Diagnostic Messages

This section contains all Diagnostics related System Error Messages.

DIAG Messages

Error Message

```
%DIAG-DIAG-3-ALWAYS_ENABLE_TEST  [chars]: The users are not allow to disable
monitoring for Test #[dec]
```

Explanation The specified health monitoring test must be run and cannot be disabled.

Recommended Action Nothing. The specific health monitoring test cannot be disabled by design. The system is working properly.

Error Message

```
%DIAG-DIAG-3-CARD_ABSENT  [chars] is not detected
```

Explanation A line card could not be located in a slot where a diagnostic action was requested.

Recommended Action Ensure the targeted line card is properly seated in the specified slot. If the line card is properly seated, ensure the correct slot was indicated in the command-line interface. If the line card is well-seated and the correct slot was specified, copy the error message exactly as it appears on the screen as well as the output of show tech-support and paste the output into a separate file. Contact your technical support representative with the gathered information.

Error Message

```
%DIAG-DIAG-3-CERR_REGISTER  Unable to register GOLD-XR error messages: [chars]
```

Explanation The GOLD-XR error number/messages table could not be registered with the cerrno system. Error translations will not be available.

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

Error Message

```
%DIAG-DIAG-3-CREATE_PROCESS_FAIL  Create process [chars] failed
```

Explanation An internal software error occurred.

Recommended Action Copy the error message exactly as it appears on the screen and gather the output of show tech-support and any other relevant information. Contact your technical support representative with the gathered information.

Error Message

```
%DIAG-DIAG-3-DIAG_RUNNING  [chars]: Diagnostic is currently running
```

Explanation A diagnostic test is currently being run on the specified card and additional tests cannot be run until the previously requested tests have been completed.

Recommended Action The system is working properly and no user action is required. If you want to run the specified diagnostic test, either wait for the current diagnostic test to finish and then run the test, or stop the current test and run the new test.

Error Message

```
%DIAG-DIAG-3-ENQUEUE_FAIL  [chars]: process_enqueue() failed
```

Explanation An internal software error occurred.

Recommended Action Copy the error message exactly as it appears on the screen and gather the output of show tech-support and any other relevant information. Contact your technical support representative with the gathered information.

Error Message

```
%DIAG-DIAG-3-FIXED_INTERVAL_TEST  [chars]: The users are not allow to change
monitoring interval of Test #[dec]
```

Explanation The specified health monitoring test interval is not user-configurable and therefore cannot be changed.

Recommended Action Nothing. The specific health monitoring interval is not user-configurable by design so nothing can be done to change the interval.

Error Message

```
%DIAG-DIAG-3-GET_ARGU_FAIL  Get argument failed
```

Explanation An internal software error occurred.

Recommended Action Copy the error message exactly as it appears on the screen and gather the output of show tech-support and any other relevant information. Contact your technical support representative with the gathered information.

Error Message

```
%DIAG-DIAG-3-GOLDXR_ERROR  [chars]
```

Explanation An error occurred, likely due to an invalid argument was entered.

Recommended Action Copy the error message exactly as it appears on the screen and gather the output of show tech-support and any other relevant information. Contact your technical support representative with the gathered information.

Error Message

```
%DIAG-DIAG-3-INVALID_DEVICE  Invalid device number : [chars]
```

Explanation A diagnostic request is being made on a device that does not exist.

Recommended Action Ensure that the specified device number (1-based) exists and is valid

Error Message

```
%DIAG-DIAG-3-INVALID_MONITORING_INTERVAL  [chars]: The [chars][ID equals [dec]]
monitoring interval must be at least [dec] millisec
```

Explanation The specified test monitoring interval is too small.

Recommended Action The system is working properly and no user action is required. If you want to specify a smaller testing interval, the error message text provides the lowest possible configurable interval for the specified monitoring interval.

Error Message

```
%DIAG-DIAG-3-INVALID_PORT  Invalid port number : [chars]
```

Explanation A diagnostic request is being made on a port that does not exist.

Recommended Action Ensure the specified port number exists and that the correct port number is being specified.

Error Message

```
%DIAG-DIAG-3-INVALID_TEST  Invalid test IDs : [chars]
```

Explanation A test ID for diagnostics that does not exist was requested.

Recommended Action Ensure the specified test ID number is supported by the line card. The list of available tests and their associated test IDs can be retrieved using show diagnostic content.

Error Message

```
%DIAG-DIAG-3-MAJOR  [chars]: [chars] detected a Major Error. Please use 'show
diagnostic result location node' to see test results.
```

Explanation A major error was detected during diagnostic testing.

Recommended Action Re-seat the card and retry the test. If the same result occurs after reseating the card and retrying the test, copy the error message exactly as it appears on the screen and gather the output of show tech-support and any other relevant information. Contact your technical support representative with the gathered information.

Error Message

```
%DIAG-DIAG-3-MINOR  [chars]: [chars] detected a Minor Error. Please use 'show
diagnostic result location node' to see test results.
```

Explanation A minor error was detected during diagnostic testing.

Recommended Action Re-seat the card and retry the test. If the same result occurs after reseating the card and retrying the test, copy the error message exactly as it appears on the screen and gather the output of show tech-support and any other relevant information. Contact your technical support representative with the gathered information.

Error Message

```
%DIAG-DIAG-3-MONITOR_DISABLE  [chars]: The monitoring test:[dec] is disable since
default interval is Zero
```

Explanation The specified test is no longer a health monitoring test because health monitoring has been disabled.

Recommended Action The system is working properly and no user action is required. If you want the requested test to be a health monitoring test, enable health monitoring and ensure your test is enabled as a health monitoring test.

Error Message

```
%DIAG-DIAG-3-MONITOR_INTERVAL_ZERO  [chars]: Monitoring interval is 0. Cannot
enable monitoring for Test #[dec]
```

Explanation Health Monitoring cannot be enabled for the specified test because the interval for the test has been set to 0.

Recommended Action If you want the scheduling tests to be removed, nothing. If you want the scheduled tests to still be run, reconfigure the scheduled tests.

Error Message

```
%DIAG-DIAG-3-NO_DIAG_RUNNING  [chars]: Diagnostic is not running
```

Explanation An attempt to stop a diagnostic test that was not running was made.

Recommended Action None. This is an informational message.

Error Message

`%DIAG-DIAG-3-NOT_MONITORING_TEST  [chars]: The test:[dec] cannot be used as health monitoring test`

Explanation The specified test number cannot be used as a health monitoring test.

Recommended Action Nothing. The system is working properly and the specified test cannot be configured as a health monitoring test.

Error Message

`%DIAG-DIAG-3-SET_ARGU_FAIL   Set argument failed`

Explanation An internal software error occurred.

Recommended Action Copy the error message exactly as it appears on the screen and gather the output of show tech-support and any other relevant information. Contact your technical support representative with the gathered information.

Error Message

`%DIAG-DIAG-3-SW_ERROR   [chars]`

Explanation An internal software error occurred.

Recommended Action Copy the error message exactly as it appears on the screen and gather the output of show tech-support and any other relevant information. Contact your technical support representative with the gathered information.

Error Message

`%DIAG-DIAG-3-TEST_FAIL   [chars]: [chars]{ID equals [dec]} has failed. Error code equals [hex] ([chars])`

Explanation A diagnostic test has found an error on the line card.

Recommended Action Ensure the line card is firmly in the slot, reseat if necessary, and attempt to run the test again if the line card is not seated properly in the slot. If the line card was properly seated in the slot, copy the error message exactly as it appears on the console, gather the output of show tech-support, and contact your Cisco technical support representative with the gathered information.

Error Message

`%DIAG-DIAG-3-TEST_NOT_SUPPORT   [chars]: [chars]{ID equals [dec]} is not supported`

Explanation The diagnostic test is not supported on current chassis configuration.

Recommended Action Nothing. The test cannot be run but this message does not indicate a problem with the system.

Error Message

```
%DIAG-DIAG-3-TEST_SKIPPED  [chars]: [chars]{ID equals [dec]} is skipped
```

Explanation The specified diagnostic test cannot be run.

Recommended Action Nothing. Although the test cannot be run, this message does not indicate a problem.

Error Message

```
%DIAG-DIAG-3-TIMER_FAIL  [chars]
```

Explanation An internal software error occurred.

Recommended Action Copy the error message exactly as it appears on the screen and gather the output of show tech-support and any other relevant information. Contact your technical support representative with the gathered information.

Error Message

```
%DIAG-DIAG-3-UNKNOWN_OPCODE  [chars]: Unknown opcode ([dec]) is received
```

Explanation An internal software error occurred.

Recommended Action Copy the error message exactly as it appears on the screen and gather the output of show tech-support and any other relevant information. Contact your technical support representative with the gathered information.

Error Message

```
%DIAG-DIAG-6-BYPASS  [chars]: Diagnostics is bypassed
```

Explanation This is an informational message stating that diagnostics testing was not performed on the card because diagnostic testing was disabled in the user configuration.

Recommended Action This behavior is consistent with the user configuration and no action needs to be taken. If you want to run bootup diagnostics, enable bootup diagnostics by using the diagnostic bootup command.

Error Message

```
%DIAG-DIAG-6-DIAG_OK  [chars]: Passed [chars]
```

Explanation The diagnostic tests did not detect any error on the card.

Recommended Action Nothing. This is an informational message stating that the line card passed the diagnostic tests.

Error Message

%DIAG-DIAG-6-DIAG_STOPPED [chars]: Diagnostic is stopped.

Explanation   Diagnostic test has stopped.

Recommended Action   Nothing. This is an informational message stating that diagnostic testing has been stopped. If you want the test to run to completion, rerun the test.

Error Message

%DIAG-DIAG-6-GOLDXR_GENERAL [chars]

Explanation   GOLD-XR general information.

Recommended Action   None.

Error Message

%DIAG-DIAG-6-NO_TEST [chars]: No test to run

Explanation   The diagnostic test cannot find tests to run.

Recommended Action   In some cases on some platforms, a Field Diagnostic image needs to be loaded onto the line card if you want to run the test. If applicable, download a Field Diagnostic image onto the line card. In other cases, the test is simply not available. This message is an informational and does not require user action.

Error Message

%DIAG-DIAG-6-RUN_COMPLETE [chars]: Running Complete Diagnostics...

Explanation   Complete Diagnostic is running on the card

Recommended Action   Nothing. This is an informational message and the system is working properly.

Error Message

%DIAG-DIAG-6-RUN_MINIMUM [chars]: Running Minimum Diagnostics...

Explanation   Minimum Diagnostic is running on the card

Recommended Action   Nothing. This is an informational message and the system is working properly.

Error Message

%DIAG-DIAG-6-SCHED_COMPLETE [chars]: Scheduled Online Diagnostic is completed

Explanation   The scheduled Diagnostic test is complete.

Recommended Action   Check the results and proceed accordingly. This is an information message only to indicate that Diagnostic testing is complete. The router is working properly and no action is needed based on this message.

Error Message

```
%DIAG-DIAG-6-SCHED_RUNNING  [chars]: Performing Scheduled Online Diagnostic...
```

Explanation The scheduled diagnostic test is running.

Recommended Action Nothing. The diagnostic test is being run as configured and the system is working properly.

Error Message

```
%DIAG-DIAG-6-SCHED_STOPPED  [chars]: Scheduled Online Diagnostic is stopped
```

Explanation The scheduled Diagnostic test has been stopped.

Recommended Action If you do not want the test to run, nothing. If you want the test to run, schedule the test or run the test manually.

Error Message

```
%DIAG-DIAG-6-SCHEDULE_IS_REMOVED  [chars]: Schedule Diagnostic for [[chars]
[chars] [dec]:[dec].] is removed
```

Explanation The scheduled online diagnostic tests are no longer configured. This message usually appears after a scheduled test is removed by the user or a card is removed from the chassis.

Recommended Action If you want the scheduling tests to be removed, nothing. If you want the scheduled tests to still be run, reconfigure the scheduled tests.

Error Message

```
%DIAG-DIAG-6-SKIP_ONDEMAND_ACTIVE_TO_STANDBY_TEST  [chars]: [chars] cannot be
executed.
```

Explanation The specified test can only be run from the active supervisor to test standby supervisor.

Recommended Action Nothing. The test cannot be run but the system is working properly.

Error Message

```
%DIAG-DIAG-6-SKIP_ONDEMAND_STANDBY_CARD_TEST  [chars]: [chars] cannot be
executed.
```

Explanation The specified test can only be run on a standby supervisor from the standby supervisor.

Recommended Action Nothing. The test cannot be run but the system is working properly.

Error Message

```
%DIAG-DIAG-6-TEST_OK  [chars]: [chars]{ID equals [dec]} has completed
successfully
```

Explanation Diagnostic testing was completed and no errors were found on the line card.

Recommended Action This is an informational message indicating that Field Diagnostic ' testing has completed successfully. The system is working properly and ' no action is required based on this error message.

Error Message

```
%DIAG-DIAG-6-TEST_RUNNING  [chars]: Running [chars]{ID equals [dec]} ...
```

Explanation Diagnostic testing is running a test on the card

Recommended Action Nothing. This is an informational message and the system should be working properly.

Error Message

```
%DIAG-DIAG-6-TEST_SKIPPED_FROM_ACTIVE  [chars]: [chars] cannot be executed from
active node.
```

Explanation The specified test cannot be run from active node.

Recommended Action Nothing. The test cannot be run but the system is working properly.

Error Message

```
%DIAG-DIAG-6-TEST_SKIPPED_FROM_STANDBY  [chars]: [chars] cannot be executed from
standby node.
```

Explanation The specified test cannot be run from standby node.

Recommended Action Nothing. The test cannot be run but the system is working properly.

PFDIAGBASE Messages

Error Message

```
%DIAG-PFDIAGBASE-3-CHKSUM_ERROR  Unable to determine receipt checksum Error
equals [hex] Reason [chars]
```

Explanation Diagnostics detected a software error computing the checksum of a received packet. This is not a service impacting error.

Recommended Action Another software component will attempt to fix the problem or may give additional error messages. Please check Bug Navigator (http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl) to search for any bugs in this area. If the error messages continue, copy all error messages exactly as they appear on the screen and gather any

relevant information about the circumstances. Also collect the information from the 'show logging', 'show tech' and 'show tech diagnostics'. Contact your technical support representative with the gathered information.

Error Message

```
%DIAG-PFDIAGBASE-3-CONN_ERROR  No server connection for this client. (Client Id
equals [dec] - [chars])
```

Explanation Diagnostics software has received a packet from a client, but the client is not connected to the server. Another component may have restarted causing the connection to be broken. This is not a service impacting error.

Recommended Action Check the log ('show logging') to see if any processes have restarted or to determine if there are any other related error messages. Also, please check Bug Navigator (http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl) to search for any bugs in this area or of any processes found to have restarted. Copy the error message exactly as it appears on the screen and gather any relevant information about the circumstances. Also collect the information from the 'show logging', 'show tech' and 'show tech diagnostics' commands. Contact your technical support representative with the gathered information.

Error Message

```
%DIAG-PFDIAGBASE-3-CTX_ERROR  Invalid or no connection context passed to function
[chars]
```

Explanation --

Recommended Action Check the log ('show logging') to determine if there are any other related error messages. Also, please check Bug Navigator (http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl) to search for any bugs in this area. Copy the error message exactly as it appears on the screen and gather any relevant information about the circumstances. Also collect the information from 'show logging', 'show tech' and 'show tech diagnostics' commands. Contact your technical support representative with the gathered information.

Error Message

```
%DIAG-PFDIAGBASE-3-INIT_ERROR  [chars] ([hex] - [chars])
```

Explanation An error occurred during initialization.

Recommended Action Normally this message type indicates a transient error, and even though it will cause the process to be terminated, the problem will usually be remedied once the emitting process is restarted. If the error keeps occurring frequently then copy the error message exactly as it appears on the screen and gather any relevant information about the circumstances. Contact your technical support representative with the gathered information.

Error Message

```
%DIAG-PFDIAGBASE-3-INIT_ERROR  [chars] (Client Id [dec] - [chars])
```

> **Explanation**   An error occurred during initialization.

> **Recommended Action**   Normally this message type indicates a transient error, and even though it will cause the process to be terminated, the problem will usually be remedied once the emitting process is restarted. If the error keeps occurring frequently then copy the error message exactly as it appears on the screen and gather any relevant information about the circumstances. Contact your technical support representative with the gathered information.

Error Message

```
%DIAG-PFDIAGBASE-3-MSG_ERROR  Unknown message was passed to a function (msg type
equals [dec]) [chars]
```

> **Explanation**   The diagnostics software received a message with an unknown message type and was not able to process it. This is a serious error and indicates message or memory corruption or a bug in the software. This is not a service impacting error.

> **Recommended Action**   Check the log ('show logging') to determine if there are any other related error messages. Also, please check Bug Navigator (http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl) to search for any bugs in this area. If the error continues, copy the error message exactly as it appears on the screen and gather any relevant information about the circumstances. Also collect the information from 'show logging', 'show tech' and 'show tech diagnostics' commands. Contact your technical support representative with the gathered information.

Error Message

```
%DIAG-PFDIAGBASE-3-PAYLOAD_ERROR  Unable to [chars] a shared memory buffer [chars]
queue element (Error equals [dec] - [chars])
```

> **Explanation**   Diagnostics was unable to attach or detach the payload stored in shared memory to/from a packet in the queue. This is a serious error and should not occur. It may indicate there is a bug in the software. This is not a service impacting error.

> **Recommended Action**   Check the log ('show logging') to determine if there are any other related error messages. Also, please check Bug Navigator (http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl) to search for any bugs in this area. If the error continues, copy the error message exactly as it appears on the screen and gather any relevant information about the circumstances. Also collect the information from the 'show logging', 'show tech' and 'show tech diagnostics' commands. Contact your technical support representative with the gathered information.

Error Message

```
%DIAG-PFDIAGBASE-3-PKT_ERROR  Unable to read incoming packet (Error equals [dec]
- [chars])
```

Explanation A packet processing error occurred. The diagnostics software attempted to retrieve a packet and an error occurred while doing so. This is not a service impacting error.

Recommended Action Check the log ('show logging') to determine if there are any other related error messages. Also, please check Bug Navigator (http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl) to search for any bugs in this area. if the error continues, copy the error message exactly as it appears on the screen and gather any relevant information about the circumstances. Also collect the information from 'show logging', 'show tech' and 'show tech diagnostics' commands. Contact your technical support representative with the gathered information.

Error Message

```
%DIAG-PFDIAGBASE-3-QUEUE_ERROR  Unable to [chars] item (Error equals [dec] -
[chars])
```

Explanation An software error occurred while performing the stated action on a packet or message. This is a serious error and could indicate memory corruption or a bug in the software. This is not a service impacting error.

Recommended Action Check the log ('show logging') to determine if there are any other related error messages. Also, please check Bug Navigator (http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl) to search for any bugs in this area. Copy the error message exactly as it appears on the screen and gather any relevant information about the circumstances. Also collect the information from 'show logging', 'show tech' and 'show tech diagnostics' commands. Contact your technical support representative with the gathered information.

Error Message

```
%DIAG-PFDIAGBASE-3-STATE_ERROR  Invalid state ([dec]) [chars]
```

Explanation An internal state of the diagnostics process was set to an invalid state or value. The process did not know who to handle this state. This is a serious error and may indicate a bug in the software. This is not a service impacting error.

Recommended Action Check the log ('show logging') to determine if there are any other related error messages. Also, please check Bug Navigator (http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl) to search for any bugs in this area. If the error continues, copy the error message exactly as it appears on the screen and gather any relevant information about the circumstances. Also collect the information from 'show logging', 'show tech' and 'show tech diagnostics' commands. Contact your technical support representative with the gathered information.

Error Message

%DIAG-PFDIAGBASE-3-SW_ERROR [chars] ([hex] - [chars])

Explanation An internal software error occurred.

Recommended Action Copy the error message exactly as it appears on the screen and gather any relevant information about the circumstances. Contact your technical support representative with the gathered information.

Error Message

%DIAG-PFDIAGBASE-3-SW_ERROR [chars] ([hex] - [chars])

Explanation An internal software error occurred.

Recommended Action Copy the error message exactly as it appears on the screen and gather any relevant information about the circumstances. Contact your technical support representative with the gathered information.

Error Message

%DIAG-PFDIAGBASE-4-WARNING [chars] ([hex] - [chars])

Explanation Software detected an unexpected error or condition, which is not fatal to the features performance, but which may have affected a test result or similar.

Recommended Action Take note of the message, to see if it may explain a later test failure or similar.

Error Message

%DIAG-PFDIAGBASE-4-WARNING [chars] ([hex] - [chars])

Explanation Software detected an unexpected error or condition, which is not fatal to the features performance, but which may have affected a test result or similar.

Recommended Action Take note of the message, to see if it may explain a later test failure or similar.

XR_DIAG Messages

Error Message

%DIAG-XR_DIAG-2-ERR_PLANE_FAILURE_NOTIFY Plane [dec] is detected to be at fault.
Unable to notify fabric process to shut down the plane.

Explanation The diagnostic test has detected an error on a fabric plane but failed to notify the fabric management process to take the plane out of service.

Recommended Action 1) Get the output from the following commands: 'sh control fabric trace fsdb-server fsdb-all location dsc node'' sh diagnostic result location node that printed out this msg detail sh diagnostic trace error location all sh diagnostic trace message location all 2) shut down the

identified faulty plane in admin configuration: controller fabric plane shutdown Copy the error message exactly as it appears on the console or in the system log, call your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DIAG-XR_DIAG-3-ERROR  [chars]
```

Explanation   The diagnostic test has detected an error.

Recommended Action   Repair or replace the failing unit under test (UUT).

Error Message

```
%DIAG-XR_DIAG-6-INFO  [chars]
```

Explanation   Informational diagnostics message.

Recommended Action   Nothing. Reporting normal progress of diagnostics.