NVRAM\_PLATFORM-3-NO\_SPACE Reading/Writing NVRAM raw: not enough space on NVRAM raw partition

**Explanation** When reading from or writing to Nvram raw partition, there is not enough space.

**Recommended Action** Report the problem

**Error Message**

%MEDIA-NVRAM\_PLATFORM-3-NVRAM\_RAW\_NOT\_SUPPORTED NVRAM is not supported on card type: [dec].

**Explanation** NVRAM is not currently supported on the type of cards.

**Recommended Action** Report the problem

**Error Message**

%MEDIA-NVRAM\_PLATFORM-3-NVRAM\_SIZE\_ZERO Warning: NVRAM size is 0

**Explanation** Nvram size is found to be zero. This is usually caused by nvram hardware failure.

**Recommended Action** Support personnel need to bring the board to the lab for hardware engineers to examine.

**Error Message**

%MEDIA-NVRAM\_PLATFORM-4-BAD\_NVRAM\_BYTES ROM: WARNING, nvram structure too big, user may loose system configuration

**Explanation** Nvram data structure is too big and should be trimmed. This does not have any impact on the router functionality.

**Recommended Action** Support personnel needs to file a DDTS on this.

**Error Message**

%MEDIA-NVRAM\_PLATFORM-4-BAD\_NVRAM\_MAP Could not map nvram

**Explanation** Mapping of Nvram Failed

**Recommended Action** 'Check for 2 MB size NVRAM'

**Error Message**

%MEDIA-NVRAM\_PLATFORM-4-BAD\_NVRAM\_MAP Could not map nvram

**Explanation** Mapping of Nvram Failed

**Recommended Action** 'Check for 2 MB size NVRAM'

**Error Message**

%MEDIA-NVRAM\_PLATFORM-4-BAD\_NVRAM\_MAP Could not map nvram

**Explanation** Mapping of Nvram Failed

**Recommended Action** 'Check for 2 MB size NVRAM'

**Error Message**

```
%MEDIA-NVRAM_PLATFORM-4-BAD_NVRAM_MAP  Could not map nvram
```

**Explanation** Mapping of Nvram Failed

**Recommended Action** 'Check for 128 KB size NVRAM'

**Error Message**

```
%MEDIA-NVRAM_PLATFORM-7-BAD_NVRAM_VAR  ROMMON variable-value pair: [chars],  
contains illegal (non-printable)characters
```

**Explanation** Could not allocate memory for a DRAM 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**

```
%MEDIA-NVRAM_PLATFORM-7-BAD_NVRAM_VAR  ROMMON variable-value pair: [chars],  
contains illegal (non-printable)characters
```

**Explanation** Could not allocate memory for a DRAM 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**

```
%MEDIA-NVRAM_PLATFORM-7-BAD_NVRAM_VAR  ROMMON variable-value pair: [chars],  
contains illegal (non-printable)characters
```

**Explanation** Could not allocate memory for a DRAM 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**

```
%MEDIA-NVRAM_PLATFORM-7-BAD_NVRAM_VAR  ROMMON variable-value pair: [chars],  
contains illegal (non-printable)characters
```

**Explanation** Could not allocate memory for a DRAM 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**

%MEDIA-NVRAM\_PLATFORM-7-ERROR\_BOARD\_READ NVRAM platform board read error

**Explanation** can not read board type. - platform\_get\_hw\_board\_type\_revision() return err

**Recommended Action** 'reload MSC, and if issue persists, RMA the MSC'

**Error Message**

%MEDIA-NVRAM\_PLATFORM-7-ERROR\_REG\_PM Warning: Failed register NVRAM to platform manager

**Explanation** pm\_fault\_register\_device() API return error

**Recommended Action** No action is required.

**Error Message**

%MEDIA-NVRAM\_PLATFORM-7-ERROR\_REG\_PM Warning: Failed register NVRAM to platform manager

**Explanation** pm\_fault\_register\_device() API return error

**Recommended Action** No action is required.

**Error Message**

%MEDIA-NVRAM\_PLATFORM-7-ERROR\_REG\_PM Warning: Failed register NVRAM to platform manager

**Explanation** pm\_fault\_register\_device() API return error

**Recommended Action** No action is required.

**Error Message**

%MEDIA-NVRAM\_PLATFORM-7-ERROR\_RUN\_BMON Warning: Failed running NVRAM battery monitor thread

**Explanation** pthread\_create() returns error

**Recommended Action** No action is required.

**Error Message**

%MEDIA-NVRAM\_PLATFORM-7-ERROR\_RUN\_BMON Warning: Failed running NVRAM battery monitor thread

**Explanation** pthread\_create() returns error

**Recommended Action** No action is required.



**Error Message**

%MEDIA-NVRAM\_PLATFORM-7-NVRAM\_SIZE\_ZERO Warning: NVRAM size is 0

**Explanation** Possible error during sizing nvram, the NVRAM may not exist

**Recommended Action** 'Check if formatted and present'

**Error Message**

%MEDIA-NVRAM\_PLATFORM-7-NVRAM\_SIZE\_ZERO Warning: NVRAM size is 0

**Explanation** Possible error during sizing nvram, the NVRAM may not exist

**Recommended Action** 'Check if formatted and present'

**Error Message**

%MEDIA-NVRAM\_PLATFORM-7-NVRAM\_SIZE\_ZERO Warning: NVRAM size is 0

**Explanation** Possible error during sizing nvram, the NVRAM may not exist

**Recommended Action** 'Check if formatted and present'

## NVRAM\_SIM Messages

**Error Message**

%MEDIA-NVRAM\_SIM-3-BATTERY\_LOW NVRAM low battery detected, battery needs to be replaced

**Explanation** Detect NVRAM low battery state, the data stored in NVRAM may be destroyed after power down the board whit battery low state.

**Recommended Action** 'NVRAM Battery may need to be replaced'

**Error Message**

%MEDIA-NVRAM\_SIM-4-BAD\_NVRAM\_MAP Could not map nvram

**Explanation** Mapping of Nvram Failed

**Recommended Action** 'Check for 2 MB size NVRAM'

**Error Message**

%MEDIA-NVRAM\_SIM-7-BAD\_NVRAM\_VAR ROMMON variable-value pair: [chars], contains illegal (non-printable) characters

**Explanation** Could not allocate memory for a DRAM 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**

%MEDIA-NVRAM\_SIM-7-ERROR\_REG\_PM Warning: Failed register NVRAM to platform manager

**Explanation** pm\_fault\_register\_device() API return error

**Recommended Action** No action is required.

**Error Message**

%MEDIA-NVRAM\_SIM-7-ERROR\_RUN\_BMON Warning: Failed running NVRAM battery monitor thread

**Explanation** pthread\_create() returns error

**Recommended Action** No action is required.

**Error Message**

%MEDIA-NVRAM\_SIM-7-NVRAM\_SIZE\_ZERO Warning: NVRAM size is 0

**Explanation** Possible error during sizing nvram, the NVRAM may not exist

**Recommended Action** 'Check if formatted and present'

## NVRAM\_UTIL Messages

**Error Message**

%MEDIA-NVRAM\_UTIL-3-DEBUG\_INIT\_FAILED [chars]

**Explanation** Debug init failed

**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**

%MEDIA-NVRAM\_UTIL-3-FAIL\_DEBUG\_REG [chars]: Can't connect to configuration,  
[chars]

**Explanation** NVRAM debugging service register to sysdb failed.

**Recommended Action** Check the existence of the Sysdb service. The system is supposed to re-register if the Sysdb service is available.

## NVRAM Messages

**Error Message**

%MEDIA-NVRAM-3-BADDLLOPEN [chars]: [chars] [chars] Could not open DLL

**Explanation** DLL Probably not Loaded

**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**

%MEDIA-NVRAM-3-BADDLSYM [chars]: [chars] [chars] Can't Resolve symbol

**Explanation** Probably Function not Defined in DLL

**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**

%MEDIA-NVRAM-3-BADFUNCTIONS [chars]: Undefined Functions in DLL

**Explanation** Some Required Functions have not been Defined in DLL

**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**

%MEDIA-NVRAM-3-BADINIT [chars]: Nvram Initialization Failed

**Explanation** Could not get the geometry of NVRAM. NVRAM may not exist

**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**

%MEDIA-NVRAM-3-BADMEM Nvram RM could not be started

**Explanation** Could not get enough memory for NVRAM RM.

**Recommended Action** 'Router running low in memory. Reboot if possible.'

**Error Message**

%MEDIA-NVRAM-3-CONNECT\_FAILED Could not establish connected to channel [dec]

**Explanation** Could not create channel for the resource manager

**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**

%MEDIA-NVRAM-3-CORRUPT Corrupt nvram. Format with erase nvram: format

**Explanation** Nvram corrupt

**Recommended Action** 'Format nvram'

**Error Message**

%MEDIA-NVRAM-3-EVENT\_BLOCK\_ERROR event\_block error -- [chars]

**Explanation** Error during event block

**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**

%MEDIA-NVRAM-3-FORMATERROR [chars]: could not auto format corrupted NVRAM, error: [chars]

**Explanation** Probably the NVRAM device has gone bad.

**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**

%MEDIA-NVRAM-3-NOSPACE Nvram out of space

**Explanation** nvram full

**Recommended Action** Delete unwanted files

**Error Message**

%MEDIA-NVRAM-3-RECOVERED [chars]: [chars]

**Explanation** The NVRAM device corruption fixed.

**Recommended Action** No action is required.

**Error Message**

%MEDIA-NVRAM-4-BADFILES NVRAM File Corrupted ([chars]). Some of them May be Lost

**Explanation** Files Overwritten by Another Image, or Router Crashed

**Recommended Action** No action is required.

**Error Message**

%MEDIA-NVRAM-6-OPEN\_DUMP\_PATH [chars]: dump file path: [chars]

**Explanation** Informational message indicating the nvram dump file path.

**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**

%MEDIA-NVRAM-6-OPENERORR [chars]: Open for path [chars] failed, error: [chars], [chars]

**Explanation** Check the state of the device pointed by path. Device may be inaccessible.

**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**

%MEDIA-NVRAM-6-UPGRADING nvram upgrade: [chars]

**Explanation** Regular nvram: file system is in upgrading process

**Recommended Action** Nothing needs to be done

**Error Message**

%MEDIA-NVRAM-7-BADPATH [chars]: Can't Attach Pathname [chars]

**Explanation** Could not attach pathname

**Recommended Action** Reboot the router if possible. If not try to start it from the command line. If that too fails Copy the error message exactly as 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**

%MEDIA-NVRAM-7-BADRAWINIT raw partition resource manager failed: [chars]

**Explanation** Could not spawn a thread to handle nvram raw partition request

**Recommended Action** Restart nvram server. If that too fails Copy the error message exactly as 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**

%MEDIA-NVRAM-7-EVENT\_MGR\_CREATE\_FAILED Could not create event manager for [chars]: [chars]

**Explanation** Failed to create event manager for the process

**Recommended Action** Try to start it from the command line. If that too fails Copy the error message exactly as it appears on the console or in the system log, call your Cisco technical support representative and provide the representative with the gathered information.

## REDFSAPI Messages

**Error Message**

%MEDIA-REDFSAPI-4-CHAN\_CONNECT\_FAILED Unable to channel connect to '[chars]', errno equals [dec]:[chars].

**Explanation** The redfs server channel specified could not be opened for the specified reason.

**Recommended Action** Report this message to TAC.

**Error Message**

%MEDIA-REDFSAPI-4-INVALID\_PARM Invalid parameter [chars] equals [dec] in function [chars]

**Explanation** An invalid parameter value was passed to the named function.

**Recommended Action** Report this message to TAC.

**Error Message**

%MEDIA-REDFSAPI-4-MSG\_SEND\_FAILED Unable to send message to redfs server, op [dec], errno equals [dec]:[chars].

**Explanation** The message send to the redfs server failed for the specified operation number and failed for the specified reason.

**Recommended Action** Report this message to TAC.

# SYNCFS2 Messages

## Error Message

%MEDIA-SYNCFS2-3-FAILURE [chars] [chars]: [chars]

**Explanation** Syncfs failure

**Recommended Action** Contact customer support

## Error Message

%MEDIA-SYNCFS2-3-INIT\_FAILED Failed to initialize module [chars] because [chars] and cannot continue.

**Explanation** Syncfs failed to initialize a module.

**Recommended Action** Contact customer support

## Error Message

%MEDIA-SYNCFS2-3-REGISTER\_NTFN Failed to register with [chars] for notification

**Explanation** Syncfs failed to register with qsm/lrd for notification

**Recommended Action** Contact customer support

## Error Message

%MEDIA-SYNCFS2-3-STBY\_SYMLINK Failed to create link to Standby card: [chars]

**Explanation** Syncfs failed to create required links to the standby card. Syncfs unable to mirror any files to the standby card.

**Recommended Action** Contact customer support

## Error Message

%MEDIA-SYNCFS2-3-STBY\_SYMLINK\_NOTYET Symbolic Links to Standby root is not published yet.

**Explanation** Syncfs noticed that required symbolic-links to the standby card, is not published yet. Syncfs will get notified when they are available.

**Recommended Action** Contact customer support

**Error Message**

%MEDIA-SYNCFS2-7-CLIENT\_ERR [chars]: [chars]

**Explanation** Failed function call.

**Recommended Action** Contact customer support

**Error Message**

%MEDIA-SYNCFS2-7-LOST\_SYNC Unable to replicate [chars] [chars] to standby card because [chars]

**Explanation** Syncfs failed to transfer the specified file to the standby card.

**Recommended Action** Ensure there is sufficient disk space on standby card's file systems, and that all removable media is correctly inserted. Once resolved, power cycle the standby card using 'hw-module slot X shut' and 'no hw-module slot X shut' to resume synchronization.

**Error Message**

%MEDIA-SYNCFS2-7-LRD\_AVAILABLE Standby has become AVAILABLE - START SYNC

**Explanation** The Standby card has been inserted and sync will be started

**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**

%MEDIA-SYNCFS2-7-LRD\_NOTAVAILABLE Standby has been rendered UNAVAILABLE - STOP SYNC

**Explanation** The Standby card has been either removed or put down by admin.

**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**

%MEDIA-SYNCFS2-7-LRD\_PARTNER\_AVAILABLE Standby has become AVAILABLE. LRD returned partner-node - START SYNC

**Explanation** The Standby card has been inserted and sync will be started

**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**

%MEDIA-SYNCFS2-7-MUTEX\_LOCK Failed to lock mutex [chars]

**Explanation** A required mutex lock failed.

**Recommended Action** Contact customer support

**Error Message**

%MEDIA-SYNCFS2-7-MUTEX\_TEST\_LOCK Mutex [chars] was found unlocked

**Explanation** A mutex which should have been locked was tested and found unlocked

**Recommended Action** Contact customer support

**Error Message**

%MEDIA-SYNCFS2-7-MUTEX\_UNLOCK Failed to unlock a mutex [chars]

**Explanation** A required mutex unlock failed.

**Recommended Action** Contact customer support

**Error Message**

%MEDIA-SYNCFS2-7-REPLICATE\_FAIL Replication of [chars] [chars] failed: [chars]  
-- Retry will be attempted.

**Explanation** Syncfs failed to replicate file/dir, it will retry it again.

**Recommended Action** Contact customer support

## SYNCFS2LIB Messages

**Error Message**

%MEDIA-SYNCFS2LIB-6-LOST\_SYNC File [chars] lost synchronization to standby card

**Explanation** Syncfs failed to transfer a file to the standby card. If a card failover occurs, some data may be lost.

**Recommended Action** None

**Error Message**

%MEDIA-SYNCFS2LIB-7-MUTEX\_LOCK Failed to lock mutex for file [chars]

**Explanation** A required mutex lock failed.

**Recommended Action** Contact customer support

**Error Message**

%MEDIA-SYNCFS2LIB-7-MUTEX\_TEST\_LOCK Mutex for file [chars] was found unlocked

**Explanation** A mutex which should have been locked was tested and found unlocked

**Recommended Action** Contact customer support

**Error Message**

%MEDIA-SYNCFS2LIB-7-MUTEX\_UNLOCK Failed to unlock mutex for file [chars]

**Explanation** A required mutex unlock failed.

**Recommended Action** Contact customer support