



## Services Messages

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This section contains all Services related System Error Messages.

### CGN Messages

#### Error Message

```
%SERVICES-CGN-3-APP_INTF [chars] intf cant be moved from one cgn instance to another without first removing it from the latter
```

**Explanation** ServiceApp interface cannot be moved from one cgn instance to another without first removing it from the latter.

**Recommended Action** This is a serious error and cgn\_ma process has to be restarted.

#### Error Message

```
%SERVICES-CGN-3-APP_INTF_INCON Information received for Current inst [chars] and New inst [chars] for interface [chars] are different
```

**Explanation** The received instance info for this interface is same as what had already been configured.

**Recommended Action** This is a serious error and cgn\_ma process has to be restarted.

#### Error Message

```
%SERVICES-CGN-3-APP_INTF_INST It is fine to have Current inst [chars] and New inst [chars] for interface [chars] as same
```

**Explanation** The received instance info for this interface is same as what had already been configured.

**Recommended Action** This is a serious error and cgn\_ma process has to be restarted.

**Error Message**

%SERVICES-CGN-3-CORE\_FAIL Configuration failed to apply for cgn '[chars]'. Use 'show cgn trace master-agent apply reverse' command for failure details.

**Explanation** some core(s) not responding from the Roddick.

**Recommended Action** Collect MA and EA traces.

**Error Message**

%SERVICES-CGN-3-EA\_FAIL [chars]

**Explanation** EA failed to apply the config.

**Recommended Action** None.

**Error Message**

%SERVICES-CGN-3-INITFAIL [chars]:[dec]:[chars]

**Explanation** A failure occurred during the initialization of the CGN process on a particular node. The process will be restarted. Until the process starts successfully, any

**Recommended Action** Try restarting the CGN process showing this error.

**Error Message**

%SERVICES-CGN-3-INVALID\_IP [chars] IP address:[chars] is INVALID

**Explanation** The IP address is invalid.

**Recommended Action** This is a serious error and the function returns from there.

**Error Message**

%SERVICES-CGN-3-LWM\_FAIL [chars]: Error code: [dec]. Error msg: [chars]

**Explanation** An LWM related operation failed.

**Recommended Action** None.

**Error Message**

%SERVICES-CGN-3-MSGQ\_FAIL [chars]:[chars]

**Explanation** Message Q operation failed.

**Recommended Action** Restart process 'cgn\_ma'.

**Error Message**

%SERVICES-CGN-3-RODDICK\_UPD\_FAIL [chars]

**Explanation** Roddick was not updated with change in vrf db.

**Recommended Action** This is a serious error and cgn\_ma process has to be restarted.

**Error Message**

%SERVICES-CGN-3-SD\_FAIL [chars]:[chars]

**Explanation** An SD related operation failed.

**Recommended Action** This is a serious error and will prevent the system from functioning properly.

**Error Message**

%SERVICES-CGN-3-STATPORT\_MAP Inside IP: [chars] And Port: [dec] Statically Mapped To Outside IP:[chars] And Port:[dec]

**Explanation** The static port mapping requested has succeeded.

**Recommended Action** This is a success message and used to inform the user about the outside IP address and port number mapped to the inside address and port number.

**Error Message**

%SERVICES-CGN-3-VRF\_DB\_UPD\_FAIL [chars]

**Explanation** The VRF database in cgn-ma was not updated .

**Recommended Action** This is a serious error and cgn\_ma process has to be restarted.

**Error Message**

%SERVICES-CGN-4-ERR\_MEM [chars]

**Explanation** CGN modules are failed to allocate memory due to low memory conditions in the System.

**Recommended Action** Increase System Memory or stop some applications which are not required.

**Error Message**

%SERVICES-CGN-7-ERR\_SYSDB [chars]:[chars]

**Explanation** A sysdb operation failed. See error message text for details of error. This may impact some functionality of CGN depending upon where the error occurred.

**Recommended Action** None

# IFLX\_LIB\_EA Messages

## Error Message

%SERVICES-IFLX\_LIB\_EA-3-ADJACENCY Error setting up adjacencies for an interface:  
[chars]

**Explanation** An error was encountered while trying to set up adjacency information for a InterFlex interface. The exact error is detailed in the error message. Packets will not be forwarded to the affected interface.

**Recommended Action** It may help to restart the affected InterFlex EA process. If there are any obvious resource problems (e.g. memory exhaustion), these must be addressed first. 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

%SERVICES-IFLX\_LIB\_EA-3-INITFAIL Failure during initialization: [chars]

**Explanation** A failure occurred during the initialization of the InterFlex EA process on a particular node. The process will be restarted. Until the process starts successfully, any InterFlex interface pairs located on that node will not come up. (If there is a standby node the interfaces should come up on the standby).

**Recommended Action** \*RECUR\*

## Error Message

%SERVICES-IFLX\_LIB\_EA-3-SSC\_SEND Error while sending messages to Service  
Director: [chars]

**Explanation** A problem was encountered while trying to send a batch of messages to the Service Director. The Service Director may not be up to date with the state of services on this node, so InterFlex interfaces located on this node may fail to forward packets.

**Recommended Action** It may help to restart the InterFlex EA process. If there are any obvious resource problems (e.g. memory exhaustion), these must be fixed first. 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**

```
%SERVICES-IFLX_LIB_EA-3-SSC_SEND_SRV Error while sending message about [chars]  
to Service Director: [chars]
```

**Explanation** A problem was encountered while trying to send a single message to the Service Director. The Service Director may not be up to date with the state of this services on this node, so the associated InterFlex interfaces located on this node may fail to forward packets.

**Recommended Action** It may help to restart the InterFlex EA process. If there are any obvious resource problems (e.g. memory exhaustion), these must be fixed first. 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**

```
%SERVICES-IFLX_LIB_EA-3-STATE_CHANGE An error occurred while checking the state  
for '[chars]': [chars]
```

**Explanation** While the InterFlex EA process was checking the state for the specified interface pair, an error was encountered. The interface pair in question may be left in an inconsistent state.

**Recommended Action** It may help to restart the InterFlex EA process. If there are any obvious resource problems (e.g. memory exhaustion), these must be fixed first. 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**

```
%SERVICES-IFLX_LIB_EA-3-UNABLE_TO_RESYNC The Interflex EA library was unable to  
synchronize interfaces
```

**Explanation** In order to correct any problems, the Interflex EA will reconnect to IM to prompt a resync. If this message is displayed then this resync is failing. This may cause configured interfaces to no longer forward traffic, or interfaces which have been shut down or deleted to continue to do so.

**Recommended Action** Firstly the processing displaying this message should be restarted. If this fails to solve the issue, then the configuration should be removed and readded. 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.

## IFLX\_LIB\_MGR Messages

**Error Message**

```
%SERVICES-IFLX_LIB_MGR-3-INIT Failed to initialize Interflex interface owner  
process. Stage: [chars], error: [chars]
```

**Explanation** The Interflex Manager failed to startup correctly. Though it will get automatically restarted, the error is unlikely to be recoverable.

**Recommended Action** \*RECUR\*

**Error Message**

%SERVICES-IFLX\_LIB\_MGR-3-INTF\_CREATE\_FAIL Failed to cleanup after interface creation failed. Error: [chars]

**Explanation** The Interflex Manager failed to completely clean up interface state after an interface creation failed. This will have left the system in an inconsistent state. The most likely reason for this error is memory exhaustion.

**Recommended Action** Look for ways to free up memory and restart the interflex\_mgr process.

**Error Message**

%SERVICES-IFLX\_LIB\_MGR-4-UNABLE\_TO\_RESYNC Unable to reconnect to perform a resync: [chars]

**Explanation** The Interflex Manager process was unable to reconnect to another process in order to prompt a resync. Interflex may now be out of sync with the rest of the system until it is restarted.

**Recommended Action** \*RECUR\*

**Error Message**

%SERVICES-IFLX\_LIB\_MGR-6-NOT\_ENOUGH\_MAC\_ADDRESSES There were not enough hardware MAC addresses available to assign to the configured interfaces.

**Explanation** The Interflex Manager was unable to obtain enough MAC addresses for the configured Interflex interfaces. The system has a finite number of MAC addresses in the hardware, which are all currently used.

**Recommended Action** A MAC address should be manually assigned to any Interflex interfaces which were unable to obtain one from the hardware.

## IPSEC\_SVI\_EA Messages

**Error Message**

%SERVICES-IPSEC\_SVI\_EA-3-INITFAIL Failure during initialization. Error: [chars]

**Explanation** A failure occurred during the initialization of the IPsec SVI EA process on a particular node. The process will be restarted. Until the process starts successfully, any IPsec SVI interfaces located on that node will not come up. (If there is a standby node the interfaces should come up on the standby).

**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**

```
%SERVICES-IPSEC_SVI_EA-3-INTERNAL [chars]
```

**Explanation** An unexpected internal error has occurred in the IPsec SVI EA process. The process will restart.

**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**

```
%SERVICES-IPSEC_SVI_EA-3-INTERNAL_ERR [chars] : [chars]
```

**Explanation** An unexpected internal error has occurred in the IPsec SVI EA process. The process will restart.

**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**

```
%SERVICES-IPSEC_SVI_EA-3-LINK_FAIL Error while [chars]ing [unsigned int] interfaces: [chars]
```

**Explanation** An error occurred while attempting to program HW for IPsec SVI on specified node. The interfaces will not come up. If there is a standby node configured for the interfaces, they may come up on the standby.

**Recommended Action** It may help to shut down, then bring up, the IPsec SVI interfaces in question.

**Error Message**

```
%SERVICES-IPSEC_SVI_EA-3-NOT_FOUND Received request for an interface (0x[pointer]) that is not in our database
```

**Explanation** The IPsec SVI EA process received a request to process an interface that does not exist in its database. This indicates some sort of internal inconsistency.

**Recommended Action** It may help to restart the IPsec SVI EA process. If there are any obvious resource problems (e.g. memory exhaustion), these must be fixed first. 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**

```
%SERVICES-IPSEC_SVI_EA-3-SSC_SEND Error while sending messages to Service Director: [chars]
```

**Explanation** A problem was encountered while trying to send a batch of messages to the Service Director. The Service Director may not be up to date with the state of services on this node, so IPsec SVI interfaces located on this node may fail to forward packets.

**Recommended Action** It may help to restart the IPsec SVI EA process. If there are any obvious resource problems (e.g. memory exhaustion), these must be fixed first. 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**

```
%SERVICES-IPSEC_SVI_EA-3-SSC_SEND_SRV Error while sending message about [chars] to Service Director: [chars]
```

**Explanation** A problem was encountered while trying to send a single message to the Service Director. The Service Director may not be up to date with the state of this services on this node, so the associated IPsec SVI interfaces located on this node may fail to forward packets.

**Recommended Action** It may help to restart the IPsec SVI EA process. If there are any obvious resource problems (e.g. memory exhaustion), these must be fixed first. 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**

```
%SERVICES-IPSEC_SVI_EA-3-STATE_CHANGE An error occurred while checking the state for '[chars]': [chars]
```

**Explanation** While the IPsec SVI EA process was checking the state for the specified interface, an error was encountered. The interface in question may be left in an inconsistent state.

**Recommended Action** It may help to restart the IPsec SVI EA process. If there are any obvious resource problems (e.g. memory exhaustion), these must be fixed first. 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.



# IPSEC\_SVI\_NETIO Messages

## Error Message

%SERVICES-IPSEC\_SVI\_NETIO-3-INIT\_DEBUG Failure of debug initialization during [chars]. Error: [chars]

**Explanation** A failure occurred during the initialization of debug for the NetIO caps. If this occurred during an upgrade operation then it will cause the NetIO process to reload. Otherwise this will cause the capsulation to be unloaded, and an error returned to the user.

**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

%SERVICES-IPSEC\_SVI\_NETIO-3-INIT\_TRACE Failure initializing tracing ([chars] buffer). Error: [chars]

**Explanation** A failure occurred during the initialization of tracing for the NetIO caps. This will cause the capsulation to be unloaded, and an error returned to the user.

**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.

# OT Messages

## Error Message

%SERVICES-OT-3-ERROR [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

%SERVICES-OT-4-WARNING [chars]

**Explanation** Internal Warning.

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

**Error Message**

```
%SERVICES-OT-6-TRACK_INFO [chars]
```

**Explanation** Internal information. for example: track state changes.

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

## PERF\_TRAFFIC\_ALERT Messages

**Error Message**

```
%SERVICES-PERF_TRAFFIC_ALERT-0-ALM_EMERG [chars]|[chars]|ID [unsigned
int]|React [unsigned int] [chars]|Src_IP [chars], Src_Port [unsigned int], Dst_IP
[chars], Dst_Port [unsigned int]
```

**Explanation** The monitored flow has traffic issues as indicated by the react trigger. The problem is introduced either at some upstream router or even at the traffic source itself. Alternatively, a configuration mismatch between the traffic source and this router (for the flow data rates etc.) can cause this error.

**Recommended Action** Check to see if traffic source is indeed sending traffic. Check that the traffic characteristics defined at the source match that on the monitoring router. Trace the traffic flow upstream to the source and verify flow-mon statistics at each applicable hop. Check for packet drops for the flow at intermediate hops - between source and the monitoring router

**Error Message**

```
%SERVICES-PERF_TRAFFIC_ALERT-0-GRP_ALM_EMERG [chars]|[chars]|Class
[chars]|React [unsigned int] [chars]
```

**Explanation** The monitored flow has traffic issues as indicated by the react trigger. The problem is introduced either at some upstream router or even at the traffic source itself. Alternatively, a configuration mismatch between the traffic source and this router (for the flow data rates etc.) can cause this error.

**Recommended Action** Check to see if traffic source is indeed sending traffic. Check that the traffic characteristics defined at the source match that on the monitoring router. Trace the traffic flow upstream to the source and verify flow-mon statistics at each applicable hop. Check for packet drops for the flow at intermediate hops - between source and the monitoring router

**Error Message**

```
%SERVICES-PERF_TRAFFIC_ALERT-1-ALM_ALERT [chars]|[chars]|ID [unsigned int]|React [unsigned int] [chars]|Src_IP [chars], Src_Port [unsigned int], Dst_IP [chars], Dst_Port [unsigned int]
```

**Explanation** The monitored flow has traffic issues as indicated by the react trigger. The problem is introduced either at some upstream router or even at the traffic source itself. Alternatively, a configuration mismatch between the traffic source and this router (for the flow data rates etc.) can cause this error.

**Recommended Action** Check to see if traffic source is indeed sending traffic. Check that the traffic characteristics defined at the source match that on the monitoring router. Trace the traffic flow upstream to the source and verify flow-mon statistics at each applicable hop. Check for packet drops for the flow at intermediate hops - between source and the monitoring router

**Error Message**

```
%SERVICES-PERF_TRAFFIC_ALERT-1-GRP_ALM_ALERT [chars]|[chars]|Class [chars]|React [unsigned int] [chars]
```

**Explanation** The monitored flow has traffic issues as indicated by the react trigger. The problem is introduced either at some upstream router or even at the traffic source itself. Alternatively, a configuration mismatch between the traffic source and this router (for the flow data rates etc.) can cause this error.

**Recommended Action** Check to see if traffic source is indeed sending traffic. Check that the traffic characteristics defined at the source match that on the monitoring router. Trace the traffic flow upstream to the source and verify flow-mon statistics at each applicable hop. Check for packet drops for the flow at intermediate hops - between source and the monitoring router

**Error Message**

```
%SERVICES-PERF_TRAFFIC_ALERT-2-ALM_CRIT [chars]|[chars]|ID [unsigned int]|React [unsigned int] [chars]|Src_IP [chars], Src_Port [unsigned int], Dst_IP [chars], Dst_Port [unsigned int]
```

**Explanation** The monitored flow has traffic issues as indicated by the react trigger. The problem is introduced either at some upstream router or even at the traffic source itself. Alternatively, a configuration mismatch between the traffic source and this router (for the flow data rates etc.) can cause this error.

**Recommended Action** Check to see if traffic source is indeed sending traffic. Check that the traffic characteristics defined at the source match that on the monitoring router. Trace the traffic flow upstream to the source and verify flow-mon statistics at each applicable hop. Check for packet drops for the flow at intermediate hops - between source and the monitoring router

**Error Message**

```
%SERVICES-PERF_TRAFFIC_ALERT-2-GRP_ALM_CRIT [chars] |[chars] |Class [chars] |React [unsigned int] [chars]
```

**Explanation** The monitored flow has traffic issues as indicated by the react trigger. The problem is introduced either at some upstream router or even at the traffic source itself. Alternatively, a configuration mismatch between the traffic source and this router (for the flow data rates etc.) can cause this error.

**Recommended Action** Check to see if traffic source is indeed sending traffic. Check that the traffic characteristics defined at the source match that on the monitoring router. Trace the traffic flow upstream to the source and verify flow-mon statistics at each applicable hop. Check for packet drops for the flow at intermediate hops - between source and the monitoring router

**Error Message**

```
%SERVICES-PERF_TRAFFIC_ALERT-3-ALM_ERR [chars] |[chars] |ID [unsigned int] |React [unsigned int] [chars] |Src_IP [chars], Src_Port [unsigned int], Dst_IP [chars], Dst_Port [unsigned int]
```

**Explanation** The monitored flow has traffic issues as indicated by the react trigger. The problem is introduced either at some upstream router or even at the traffic source itself. Alternatively, a configuration mismatch between the traffic source and this router (for the flow data rates etc.) can cause this error.

**Recommended Action** Check to see if traffic source is indeed sending traffic. Check that the traffic characteristics defined at the source match that on the monitoring router. Trace the traffic flow upstream to the source and verify flow-mon statistics at each applicable hop. Check for packet drops for the flow at intermediate hops - between source and the monitoring router

**Error Message**

```
%SERVICES-PERF_TRAFFIC_ALERT-3-GRP_ALM_ERR [chars] |[chars] |Class [chars] |React [unsigned int] [chars]
```

**Explanation** The monitored flow has traffic issues as indicated by the react trigger. The problem is introduced either at some upstream router or even at the traffic source itself. Alternatively, a configuration mismatch between the traffic source and this router (for the flow data rates etc.) can cause this error.

**Recommended Action** Check to see if traffic source is indeed sending traffic. Check that the traffic characteristics defined at the source match that on the monitoring router. Trace the traffic flow upstream to the source and verify flow-mon statistics at each applicable hop. Check for packet drops for the flow at intermediate hops - between source and the monitoring router

# rspp\_drop Messages

## Error Message

```
%SERVICES-rspp_drop-3-DEBUG Failed to [chars] debug for service diversion drop caps: [chars]
```

**Explanation** A problem with the debug infrastructure was encountered by the service diversion drop processing in NetIO. This is not fatal, and simply means that the 'debug services diversion drop' commands may be unavailable. All non-verbose messages are still traced in a circular buffer, and the most recent of these can be inspected with the 'show services diversion drop trace' commands.

**Recommended Action** \*RECUR\*

## Error Message

```
%SERVICES-rspp_drop-3-DIVERT Unable to [chars] packet (can't [chars])[chars]%s
```

**Explanation** A pre-routed packet created on the router's host stack hit a problem during service diversion processing. The packet was dropped.

**Recommended Action** \*SUPPORT\*

## Error Message

```
%SERVICES-rspp_drop-3-INIT Failed to [chars] when initializing service diversion drop caps (id [dec]): [chars]
```

**Explanation** A failure occurred when installing the capability in NetIO to process slow path packets for service diversion. If this occurred during an upgrade operation then it will cause the NetIO process to reload. Otherwise this will cause the capsulation to be unloaded, and an error will be returned to the user.

**Recommended Action** \*RECUR\*

## Error Message

```
%SERVICES-rspp_drop-3-UNDIVERT Unable to undivert packet (can't [chars]): [chars]
```

**Explanation** A packet could not be sent out to its original destination after firewalling. The packet was dropped.

**Recommended Action** \*SUPPORT\*

# RSPP\_MA Messages

## Error Message

`%SERVICES-RSPP_MA-2-IMP_FAILED` An error was detected whilst performing [chars] for [chars] (Error: [chars]). Traffic Diversion may now be inconsistent.

**Explanation** Some aspect of diversion implementation has failed. This means that traffic may be inconsistently diverted for the specified interface (i.e. traffic may be diverted to the service card in the ingress direction, but not on egress). Note that, where the error message indicates a single interface that is affected, there may also be other attachments impacted by the error.

**Recommended Action** Restarting the `rspp_ma` process on the node which produced the error may solve the issue. If not, contact support.

## Error Message

`%SERVICES-RSPP_MA-3-EVENT` Error receiving event: [chars]

**Explanation** An error occurred receiving an event from the OS. The process will restart.

**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

`%SERVICES-RSPP_MA-3-IMP_ERROR` A persistent error has occurred during the implementation of one or more attachments. Diversion may be in an inconsistent state

**Explanation** Whilst attempting to implement one or more attachments, the service diversion infrastructure has hit one or more problems that were not solved by a retry, and as such one or more diversions may be in an inconsistent state. Retries will continue to be made, and a further message will be printed if this situation clears.

**Recommended Action** Running `'show firewall attachments'` will provide information on which attachments are suffering from errors, and in which way they will not be operating correctly. These problems may be cleared by removing and re-attaching the service to the specified interface. If this does not resolve the problem, then support should be contacted.

**Error Message**

```
%SERVICES-RSPP_MA-3-INIT Failure during initialization of RSPP MA [chars]. Error: [chars]
```

**Explanation** A failure occurred during the initialization of the RSPP MA, the process responsible for managing the diversion of packets to services such as firewalls. The initialization will be aborted and retried.

**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**

```
%SERVICES-RSPP_MA-3-INIT_NON_FATAL Non-fatal error during initialization of RSPP MA [chars]: [chars] Continuing with initialization.
```

**Explanation** A non-fatal failure occurred during the initialization of the specified module of RSPP MA, the process responsible for managing the diversion of packets to services such as firewalls. This will typically mean that some level of debugging support will not be provided for the process (e.g. error codes will not be decoded), but the functioning of the process is not otherwise affected. Restarting the process should restore full debugging support.

**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**

```
%SERVICES-RSPP_MA-3-LCFG_DELETE Failed to process local configuration delete for interface [chars]. Error: [chars]
```

**Explanation** An error has occurred while removing the diversion implemented for the given interface. The error string will give more detail on the type of error that has occurred.

**Recommended Action** For non-resource errors, adding and removing a service attachment for the interface indicated in the message may remove the error. 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. If the error is a resource error this will be indicated in the error description given. Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration. If any inconsistency in packet forwarding to the indicated interfaces is seen, a restart of RSPP MA may solve the problem.

**Error Message**

```
%SERVICES-RSPP_MA-3-LCFG_UPDATE Failed to process local configuration update for attachment of service [chars] of type [chars] to interface [chars] with attachment ID [chars]. Error: [chars]
```

**Explanation** An error has occurred while implementing the diversion required for the given service attachment. The error string will give more detail on the type of error that has occurred.

**Recommended Action** For non-resource errors, removing and adding back the configuration that prompted the message may remove the error. 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. If the error is a resource error this will be indicated in the error description given. Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration. If any inconsistency in packet forwarding to the indicated interfaces is seen, a restart of RSPP MA may solve the problem.

**Error Message**

```
%SERVICES-RSPP_MA-3-NO_VFW RSPP MA was started when the firewalls package was not installed. Exiting
```

**Explanation** RSPP MA, the service diversion management agent, could not complete initialization as the firewall service package could not be found in the current installed image. Restart will not be 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**

```
%SERVICES-RSPP_MA-3-PUBLISH_DELETE Failed to publish local configuration delete for interface [chars]. Error: [chars]
```

**Explanation** An error has occurred while indicating the deletion of the given service attachment removal to nodes other than that local to the interface indicated. Packet diversion may now be inconsistent. The error string will give more detail on the type of error that has occurred.

**Recommended Action** For non-resource errors, adding and removing a service attachment for the interface indicated in the message may remove the error. 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. If the error is a resource error this will be indicated in the error description given. Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration. If any inconsistency in packet forwarding to the indicated interfaces is seen, a restart of RSPP MA may solve the problem.



**Error Message**

```
%SERVICES-RSPP_MA-3-PUBLISH_UPDATE Failed to publish local configuration update for attachment of service [chars] of type [chars] to interface [chars] with attachment ID [chars] to remote nodes. Error: [chars]
```

**Explanation** An error has occurred while indicating the occurrence of the given update to nodes other than that local to the interface indicated. Packet diversion may now be inconsistent. The error string will give more detail on the type of error that has occurred.

**Recommended Action** For non-resource errors, removing and adding back the configuration that prompted the message may remove the error. 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. If the error is a resource error this will be indicated in the error description given. Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration. If any inconsistency in packet forwarding to the indicated interfaces is seen, a restart of RSPP MA may solve the problem.

**Error Message**

```
%SERVICES-RSPP_MA-3-RCFG Failed to process remote config notification of [chars] of attachment of service [chars] of type [chars] to interface [chars] with attachment ID [chars]. Error: [chars]
```

**Explanation** An error has occurred while processing the attachment of a service to an interface remote to this node. Packet diversion may now be inconsistent on this node. The error string will give more detail on the type of error that has occurred.

**Recommended Action** For non-resource errors, removing and adding back the configuration that prompted the message may remove the error. 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. If the error is a resource error this will be indicated in the error description given. Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration. If any inconsistency in packet forwarding to the indicated interfaces is seen, a restart of RSPP MA may solve the problem.

**Error Message**

```
%SERVICES-RSPP_MA-3-RCFG_REFRESH Error deleting any stale attachment publications to remote nodes. Error: [chars]
```

**Explanation** If a virtual firewall or other service is attached to an interface, then all cards in the system need to know. Similarly, if a service attachment is deconfigured, then all cards needs to be notified. This will not happen if the interface's line card is down (e.g. a preconfigured attachment is removed while the card is absent from the chassis and then re-inserted). A backup mechanism exists for this case, that ensures that any attachments that were deconfigured in such a situation really are removed globally. This error indicates that a problem occurred with this backup mechanism. So if a service attachment was deconfigured while the card was down, the rest of the system might not have caught up, and could still be diverting or dropping traffic for that interface.

**Recommended Action** If an interface seems 'stuck', then configuring an attachment again, committing the configuration, and then de-configuring that attachment and committing should un-stick it.

**Error Message**

%SERVICES-RSPP\_MA-4-DUP\_CREATE Attachment of service [chars] of type [chars] to interface [chars] with attachment ID [chars] invalid due to duplicate attachment to interface [chars]. Both attachments will be invalidated.

**Explanation** The same service attachment has been configured on two or more interfaces, resulting in both attachments being viewed as failed and moved in to failure state.

**Recommended Action** Removing the given configuration until zero or one instances of the attachment exist will resolve this misconfiguration.

**Error Message**

%SERVICES-RSPP\_MA-4-DUP\_CREATE\_ERR Error withdrawing attachment of service [chars] of type [chars] to interface [chars] with attachment ID [chars] (invalid due to duplicate attachment to interface [chars]): [chars]

**Explanation** An error has occurred processing an invalid configuration whereby the same service attachment has been configured on two or more interfaces (which should result in both attachments being viewed as failed and moved in to failure state). Packet diversion may now be inconsistent. The error string will give more detail on the type of error that has occurred.

**Recommended Action** For non-resource errors, removing the initial misconfiguration may remove this error. If the error is a resource error this will be indicated in the error description given. Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration. If any inconsistency in packet forwarding to the indicated interfaces is seen, a restart of RSPP MA may solve the problem.

**Error Message**

%SERVICES-RSPP\_MA-4-DUP\_REMOVE Attachment of service [chars] of type [chars] to interface [chars] with attachment ID [chars] now valid due to removal of duplicate attachment to interface [chars]. Attachment will be reimplemented.

**Explanation** The given attachment configuration, which was previously invalid due to duplicate attachments being configured on different interfaces, is now valid as the duplicate attachment configuration has been removed.

**Recommended Action** No action is required.

**Error Message**

%SERVICES-RSPP\_MA-4-DUP\_REMOVE\_ERR Error reinstalling attachment of service [chars] of type [chars] to interface [chars] with attachment ID [chars] (now valid due to removal of duplicate attachment to interface [chars]): [chars]

**Explanation** The given attachment configuration, which was previously invalid due to duplicate attachments being configured on different interfaces, is now valid as the duplicate attachment configuration has been removed, but an error has occurred reimplementing the attachment. The error string given should give more details on the error that has occurred.

**Recommended Action** For non-resource errors, removing and adding back the configuration that prompted the message may remove the error. 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. If the error is a resource error this will be indicated in the error description given. Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration. If any inconsistency in packet forwarding to the indicated interfaces is seen, a restart of RSPP MA may solve the problem.

#### Error Message

```
%SERVICES-RSPP_MA-4-FA_BATCH_ERR  Errors occurred processing batch of failure
action notifications. Total Errors: [unsigned int], First Error [chars]
```

**Explanation** One or more errors occurred in RSPP MA, the service diversion management agent, during the processing of a set of configuration detailing the failure policies to be applied in the event of service failure. The configured failure policies may now not be implemented on the node indicated. The error string will give more detail on the type of error that has occurred.

**Recommended Action** For non-resource errors, removing and adding back the configuration that prompted the message may remove the error. 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. If the error is a resource error this will be indicated in the error description given. Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration. If any inconsistency in packet forwarding to the indicated interfaces is seen, a restart of RSPP MA may solve the problem.

#### Error Message

```
%SERVICES-RSPP_MA-4-RCFG_BATCH  Failed to signal [chars] of batch of remote config
publications. Error: [chars]
```

**Explanation** An error has occurred sending information on service attachments to interfaces local to the node to remote nodes.

**Recommended Action** For non-resource errors, removing and adding back the configuration that prompted the message may remove the error. 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. If the error is a resource error this will be indicated in the error description given. Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration. If any inconsistency in packet forwarding to the indicated interfaces is seen, a restart of RSPP MA may solve the problem.

#### Error Message

```
%SERVICES-RSPP_MA-4-RED_STATE_ERR  Error handling change in redundancy state.
Error [chars]
```

**Explanation** An error has occurred during the handling of a notification from Sysmgr indicating a change in the redundancy state of the card indicated (e.g. from standby to online).

**Recommended Action** Restarting RSPP MA may solve the problem. 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**

```
%SERVICES-RSPP_MA-4-RED_STATE_UNK  Unable to handle redundancy state
notification. New redundancy state [unsigned int], previous state [unsigned int]
```

**Explanation** A notification has been received from Sysmgr indicating that the redundancy state (e.g. active, standby, etc.) of the card has changed to a state unknown to RSPP MA. RSPP MA will continue to use the old state.

**Recommended Action** A restart of RSPP MA may solve the problem. 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**

```
%SERVICES-RSPP_MA-4-RESYNC_FAILED  Failed to resync diversions correctly. Error:
[chars]
```

**Explanation** An error has occurred following a restart of RSPP MA in the reconciliation of persistent data structures with the current configuration. Packet diversion may now be inconsistent.

**Recommended Action** Restarting RSPP MA may clear the error. 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**

```
%SERVICES-RSPP_MA-4-SD_BATCH_ERR  Errors occurred processing batch of Service
Director notifications. Total Errors: [unsigned int], First Error [chars]
```

**Explanation** One or more errors occurred in RSPP MA, the service diversion management agent, during the processing of a set of notifications from Service Director, containing service locations and diversion information. Diversions for service attachments may now be inconsistent on the given node. The error string will give more detail on the type of error that has occurred.

**Recommended Action** If the error is a resource error this will be indicated in the error description given. Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration. If any inconsistency in packet forwarding to the indicated interfaces is seen, a restart of RSPP MA may solve the problem. If the error string given does not indicate that this is a resource error, copy the error message exactly as it appears on the console or in the system log, call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%SERVICES-RSPP\_MA-4-SD\_ERR Error requesting service information from the Service Director on services referenced by the last batch of attachment or failure action configuration. Error [chars]

**Explanation** When a service attachment (e.g. a firewall attachment) is configured on an interface, the local RSPP MA process (the service diversion management agent) must request information on the attached service from Service Director to be able to implement the required diversion. This error indicates that a problem has arisen in this request. The error string given should give more details on the error that has occurred.

**Recommended Action** For non-resource errors, removing and adding back the configuration that prompted the message may remove the error. 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. If the error is a resource error this will be indicated in the error description given. Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration. If any inconsistency in packet forwarding to the indicated interfaces is seen, a restart of RSPP MA may solve the problem.

**Error Message**

%SERVICES-RSPP\_MA-6-IMP\_ERROR\_CLEARED All pre-existing persistent errors have been cleared. All diversion should now be operating correctly.

**Explanation** This message should only be seen after a corresponding IMP\_ERROR message has been seen. It indicates that any problems with diversions should now have been resolved.

**Recommended Action** No further action should be necessary.

**Error Message**

%SERVICES-RSPP\_MA-6-PROBLEM\_EXITING Problem ensuring an orderly exit: [chars]

**Explanation** The process implementing service diversions (e.g. for virtual firewalls) has just exited, since the last service attachments have just been deconfigured. As part of this orderly shutdown, the process tried to inform System Manager that this was happening, but hit a problem in signalling this fact. The system should have recovered from this problem fully; however, very rarely it is possible that some other service attachment configuration in the same commit could be rejected.

**Recommended Action** If any service attachments in the same configuration commit were rejected, simply re-commit them.

# RSPD\_REPO Messages

## Error Message

%SERVICES-RSPD\_REPO-3-DUAL\_ERR Error encountered by REPO whilst processing a dual adjacency update request for the adjacency for interface handle [hex]: [chars]

**Explanation** An error has occurred in the FIB library responsible for implementing diversions (e.g. for virtual firewall attachments) on a service card, following a call by FIB to retrieve the post-egress diversion forwarding information. If the interface given has a service attached then forwarding following egress diversion to this service may now be incorrect as a result of this error.

**Recommended Action** Restarting the fib\_mgr process on the node which produced the error may solve the issue. If not, contact support.

## Error Message

%SERVICES-RSPD\_REPO-3-INIT Error initializing REPO: [chars]

**Explanation** An error has occurred during the initialization of the FIB library responsible for implementing diversions (e.g. for virtual firewall attachments). Service attachments may now fail to be implemented properly as a result of this error.

**Recommended Action** Restarting the fib\_mgr process on the node which produced the error may solve the issue. If not, contact support.

## Error Message

%SERVICES-RSPD\_REPO-3-INIT\_MSG Error encountered by REPO whilst processing the initialization message from RSPD MA: [chars]

**Explanation** An error has occurred in the IPC between the Management Agent for service diversions (e.g. for virtual firewall attachments) and the FIB Library responsible for implementing them, in the initialization stage. The initialization will be aborted, and no changes to service attachment configuration will be made in the forwarding plane

**Recommended Action** Restarting the fib\_mgr process on the node which produced the error may solve the issue. If not, contact support.

## Error Message

%SERVICES-RSPD\_REPO-3-TWEAK\_ERR Error encountered by REPO whilst processing an adjacency update request for the adjacency for interface handle [hex]: [chars]

**Explanation** An error has occurred in the FIB library responsible for implementing diversions (e.g. for virtual firewall attachments) following a request from FIB to check whether a diversion should be in place for the given adjacency. The adjacency given may now be incorrect as a result of this error.

**Recommended Action** Restarting the fib\_mgr process on the node which produced the error may solve the issue. If not, contact support.

**Error Message**

%SERVICES-RSPP\_REPO-3-UPDATE\_MSG Error encountered by REPO whilst processing the diversion update message ([hex]) from RSPP MA: [chars]

**Explanation** An error has occurred in the IPC between the Management Agent for service diversions (e.g. for virtual firewall attachments) and the FIB Library responsible for implementing them, during a diversion update. The update will not be implemented.

**Recommended Action** Restarting the fib\_mgr process on the node which produced the error may solve the issue. If not, contact support.

## RSPP\_REX Messages

**Error Message**

%SERVICES-RSPP\_REX-3-EDM Failed to initialize diversion manager external data manager, error: [chars]. Diagnostic show commands may not function correctly, other functionality is unaffected.

**Explanation** During initialization of the EDM an error occurred. The EDM was not successfully registered, so show commands and other manageability applications may not function correctly. Otherwise the diversion manager will work correctly.

**Recommended Action** This is not a fatal error. If the show commands are required, restarting the REX process should clear up the problem.

**Error Message**

%SERVICES-RSPP\_REX-3-IMP\_CONNECT Failed to connect to IM Proxy. Error: [chars]

**Explanation** The diversion manager was unable to connect to IM Proxy to register as an interface capsulation. Diversion information may not be correctly applied or inconsistent.

**Recommended Action** The connection will be retried automatically. 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**

%SERVICES-RSPP\_REX-3-INIT Failure [chars] during initialization of diversion execution agent. Error: [chars]

**Explanation** A failure occurred during the initialization of the RSPP REX library. This is used to divert packets, e.g. to a virtual firewall.

**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**

%SERVICES-RSPR\_REX-3-MEM Diversion manager failed to get memory [chars].  
Diversion (e.g. to a virtual firewall) may not have been correctly applied.

**Explanation** During processing of a new or updated diversion, insufficient memory was available. The diversion information was not applied, and future updates may also not be applied correctly.

**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. Once the memory condition is resolved, execute the command 'proc restart rsp\_r' for the node where the error message originated to ensure all diversion information is correctly set up.

**Error Message**

%SERVICES-RSPR\_REX-3-MSG\_REPLY Unable to send a reply to diversion manager's client. Error: [chars]

**Explanation** The diversion manager process was unable to send a reply to a message sent to one of its clients. Diversion information may be inconsistent.

**Recommended Action** Restarting the rsp\_r and fwc processes should clear the problem. 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**

%SERVICES-RSPR\_REX-3-SYSDB Diversion manager failed to communicate with SysDB.  
Error: [chars]

**Explanation** The diversion manager was unable to communicate with SysDB. Notifications may be missed, and manageability functionality may not be available.

**Recommended Action** Check the status of SysDB, and restart the SysDB and firewall controller processes.

**Error Message**

%SERVICES-RSPR\_REX-6-CORE The diversion manager has reached an unexpected situation ([chars] dumping core - this is NOT a crash.

**Explanation** An unexpected situation was reached; the diversion manager has voluntarily produced a core dump for debugging purposes. This does not affect the operation of the diversion 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.



# RSPP\_RIO\_EA Messages

## Error Message

%SERVICES-RSPP\_RIO\_EA-3-DEBUG Failed to initialize service ingress diversion debug facility: [chars]

**Explanation** An error occurred during initialization of the service ingress diversion debug facility. The 'debug services diversion rio ea' command will not function correctly. Otherwise service ingress diversion will work correctly. Executing the command 'proc restart rspp\_rio\_ea' for the node where the error message originated might resolve this condition.

**Recommended Action** This is not a fatal error.

## Error Message

%SERVICES-RSPP\_RIO\_EA-3-DM\_REMOVE Failed to remove service ingress diversion (ifh equals [hex]). Could not remove [chars]: [chars]

**Explanation** An error occurred during service ingress diversion removal from the specified interface.

**Recommended Action** \*SUPPORT\*

## Error Message

%SERVICES-RSPP\_RIO\_EA-3-EDM Failed to initialize service ingress diversion External Data Manager: [chars]

**Explanation** During initialization of the EDM an error occurred. The EDM was not successfully registered, so show commands and other manageability applications may not function correctly. Otherwise service ingress diversion will work correctly. Executing the command 'proc restart rspp\_rio\_ea' for the node where the error message originated might resolve this condition.

**Recommended Action** This is not a fatal error.

## Error Message

%SERVICES-RSPP\_RIO\_EA-3-EVENT\_BLOCK An error was received during event\_block: [chars]

**Explanation** The service ingress diversion process received an error while waiting for events from other processes in the system. The process will be restarted.

**Recommended Action** \*RECUR\*

**Error Message**

```
%SERVICES-RSPR_RIO_EA-3-EVM_CREATE_FAILED RSPR RIO event manager create failed:  
[chars].
```

**Explanation** An error occurred during initialization of service ingress diversion process. The process could not create an event queue used to communicate with other processes in the system. The initialization will be aborted and retried.

**Recommended Action** This condition might indicate a low memory condition. Reduce other system activity to ease memory demand. 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**

```
%SERVICES-RSPR_RIO_EA-3-FM_INIT_REPLAY Could not re-synchronize with feature  
manager process: [chars]
```

**Explanation** During the initialization of ingress diversion process, feature manager process requested a replay of all current diversions but the replay operation failed.

**Recommended Action** If this message is reported more than once, execute the command 'proc restart feat\_mgr' for the node where the error message originated.

**Error Message**

```
%SERVICES-RSPR_RIO_EA-3-IMP_INIT_ERR IMP initialization failed during [chars]:  
[chars]
```

**Explanation** The service ingress diversion process failed while trying to connect to Interface Manager Proxy process. The process will be restarted. If error still exists, execute the command 'proc restart imp' for the node where the error message originated.

**Recommended Action** \*RECUR\*

**Error Message**

```
%SERVICES-RSPR_RIO_EA-3-INIT_FAILED Ingress Diversion process initialization  
failed following [unsigned int] function call(s): [chars].
```

**Explanation** An error occurred during the initialization of service ingress diversion process. The initialization will be aborted and retried. Current and future service to an interface will fail until successful process initialization.

**Recommended Action** \*RECUR\*

**Error Message**

%SERVICES-RSPP\_RIO\_EA-3-MEM During ingress diversion installation or update, failed to get memory for [chars]

**Explanation** During processing of a new or existing service ingress diversion, insufficient memory was available. The diversion information was not applied, and future updates may also not be applied correctly.

**Recommended Action** This indicates a low memory condition. \*REDUCE\* Once the memory condition is resolved, execute the command 'proc restart rspp\_rio\_ea' for the node where the error message originated to ensure all diversion information is correctly set up. 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**

%SERVICES-RSPP\_RIO\_EA-3-TRACE Failed to initialize service ingress diversion trace facility: [chars]

**Explanation** An error occurred during initialization of the trace facility. There will be no trace messages for service ingress diversion. The 'show services diversion rio ea trace' command on this node will not function correctly. Otherwise service ingress diversion will work correctly. Executing the command 'proc restart rspp\_rio\_ea' for the node where the error message originated might resolve this condition.

**Recommended Action** This is not a fatal error.

**Error Message**

%SERVICES-RSPP\_RIO\_EA-6-CORE The service ingress diversion process has reached an unexpected situation ([chars] dumping core - this is NOT a crash.

**Explanation** An unexpected situation was reached; the service ingress diversion process has voluntarily produced a core dump for debugging purposes. Unless other symptoms are seen than it can be assumed that the system has recovered.

**Recommended Action** \*SUPPORT\*

## rspp\_rio\_netio Messages

**Error Message**

%SERVICES-rspp\_rio\_netio-3-CAPS\_BUILDER\_FAILED The capsulation build function failed because '[chars]' (ifh equals [hex]). Error: [chars]

**Explanation** The service ingress diversion NetIO DLL capsulation builder function failed. Service ingress diversion in NetIO for the specified interface will not function properly.

**Recommended Action** \*SUPPORT\*

**Error Message**

%SERVICES-rspp\_rio\_netio-3-CAPS\_CONTROL\_FAILED The capsulation control function failed because '[chars]' (ifh equals [hex]). Error: [chars]

**Explanation** The service ingress diversion NetIO DLL capsulation function failed. Service ingress diversion in NetIO for the specified interface will not function properly.

**Recommended Action** \*SUPPORT\*

**Error Message**

%SERVICES-rspp\_rio\_netio-3-CAPS\_UNBUILDER\_FAILED The capsulation unbuild function failed because '[chars]' (ifh equals [hex]). Error: [chars]

**Explanation** The service ingress diversion NetIO DLL capsulation unbuilder function failed. Service ingress diversion in NetIO for the specified interface will not be removed from NetIO process.

**Recommended Action** \*SUPPORT\*

**Error Message**

%SERVICES-rspp\_rio\_netio-3-INIT\_DEBUG Service ingress diversion NetIO DLL failed to initialize the debug facility during [chars]: [chars]

**Explanation** A failure occurred during the initialization of debug for the service ingress diversion NetIO DLL. If this occurred during an upgrade operation then it will cause the NetIO process to reload. Otherwise this will cause the capsulation to be unloaded, and an error will be returned to the user.

**Recommended Action** \*RECUR\*

**Error Message**

%SERVICES-rspp\_rio\_netio-3-INIT\_TRACE Failed to initialize service ingress diversion [chars] trace facility within NetIO process: [chars]

**Explanation** An error occurred during initialization of the trace facility. There will be no NetIO trace messages for service ingress diversion. The 'show services diversion rio netio trace' command on this node will not function correctly. Otherwise service ingress diversion will work correctly.

**Recommended Action** This is not a fatal error.

**Error Message**

%SERVICES-rspp\_rio\_netio-3-SUBBLOCK\_REG\_FAILED Service ingress diversion NetIO DLL failed to register the RIO subblock: [chars]

**Explanation** The service ingress diversion NetIO DLL initialization function failed to register the RIO subblock type.

**Recommended Action** \*SUPPORT\*

**Error Message**

%SERVICES-rspp\_rio\_netio-3-TERM\_FAILED Service ingress diversion NetIO DLL termination failed because '[chars]'. Error: [chars]

**Explanation** The service ingress diversion NetIO DLL termination function failed.

**Recommended Action** \*SUPPORT\*

## RSPP\_ROXI Messages

**Error Message**

%SERVICES-RSPP\_ROXI-3-IMP\_CONNECT Failed to connect to IM Proxy. Error: [chars]

**Explanation** The replicated interface owner was unable to connect to IM Proxy to register as an interface owner. Diversion information may not be correctly applied or inconsistent.

**Recommended Action** The connection will be retried automatically. 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**

%SERVICES-RSPP\_ROXI-3-INIT Failure [chars] during initialization of replicated interface owner. Error: [chars]

**Explanation** A failure occurred during the initialization of the replicated interface owner process. This means that attaching services (e.g. a firewall) on the card producing this error to interfaces may not work.

**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**

%SERVICES-RSPP\_ROXI-3-MEM Replicated interface owner failed to get memory [chars] during diversion update processing. Diversions (e.g. to a virtual firewall) may not have been correctly applied, and future diversion may also not be correctly applied.

**Explanation** During processing of a new or updated diversion, insufficient memory was available. The diversion information was not applied, and future updates may also not be applied correctly.

**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. Once the memory condition is resolved, execute the command 'proc restart rspp\_roxi' for the node where the error message originated to ensure all diversion information is correctly set up.

**Error Message**

```
%SERVICES-RSPP_ROXI-3-REPLICATE Bulked operation to [chars] [unsigned int]
replicated interface(s) (including [hex]) failed with error: [chars]. Packet
diversion may now be incorrectly set up.
```

**Explanation** During the processing of interface create or delete notifications an error occurred that means the interfaces may not have been replicated or unreplicated correctly. This might result in the packets that are diverted to the node being dropped. A user with cisco-support privileges may find the interface name corresponding to the given interface handle using 'show im chains ifhandle ifhandle'

**Recommended Action** Restart the rspp\_roxi process on the affected node; 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.

## SBC\_MPF Messages

**Error Message**

```
%SERVICES-SBC_MPF-6-INFO MPF_INFO: [chars]
```

**Explanation** The system is in normal state. This is info log.

**Recommended Action** none

## SBCSVI\_BILLING Messages

**Error Message**

```
%SERVICES-SBCSVI_BILLING-3-CONFERR [chars]
SBC billing paths will not be available
```

**Explanation** Couldn't not establish the SBC instance name from SysDB. SBC instance name is required for the billing cache paths SBC billing application will not be able to save billing records.

**Recommended Action** Delete the SBC instance and create it again to mount the SBC billing drives.

**Error Message**

```
%SERVICES-SBCSVI_BILLING-3-PATHERR Error: SBC billing cache location [chars]
[chars]: [chars]. Make sure that SBC billing drive is installed and formatted.
SBC billing paths will not be available
```

**Explanation** A failure occurred during the creation of an sbc billing cache path. SBC billing application will not be able to save billing records

**Recommended Action** Make sure that the drive needed for the type of SBC billing you need (local or remote) is mounted and formatted. Delete the SBC instance and create again to mount the SBC billing drives.

**Error Message**

%SERVICES-SBCSVI\_BILLING-4-PATHWARN SBC billing path [chars] [chars] [chars]

**Explanation** The SBC billing cache path might require some user action to save the billing records in an SBC-instance-specific directory. SBC billing will still work properly but the billing records could either be saved in an SBC-shared directory if the SBC instance name is too long or not saved at all if there is no space left in the drive.

**Recommended Action** Make sure that the condition reported doesn't affect the billing records otherwise, correct the condition by changing the SBC instance name or by manually removing the billing files depending on the condition reported.

**Error Message**

%SERVICES-SBCSVI\_BILLING-5-PATHSTATUS SBC billing path [chars] [chars] [chars]

**Explanation** The SBC billing cache path mount point status has changed and is being reported to the user for an easier access to the SBC billing records.

**Recommended Action** Take note of the paths used by SBC billing to access the SBC billing records

## SBCSVI\_EA Messages

**Error Message**

%SERVICES-SBCSVI\_EA-3-INITFAIL Failure during initialization. Error: [chars]

**Explanation** A failure occurred during the initialization of the SBCSVI EA process on a particular node. The process will be restarted. Until the process starts successfully, any SBCSVI interface located on that node will not come up. (If there is a standby node the interfaces should come up on the standby).

**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**

%SERVICES-SBCSVI\_EA-3-INTERNAL [chars]

**Explanation** An unexpected internal error has occurred in the SBCSVI EA process. The process will restart.

**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**

```
%SERVICES-SBCSVI_EA-3-INTERNAL_ERR [chars] : [chars]
```

**Explanation** An unexpected internal error has occurred in the SBCSVI EA process. The process will restart.

**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**

```
%SERVICES-SBCSVI_EA-3-LINK_FAIL Error while [chars]ing [unsigned int]
interfaces: [chars]
```

**Explanation** An error occurred while attempting to join together the two halves of some SBCSVI pairs on the specified node. The pairs will not come up. If there is a standby node configured for the pairs, they may come up on the standby.

**Recommended Action** It may help to shut down, then bring up, the SBCSVI interface pairs in question.

**Error Message**

```
%SERVICES-SBCSVI_EA-3-NOT_FOUND Received request for an interface (0x[pointer])
that is not in our database
```

**Explanation** The SBCSVI EA process received a request to process an interface that does not exist in its database. This indicates some sort of internal inconsistency.

**Recommended Action** It may help to restart the SBCSVI EA process. If there are any obvious resource problems (e.g. memory exhaustion), these must be fixed first. 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**

```
%SERVICES-SBCSVI_EA-3-SSC_SEND Error while sending messages to Service Director:
[chars]
```

**Explanation** A problem was encountered while trying to send a batch of messages to the Service Director. The Service Director may not be up to date with the state of services on this node, so SBCSVI interfaces located on this node may fail to forward packets.

**Recommended Action** It may help to restart the SBCSVI EA process. If there are any obvious resource problems (e.g. memory exhaustion), these must be fixed first. 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**

%SERVICES-SBCSVI\_EA-3-SSC\_SEND\_SRV Error while sending message about [chars] to Service Director: [chars]

**Explanation** A problem was encountered while trying to send a single message to the Service Director. The Service Director may not be up to date with the state of this services on this node, so the associated SBCSVI interfaces located on this node may fail to forward packets.

**Recommended Action** It may help to restart the SBCSVI EA process. If there are any obvious resource problems (e.g. memory exhaustion), these must be fixed first. 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**

%SERVICES-SBCSVI\_EA-3-STATE\_CHANGE An error occurred while checking the state for '[chars]': [chars]

**Explanation** While the SBCSVI EA process was checking the state for the specified interface pair, an error was encountered. The interface pair in question may be left in an inconsistent state.

**Recommended Action** It may help to restart the SBCSVI EA process. If there are any obvious resource problems (e.g. memory exhaustion), these must be fixed first. 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.

## SBCSVI\_NETIO Messages

**Error Message**

%SERVICES-SBCSVI\_NETIO-3-INIT\_DEBUG Failure of debug initialization during [chars]. Error: [chars]

**Explanation** A failure occurred during the initialization of debug for the NetIO caps. If this occurred during an upgrade operation then it will cause the NetIO process to reload. Otherwise this will cause the capsulation to be unloaded, and an error returned to the user.

**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**

```
%SERVICES-SBCSVI_NETIO-3-INIT_TRACE Failure initializing tracing ([chars]
buffer). Error: [chars]
```

**Explanation** A failure occurred during the initialization of tracing for the NetIO caps. This will cause the capsulation to be unloaded, and an error returned to the user.

**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.

## SD\_COMMON Messages

**Error Message**

```
%SERVICES-SD_COMMON-3-SEND_FAILED Failed to send a '[chars]' message: '[chars]'
```

**Explanation** A required control message could not be sent. The reason for the failure is detailed in the message. The failure is unexpected, and likely caused by a failure in the underlying transport. Services controlled by this process are likely to be out of sync as a result.

**Recommended Action** Restart the 'service\_director' process to force a resync of all data, which will recover the lost message. 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.

## SD Messages

**Error Message**

```
%SERVICES-SD-3-ASSERT ASSERT failure: [chars]
```

**Explanation** The process is in an inconsistent state. The process will exit and restart. All data will be resynchronized after the restart.

**Recommended Action** No action is required to recover the system, this will happen automatically. Report this issue to your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%SERVICES-SD-3-INIT_FAILED Initialisation failed, module: [chars], operation: [chars], error: [chars]
```

**Explanation** The Service Director has failed to start up. The operation being attempted is detailed in the error message. The Service Director will be restarted automatically.

**Recommended Action** If the error indicates an Out Of Memory error, then attempt to increase the available resources. Otherwise, if the error persists, contact your technical support representative copying the error message exactly as it appears.

**Error Message**

```
%SERVICES-SD-3-LOOP_FAILED Unexpected error in event loop: [chars]
```

**Explanation** An unexpected error has been encountered in the main Service Director event loop. The Service Director will be automatically restarted, and should recover by itself.

**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**

```
%SERVICES-SD-3-NOMEM Insufficient resources: [chars]
```

**Explanation** There are insufficient resources to perform some action. The error message contains more details about what action failed. In any case, services may not be operating correctly, and states may be out of sync.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration. Once the memory conditions have been improved, restart the Service Director process to allow it to resynchronize with its clients.

**Error Message**

```
%SERVICES-SD-3-SYSMGR_FAIL SysMgr didn't respond when told we're exiting: [chars]
```

**Explanation** The Service Director attempted to notify SysMgr that it was exiting and SysMgr returned an error. If this coincides with an attempt to configure the locations of a service, then further error may be observed from SysDB.

**Recommended Action** Restart the Service Director 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**

```
%SERVICES-SD-4-INVALID_FIND_SERVICE  An invalid Service Find request was received  
(type [hex])
```

**Explanation** The Service Director received a batch with an invalid service type field. This can be due to message corruption, or due to a timing issue but is most likely due to an error in a service process. Except in the latter case (when it will most probably be repeated) this error is not fatal.

**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**

```
%SERVICES-SD-4-WRONG_SSC  Invalid SSC is sending updates on node [hex]. Beginning  
recovery
```

**Explanation** A Service Controller process not currently registered is sending updates from a node. The Service Director will now attempt to recover from this by resynchronizing with its clients.

**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**

```
%SERVICES-SD-6-RESTART_SELF  The Service Director process requires a restart in  
order to synchronize data. This message is informational and requires no further  
action. The reason for restart is: [chars]
```

**Explanation** The Service Director encountered an error when trying to send a control message, which could leave the system in an inconsistent state. The error results from an unexpected failure in the transport infrastructure. The process is now restarting and will then be able to resynchronize its state, restoring system consistency. This message is for informational purposes only, and no further action is required as a result. On completion of the resynchronization, the system will have self-healed, unless any further errors are encountered.

**Recommended Action** No action is required unless further errors are observed. If further errors are encountered, wait until possible root problems (such as node reload, or low memory conditions) have been resolved, and restart the Service Director. 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.

# SESVI\_EA Messages

## Error Message

%SERVICES-SESVI\_EA-3-INITFAIL Failure during initialization. Error: [chars]

**Explanation** A failure occurred during the initialization of the SESVI EA process on a particular node. The process will be restarted. Until the process starts successfully, any SESVI interface located on that node will not come up. (If there is a standby node the interfaces should come up on the standby).

**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

%SERVICES-SESVI\_EA-3-INTERNAL [chars]

**Explanation** An unexpected internal error has occurred in the SESVI EA process. The process will restart.

**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

%SERVICES-SESVI\_EA-3-INTERNAL\_ERR [chars] : [chars]

**Explanation** An unexpected internal error has occurred in the SESVI EA process. The process will restart.

**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

%SERVICES-SESVI\_EA-3-LINK\_FAIL Error while [chars]ing [unsigned int] interfaces: [chars]

**Explanation** An error occurred while attempting to join together the two halves of some SESVI pairs on the specified node. The pairs will not come up. If there is a standby node configured for the pairs, they may come up on the standby.

**Recommended Action** It may help to shut down, then bring up, the SESVI interface pairs in question.

**Error Message**

%SERVICES-SESVI\_EA-3-NOT\_FOUND Received request for an interface (0x[pointer]) that is not in our database

**Explanation** The SESVI EA process received a request to process an interface that does not exist in its database. This indicates some sort of internal inconsistency.

**Recommended Action** It may help to restart the SESVI EA process. If there are any obvious resource problems (e.g. memory exhaustion), these must be fixed first. 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**

%SERVICES-SESVI\_EA-3-SSC\_SEND Error while sending messages to Service Director: [chars]

**Explanation** A problem was encountered while trying to send a batch of messages to the Service Director. The Service Director may not be up to date with the state of services on this node, so SESVI interfaces located on this node may fail to forward packets.

**Recommended Action** It may help to restart the SESVI EA process. If there are any obvious resource problems (e.g. memory exhaustion), these must be fixed first. 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**

%SERVICES-SESVI\_EA-3-SSC\_SEND\_SRV Error while sending message about [chars] to Service Director: [chars]

**Explanation** A problem was encountered while trying to send a single message to the Service Director. The Service Director may not be up to date with the state of this services on this node, so the associated SESVI interfaces located on this node may fail to forward packets.

**Recommended Action** It may help to restart the SESVI EA process. If there are any obvious resource problems (e.g. memory exhaustion), these must be fixed first. 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**

%SERVICES-SESVI\_EA-3-STATE\_CHANGE An error occurred while checking the state for '[chars]': [chars]

**Explanation** While the SESVI EA process was checking the state for the specified interface pair, an error was encountered. The interface pair in question may be left in an inconsistent state.

**Recommended Action** It may help to restart the SESVI EA process. If there are any obvious resource problems (e.g. memory exhaustion), these must be fixed first. 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.

## SESVI\_NETIO Messages

### Error Message

```
%SERVICES-SESVI_NETIO-3-INIT_DEBUG Failure of debug initialization during [chars]. Error: [chars]
```

**Explanation** A failure occurred during the initialization of debug for the NetIO caps. If this occurred during an upgrade operation then it will cause the NetIO process to reload. Otherwise this will cause the capsulation to be unloaded, and an error returned to the user.

**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

```
%SERVICES-SESVI_NETIO-3-INIT_TRACE Failure initializing tracing ([chars] buffer). Error: [chars]
```

**Explanation** A failure occurred during the initialization of tracing for the NetIO caps. This will cause the capsulation to be unloaded, and an error returned to the user.

**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.

## SRD\_AGENT Messages

### Error Message

```
%SERVICES-SRD_AGENT-6-NODE_REBOOTING A change in role requires Node [chars] to go down for reboot.
```

**Explanation** The Service Role Agent has determined a role change requires a reboot of the specified node. This is not an error.

**Recommended Action** None. This is expected behavior when changing the role of a card.

## SRD\_LIB Messages

### Error Message

```
%SERVICES-SRD_LIB-4-NOTIFICATION_FAILED SRD Library notification failure:  
[chars]
```

**Explanation** The Service Role Daemon client library received a notification, but was unable to perform the necessary operations to execute the client's callback function. The client process is unaware of a role change event that has occurred, and as such services running on the affected node are likely to be out of sync.

**Recommended Action** In order to force a resync of the current role status, restart the process that emitted this error. If the error string indicates a low resource condition, first free up some resources. 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.

## SRD Messages

### Error Message

```
%SERVICES-SRD-3-ASSERT ASSERT failure: [chars]
```

**Explanation** The process is in an inconsistent state. The process will exit and restart. All data will be resynchronized after the restart.

**Recommended Action** No action is required to recover the system, this will happen automatically. Report this issue to your Cisco technical support representative and provide the representative with the gathered information.

### Error Message

```
%SERVICES-SRD-3-INIT_FAILED Initialisation failed, module: [chars], operation:  
[chars], error: [chars]
```

**Explanation** The Service Role Daemon has failed to start up. The operation being attempted is detailed in the error message. The Service Role Daemon will be restarted automatically.

**Recommended Action** If the error indicates an Out Of Memory error, then attempt to increase the available resources. Otherwise, if the error persists, contact your technical support representative copying the error message exactly as it appears.



**Error Message**

%SERVICES-SRD-3-LOOP\_FAILED Unexpected error in event loop: [chars]

**Explanation** An unexpected error has been encountered in the main Service Role Daemon event loop. The Service Role Daemon will be automatically restarted, and should recover by itself.

**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**

%SERVICES-SRD-3-NOMEM Insufficient resources: [chars]

**Explanation** There are insufficient resources to perform some action. The error message contains more details about what action failed.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration. Once the memory conditions have been improved, restart the Service Role Daemon process to allow it to resynchronize with its clients.

**Error Message**

%SERVICES-SRD-4-CARD\_NOT\_PRESENT The role you are attempting to assign is not supported by the node you have selected.

**Explanation** A node has been set to a role which is not supported. This could be because the wrong card is at this location, or no card is there.

**Recommended Action** Insert a card of an appropriate type into the specified location. If you believe that the card in the slot is of an appropriate type, ensure it is correctly booted (in IOX-RUN state according to 'show platform'). If everything looks right, and the role is still not enacted, then contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%SERVICES-SRD-4-ERROR\_PROCESSING\_LRD\_EVENT SRD Unable to process OIR notification: [chars]

**Explanation** The Service Role Daemon received an LRd event which it was unable to process. This could potentially mean that a card does not have its specified role enacted, or removed if it was taken down.

**Recommended Action** Restart the service\_role\_daemon process to resync all roles and replay the lost notification. 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**

```
%SERVICES-SRD-4-ERROR_STARTING_AGENT Unable to update role on card with Node ID [chars]: [chars]
```

**Explanation** The Service Role Change Agent returned an error while running on this node. The role has not been correctly applied on the specified card.

**Recommended Action** Restart the service\_role\_agent process on the given card manually to enact the role. Assuming no error is returned, restart the service\_role\_daemon process as well to resync the state and notify all interested clients. 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**

```
%SERVICES-SRD-4-MISSING_TIMER_CONTEXT An error occurred while setting role. Role not applied.
```

**Explanation** Required data was not available when a timer expired. A role that should be applied now is unable to be applied.

**Recommended Action** Restart the service\_role\_daemon process to attempt to re-enable the role. 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.

## SVII\_EA\_GSR Messages

**Error Message**

```
%SERVICES-SVII_EA_GSR-3-INTF_EXIST Interface '[chars]' of type [unsigned int] already exists as type [unsigned int]
```

**Explanation** An attempt was made to create an interface that already existed, but with a different type. It is likely that the given interface will no longer be operating 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**

```
%SERVICES-SVII_EA_GSR-3-NOMEM Insufficient memory: [chars]
```

**Explanation** SVII EA ran out of memory. The exact operation being attempted is detailed in the error message.

**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.

## SVII\_EA\_STATS Messages

### Error Message

```
%SERVICES-SVII_EA_STATS-3-CHKPT_GET_FAILURE Failed in checkpoint interaction,
resulting in zero stats returned for [chars] (expected length [unsigned int],
found [unsigned int]): [chars]
```

**Explanation** An error occurred during periodic statistics collection for the interface specified. This means that the statistics (as reported by e.g. 'show interface') will be inaccurate for as long as this error is 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.

## SVII\_EA Messages

### Error Message

```
%SERVICES-SVII_EA-3-EVENT Unrecoverable error in event loop. Error: [chars]
```

**Explanation** An error (other than EINTR) occurred in the event loop. The process must exit.

**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

```
%SERVICES-SVII_EA-3-FORWARDER_CONNECTION Failed to handle forwarder connection
being lost - error: [chars]
```

**Explanation** The forwarder driver has restarted, but this process was unable to handle this as the error was unexpected. It is possible, though not necessarily true, that slow path packet processing for some interfaces owned by this process may be broken.

**Recommended Action** Restarting the relevant SVI Manager process will prompt a resync, which should get the SVI Manager process and forwarder driver back into step. 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**

```
%SERVICES-SVII_EA-3-INIT Failure during initialization of [chars]. Error:
[chars]
```

**Explanation** A failure occurred during the initialization of the Service Virtual Interface infrastructure. This resulted in the restart of the process.

**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**

```
%SERVICES-SVII_EA-3-SEND_FAILED Failed during [chars] stage of sending a
'[chars]' message - Error: [chars]
```

**Explanation** A control message could not be sent from the EA to the MA. See error message for a possible reason. An interface may now be in the wrong up/down state.

**Recommended Action** Restarting the relevant SVI Manager process will prompt a resync, which should re-send the lost message. 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**

```
%SERVICES-SVII_EA-3-SYSMGR Failure communicating readiness to System Manager.
Error: [chars]
```

**Explanation** The process was initialized successfully but was unable to inform System Manager of the success.

**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**

```
%SERVICES-SVII_EA-3-UNABLE_TO_RECONNECT The Service Infrastructure was unable to
synchronize interfaces: [chars]
```

**Explanation** If the Service Infrastructure becomes out of sync with IM, then it reconnects in order to prompt a resync. If this message is displayed then it has been able to reconnect. This may cause configured interfaces to no longer forward traffic, or interfaces which have been shut down or deleted to continue to do so.

**Recommended Action** Restarting the process that displayed the message may solve the issue, or restarting ifmgr. 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.

## SVII\_LRD\_SPA Messages

### Error Message

```
%SERVICES-SVII_LRD_SPA-3-STATE_UPDATE Failed to report SPA [chars] change to SVIA; reason: [chars]; error [chars]
```

**Explanation** A failure occurred while processing a SPA state or type change notification. Service interfaces configured on the given SPA may not be appropriately (un)replicated.

**Recommended Action** Restarting the process in question should rectify the situation. 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.

## SVII\_MGR Messages

### Error Message

```
%SERVICES-SVII_MGR-3-ACTIVATE Failure during activation of [chars]. Error: [chars]
```

**Explanation** A failure occurred during the activation of the Service Virtual Interface infrastructure. Activation occurs when the card transitions to ACTIVE state. This error resulted in the restart of the process.

**Recommended Action** \*RECUR\*

### Error Message

```
%SERVICES-SVII_MGR-3-EVENT Unrecoverable error in event loop. Error: [chars]
```

**Explanation** An error (other than EINTR) occurred in the event loop. The process must exit.

**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

```
%SERVICES-SVII_MGR-3-EXITING Failure communicating exit to System Manager. Error: [chars]
```

**Explanation** The process was unable to inform System Manager of its graceful shutdown.

**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**

%SERVICES-SVII\_MGR-3-IM\_STATE\_SYNC\_ERROR The Service Infrastructure encountered an error when trying to synchronize interface states with the Interface Manager process, while [chars]. Error [chars]

**Explanation** The Service Application was unable to report the state of an interface that it owns to the Interface Manager process. The interface state may be inconsistent, and may stop forwarding traffic, or forward traffic when it appears shut down.

**Recommended Action** Restarting the process that displayed the message may help, & 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**

%SERVICES-SVII\_MGR-3-INIT Failure during initialization of [chars]. Error: [chars]

**Explanation** A failure occurred during the initialization of the Service Virtual Interface infrastructure. This resulted in the restart of the process.

**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**

%SERVICES-SVII\_MGR-3-INIT\_ENS Failure to initialize ENS - retry scheduled. Error: [chars]

**Explanation** A failure occurred during the initialization of ENS library in the process. This probably indicates an underlying more severe problem, and retry will be 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**

%SERVICES-SVII\_MGR-3-SEND\_FAILED Failed to send a '[chars]' message - Error: [chars]

**Explanation** A control message could not be sent from the MA to the EA. See error message for a possible reason. An interface may now be in the wrong up/down state.

**Recommended Action** Restarting the relevant SVI Manager process will prompt a resync, which should re-send the lost message. 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**

```
%SERVICES-SVII_MGR-3-SVIA_INTF_STATE_ERROR The Service Application for [chars]
attempted to set an invalid interface state. The interface will be taken down.
Invalid state: [chars].
```

**Explanation** The Service Application that manages the interface attempted to put the interface in a state that is not valid. This indicates an internal error in the application. The interface will be put in DOWN state and will cease to forward traffic.

**Recommended Action** recommend that restarting the process that displayed the message may help, & 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**

```
%SERVICES-SVII_MGR-3-SYSMGR Failure communicating readiness to System Manager.
Error: [chars]
```

**Explanation** The process was initialized successfully but was unable to inform System Manager of the success.

**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**

```
%SERVICES-SVII_MGR-3-UNABLE_TO_RECONNECT The Service Infrastructure was unable
to synchronize interfaces: [chars]
```

**Explanation** If the Service Infrastructure becomes out of sync with IM, then it reconnects in order to prompt a resync. If this message is displayed then it has been able to reconnect. This may cause configured interfaces to no longer forward traffic, or interfaces which have been shut down or deleted to continue to do so.

**Recommended Action** Restarting the process that displayed the message may solve the issue, or restarting ifmgr. 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**

%SERVICES-SVII\_MGR-3-UNABLE\_TO\_RESYNC The Service Infrastructure was unable to synchronize interfaces

**Explanation** In order to correct any problems, the Service Infrastructure will reconnect to IM to prompt a resync. If this message is displayed then this resync is failing. This may cause configured interfaces to no longer forward traffic, or interfaces which have been shut down or deleted to continue to do so.

**Recommended Action** Firstly the processing displaying this message should be restarted. If this fails to solve the issue, then the configuration should be removed and readded. 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.

## VASI\_EA Messages

**Error Message**

%SERVICES-VASI\_EA-3-ADJACENCY Error setting up adjacencies for an interface: [chars]

**Explanation** An error was encountered while trying to set up adjacency information for a VASI interface. The exact error is detailed in the error message. Packets will not be forwarded to the affected interface.

**Recommended Action** It may help to restart the affected VASI EA process. If there are any obvious resource problems (e.g. memory exhaustion), these must be addressed first. 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**

%SERVICES-VASI\_EA-3-INITFAIL Failure during initialization. Error: [chars]

**Explanation** A failure occurred during the initialization of the VASI EA process on a particular node. The process will be restarted. Until the process starts successfully, any VASI interface pairs located on that node will not come up. (If there is a standby node the interfaces should come up on the standby).

**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**

```
%SERVICES-VASI_EA-3-INTERNAL [chars]
```

**Explanation** An unexpected internal error has occurred in the VASI EA process. The process will restart.

**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**

```
%SERVICES-VASI_EA-3-INTERNAL_ERR [chars] : [chars]
```

**Explanation** An unexpected internal error has occurred in the VASI EA process. The process will restart.

**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**

```
%SERVICES-VASI_EA-3-LINK_FAIL Error while [chars]ing [unsigned int] interfaces:  
[chars]
```

**Explanation** An error occurred while attempting to join together the two halves of some VASI pairs on the specified node. The pairs will not come up. If there is a standby node configured for the pairs, they may come up on the standby.

**Recommended Action** It may help to shut down, then bring up, the VASI interface pairs in question.

**Error Message**

```
%SERVICES-VASI_EA-3-NOMEM Insufficient memory: [chars]
```

**Explanation** Insufficient memory was available to perform an operation. The exact operation is detailed in the error message.

**Recommended Action** A low memory condition has occurred: Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration. You will also have to restart the affected VASI EA process once that is done.

**Error Message**

```
%SERVICES-VASI_EA-3-NOT_FOUND Received request for an interface (0x[pointer])  
that is not in our database
```

**Explanation** The VASI EA process received a request to process an interface that does not exist in its database. This indicates some sort of internal inconsistency.

**Recommended Action** It may help to restart the VASI EA process. If there are any obvious resource problems (e.g. memory exhaustion), these must be fixed first. 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**

```
%SERVICES-VASI_EA-3-SSC_SEND Error while sending messages to Service Director:  
[chars]
```

**Explanation** A problem was encountered while trying to send a batch of messages to the Service Director. The Service Director may not be up to date with the state of services on this node, so VASI interfaces located on this node may fail to forward packets.

**Recommended Action** It may help to restart the VASI EA process. If there are any obvious resource problems (e.g. memory exhaustion), these must be fixed first. 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**

```
%SERVICES-VASI_EA-3-SSC_SEND_SRV Error while sending message about [chars] to  
Service Director: [chars]
```

**Explanation** A problem was encountered while trying to send a single message to the Service Director. The Service Director may not be up to date with the state of this services on this node, so the associated VASI interfaces located on this node may fail to forward packets.

**Recommended Action** It may help to restart the VASI EA process. If there are any obvious resource problems (e.g. memory exhaustion), these must be fixed first. 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**

```
%SERVICES-VASI_EA-3-STATE_CHANGE An error occurred while checking the state for  
'[chars]': [chars]
```

**Explanation** While the VASI EA process was checking the state for the specified interface pair, an error was encountered. The interface pair in question may be left in an inconsistent state.

**Recommended Action** It may help to restart the VASI EA process. If there are any obvious resource problems (e.g. memory exhaustion), these must be fixed first. 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**

```
%SERVICES-VASI_EA-3-SVI_HW_UPD_FAIL Error updating service infrastructure with new hardware state: [chars]
```

**Explanation** An error was encountered whilst updating the hardware state of one or more VASI interfaces. The exact error is detailed in the error message. The interfaces affected may no longer be able to forward traffic.

**Recommended Action** It may help to restart the affected VASI EA process. If there are any obvious resource problems (e.g. memory exhaustion), these must be addressed first. 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.

## VASI\_MA Messages

**Error Message**

```
%SERVICES-VASI_MA-3-INIT Failed to initialize VASI interface owner process. Stage: [chars], error: [chars]
```

**Explanation** The VASI Manager failed to startup correctly. Though it will get automatically restarted, the error is unlikely to be recoverable.

**Recommended Action** \*RECUR\*

**Error Message**

```
%SERVICES-VASI_MA-3-INTF_CREATE_FAIL Failed to cleanup after interface creation failed. Error: [chars]
```

**Explanation** The VASI Manager failed to completely clean up interface state after an interface creation failed. This will have left the system in an inconsistent state. The most likely reason for this error is memory exhaustion.

**Recommended Action** Look for ways to free up memory and restart the vasmgr process.

# VASI\_NETIO Messages

## Error Message

`%SERVICES-VASI_NETIO-3-DROPPED_PACKETS` Packets have been dropped in the VASI base capsulation, but no error counts could be updated ([chars]).

**Explanation** An error has occurred during packet handling in the VASI base capsulation, and no error counters can be updated. If errors are seen for an extended period then it can be assumed that no packets can be forwarded through VASI interfaces. This is likely to be a symptom of a problem in the Packet Forwarding Infrastructure - earlier error messages might indicate the root cause of the problem.

**Recommended Action** If the errors stop after a couple of minutes while traffic is still flowing through the VASI interfaces then it can be assumed that the problem has resolved itself. If the problem continues, then unconfiguring and reconfiguring the VASI interfaces could fix the issue.

## Error Message

`%SERVICES-VASI_NETIO-3-INIT_DEBUG` Failure of debug initialization during [chars]. Error: [chars]

**Explanation** A failure occurred during the initialization of debug for the NetIO caps. If this occurred during an upgrade operation then it will cause the NetIO process to reload. Otherwise this will cause the capsulation to be unloaded, and an error returned to the user.

**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

`%SERVICES-VASI_NETIO-3-INIT_TRACE` Failure initializing tracing ([chars] buffer). Error: [chars]

**Explanation** A failure occurred during the initialization of tracing for the NetIO caps. This will cause the capsulation to be unloaded, and an error returned to the user.

**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.