



Media Messages

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

c12000_bflash_prp_driver Messages

Error Message

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

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

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

DISKUTIL Messages

Error Message

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

Explanation An unexpected init error condition encountered.

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

FLASHFS_HES Messages

Error Message

`%MEDIA-FLASHFS_HES-1-BADDEVOPEN Can't open device [chars]`

Explanation Flash device could not be opened

Recommended Action Make sure the flash device resource manager is running. If not restart it. If that fails Copy the error message exactly as it appears on the console or in the system log, call your Cisco technical support representative and provide the representative with the gathered information.

Error Message

`%MEDIA-FLASHFS_HES-1-BADOPTIONS [chars]: invalid option [char]`

Explanation Bad options

Recommended Action Start the flash file system with correct options

Error Message

`%MEDIA-FLASHFS_HES-1-BADPATH [chars]: Can't Attach Pathname [chars]`

Explanation Could not attach pathname

Recommended Action Reboot the router if possible. If not try to start it from the command line. If that too fails Copy the error message exactly as it appears on the console or in the system log, call your Cisco technical support representative and provide the representative with the gathered information.

Error Message

`%MEDIA-FLASHFS_HES-1-BADPERM [chars]: Illegal permission requested ([dec])`

Explanation Not a valid permission

Recommended Action No action is required.

Error Message

`%MEDIA-FLASHFS_HES-1-CARD_UNAVAILABLE [chars]: Can not access flash device`

Explanation Probably the flash card has been removed.

Recommended Action Reinsert the flash card.

Error Message

%MEDIA-FLASHFS_HES-1-COND_PROBLEM Could not [chars] condition variable : Error [chars]

Explanation Possibly condition variable does not exist

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

Error Message

%MEDIA-FLASHFS_HES-1-DRIVER_UNAVAILABLE Flash driver unavailable

Explanation Flash device driver process is dead.

Recommended Action Restart the flash device driver process.

Error Message

%MEDIA-FLASHFS_HES-1-INIT_FAILED Flash device initialization failed. Error: [chars]

Explanation Something went wrong.

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

Error Message

%MEDIA-FLASHFS_HES-1-MUTEX_PROBLEM Could not [chars] mutex : Error [chars]

Explanation Possibly mutex does not exist

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

Error Message

%MEDIA-FLASHFS_HES-3-BAD_DEVICE_DATA [chars]: Bank Status Error. Shutting down device

Explanation Bad device data

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

Error Message

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

Explanation Could not start a thread.

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

Error Message

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

Explanation Could not attach pulse for flash driver death detection

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

Error Message

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

Explanation Could not start a thread.

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

Error Message

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

Explanation Probably the flash card is corrupted

Recommended Action Format the flash card

Error Message

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

Explanation Could not create channel for the resource manager

Recommended Action Reboot the router if possible. If not try to start it from the command line. If that too fails Copy the error message exactly as it appears on the console or in the system log, call your Cisco technical support representative and provide the representative with the gathered information.

Error Message

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

Explanation DLL Probably not Loaded

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

Error Message

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

Explanation Probably Function not Defined in DLL

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

Error Message

%MEDIA-FLASHFS_HES-3-BADHDR [chars]: Hdr Error, ptr equals [hex]

Explanation A file with a bad header encountered on flash

Recommended Action No action is required.

Error Message

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

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

Recommended Action If possible format the device. If not Copy the error message exactly as it appears on the console or in the system log, call your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MEDIA-FLASHFS_HES-3-BOOTFLASH_CORRUPTED WARNING! [chars] is corrupted.
Suggestion: reformat the device and copy the required boot files to it.

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

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

Error Message

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

Explanation Could not create channel for the resource manager

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

Error Message

%MEDIA-FLASHFS_HES-3-DEBUG_INIT_FAILED [chars]

Explanation Internal error

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

Error Message

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

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

Recommended Action No action is required.

Error Message

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

Explanation --

Recommended Action --

Error Message

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

Explanation Could not create channel for the event manager

Recommended Action Reboot the router if possible. If not try to start it from the command line. If that too fails Copy the error message exactly as it appears on the console or in the system log, call your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MEDIA-FLASHFS_HES-3-FAIL_DEBUG_REG can't connect to configuration, [chars]

Explanation Flash debugging service register to sysdb failed.

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

Error Message

%MEDIA-FLASHFS_HES-3-RECOVERY_FROM_SQUEEZE_FAILED Flash device could not recover from interrupted squeeze. Error: [dec]

Explanation Something went wrong.

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

Error Message

%MEDIA-FLASHFS_HES-3-SYMLINK_EXPORT [chars]: unable to export mount point ([chars])

Explanation Device will not be accessible from all nodes.

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

Error Message

%MEDIA-FLASHFS_HES-3-SYSMGR_PROC_READY_FAILED sysmgr_proc_ready failed - [chars]

Explanation Failed to send message to Sysmgr about init completion.

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

Error Message

%MEDIA-FLASHFS_HES-4-BAD_DRIVER_PULSE_REGISTRATION Could not register a pulse with the driver

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

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

Error Message

%MEDIA-FLASHFS_HES-4-BAD_SECTOR_ERASE Sector [unsigned long int] not erased

Explanation Bad sector

Recommended Action No action is required.

Error Message

%MEDIA-FLASHFS_HES-4-CARD_WRITE_PROTECTED [chars]: The flash card is write protected

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

Recommended Action No action is required.

Error Message

%MEDIA-FLASHFS_HES-4-EXCLUSIVE_ACCESS_DENIED Could not get exclusive access to the device

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

Recommended Action No action is required.

Error Message

%MEDIA-FLASHFS_HES-4-UNKNOWN_PULSE Unknown pulse received. Code: [dec], Value [dec]:

Explanation An unexpected pulse has been received

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

Error Message

%MEDIA-FLASHFS_HES-5-CARD_SWAPPED [chars]: The flash card has been swapped (OIR)

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

Recommended Action No action is required.

Error Message

%MEDIA-FLASHFS_HES-6-DRIVER_BACK_UP Flash driver [chars] back up

Explanation Flash device driver process came back up.

Recommended Action No action is required.

Error Message

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

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

Recommended Action No action is required.

Error Message

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

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

Recommended Action No action is required.

Error Message

`%MEDIA-FLASHFS_HES-6-USAGE` [chars]: Usage -m mount_point -d device_name

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

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

FSDEVINFO Messages

Error Message

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

Explanation During total cleanup fs_dev_info failed to unregister the debugs.

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

Error Message

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

Explanation Failed in some event management functions.

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

Error Message

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

Explanation --

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

Error Message

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

Explanation Failed to execute some LWM library functions.

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

Error Message

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

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

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

Error Message

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

Explanation Not enough memory available in the system.

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

Error Message

%MEDIA-FSDEVINFO-3-REGISTER_ERROR Could not register [chars]

Explanation Failed to register Error description DLL.

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

Error Message

%MEDIA-FSDEVINFO-3-SIGNAL_RELATED [chars], Error: [chars]

Explanation Some signal related function returned with an error.

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

Error Message

%MEDIA-FSDEVINFO-3-SYSDB_CONNECT_FAIL Could not connect to sysdb

Explanation During total cleanup fs_dev_info failed to unregister the debugs.

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

Error Message

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

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

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

Error Message

%MEDIA-FSDEVINFO-3-THREAD_ERROR [chars], Error: [chars]

Explanation One of the pthread_* functions returned with an error.

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

Error Message

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

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

Recommended Action Report

GETMEDIA Messages

Error Message

%MEDIA-GETMEDIA-4-INVALID_PARM Invalid parameter [dec] in function [chars]

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

Recommended Action Report this message to TAC.

Error Message

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

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

Recommended Action Report this message to TAC.

HARDDISK Messages

Error Message

%MEDIA-HARDDISK-3-MALLOC_FAIL [chars]

Explanation Memory allocation failed

Recommended Action 'Attempt to clear event manager'

Error Message

%MEDIA-HARDDISK-3-SPAWN_FAIL Failed to spawn [chars]

Explanation Failed to spawn mount helper process

Recommended Action 'Check for harddisk mount point'

Error Message

%MEDIA-HARDDISK-3-SYSMGR_REGISTER_FAIL [chars]

Explanation Unable to register with sysmgr for node state change.

Recommended Action 'Check mount point of hd'

Error Message

%MEDIA-HARDDISK-4-GET_NODE_FAIL [chars]

Explanation Unable to get node state.

Recommended Action 'Clear event manager'

Error Message

%MEDIA-HARDDISK-7-MUTEX_LOCK Failed to lock [chars]

Explanation A required mutex lock failed.

Recommended Action 'Mutex used by other process'

Error Message

%MEDIA-HARDDISK-7-MUTEX_UNLOCK Failed to unlock [chars]

Explanation A required mutex unlock failed.

Recommended Action 'HD process has mutex'

Error Message

%MEDIA-HARDDISK-7-UNKNOWN_MACHINE [chars]

Explanation Unable to find the machine type.

Recommended Action 'Check ID EEPROM programmed correctly'

Error Message

%MEDIA-HARDDISK-7-UNSUPPORTED_BOARD [[dec]] not supported

Explanation Unsupported Board type.

Recommended Action 'Check ID EEPROM programmed correctly'

MB_FLASH_LIB Messages

Error Message

%MEDIA-MB_FLASH_LIB-1-BADCHANNEL Can't Create Channel

Explanation Could not create channel for the resource manager

Recommended Action Reboot the router if possible. If not try to start it from the command line. If that too fails Copy the error message exactly as it appears on the console or in the system log, call your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MEDIA-MB_FLASH_LIB-1-BADPATH Can't Attach Pathname [chars]

Explanation Could not attach pathname

Recommended Action Reboot the router if possible. If not try to start it from the command line. If that too fails Copy the error message exactly as it appears on the console or in the system log, call your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%MEDIA-MB_FLASH_LIB-7-VERIFYINFO %Error: verify @ [hex]-expected [hex], read [hex]

Explanation Verify information due to verbose option

Recommended Action No action is required.

mbus_flash_driver Messages

Error Message

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

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

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

MEDIAAPI Messages

Error Message

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

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

Recommended Action Report this message to TAC.

Error Message

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

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

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

Error Message

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

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

Recommended Action Report this message to TAC.

Error Message

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

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

Recommended Action Report this message to TAC.

MEDIASVR Messages

Error Message

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

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

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

Error Message

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

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

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

Error Message

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

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

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

Error Message

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

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

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

Error Message

%MEDIA-MEDIASVR-4-INIT_ERROR Unexpected init error: [chars]: [chars]: [hex]

Explanation An unexpected init error condition encountered.

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

Error Message

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

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

Recommended Action Please collect syslog information. Please retry.

Error Message

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

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

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

Error Message

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

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

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

Error Message

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

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

Recommended Action Run install verify and cfs check.

Error Message

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

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

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

Error Message

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

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

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

Error Message

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

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

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

Error Message

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

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

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

Error Message

%MEDIA-MEDIASVR-6-DEVICE_FORMAT_REQUESTED Format is requested for [chars]
[chars], filesystem '[chars]'.

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

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

Error Message

%MEDIA-MEDIASVR-6-DEVICE_PARTITION_NOT_EXIST Harddisk mirroring not enabled on this node. Partition '[chars]' does not exist.

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

Recommended Action Format hard disk to create valid partition.

Error Message

%MEDIA-MEDIASVR-6-NVRAM_READ_FSTYPE [chars] has unknown value '[chars]', it will be ignored.

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

Recommended Action Please do not set ROMMON variable by hand.

Error Message

%MEDIA-MEDIASVR-6-NVRAM_UNKNOWN_FSTYPE [chars] has unsupported value '[chars]' for '[chars]', it will be ignored.

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

Recommended Action Please do not set ROMMON variable by hand.

NVRAM_PLATFORM_COMMON Messages

Error Message

%MEDIA-NVRAM_PLATFORM_COMMON-3-BAD_CHECKSUM nvram is corrupt - textptr: [hex],
textsize: [dec], textbase: [hex], chksum in nvram: [dec], newchksum: [dec],
oldchksum: [dec]

Explanation nvram corrupt.

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

Error Message

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

Explanation Classic configuration different version than expected

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

Error Message

%MEDIA-NVRAM_PLATFORM_COMMON-3-BAD_CLASSIC_CONFIG_COMPRESS Couldn't uncompress config ([dec])

Explanation Decompress of Compressed Classic Config Failed

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

Error Message

%MEDIA-NVRAM_PLATFORM_COMMON-3-BAD_CLASSIC_CONFIG_MEM Bad classic configuration memory structure ([chars]:[dec])

Explanation Nvptr corrupted.

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

Error Message

%MEDIA-NVRAM_PLATFORM_COMMON-3-LOGGING_ERROR Error while logging nvram activity: [[chars]]

Explanation Error while logging nvram activity

Recommended Action No action is required.

Error Message

%MEDIA-NVRAM_PLATFORM_COMMON-4-WRITE_ABORT A write to the nvram was aborted

Explanation A Write to nvram was aborted.

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

NVRAM_PLATFORM Messages

Error Message

%MEDIA-NVRAM_PLATFORM-3-BAD_NVRAM_MAP Could not map Nvram

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

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

Error Message

%MEDIA-NVRAM_PLATFORM-3-BAD_NVRAM_VAR ROMMON variable-value pair: [chars], contains illegal (non-printable)characters

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

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

Error Message

%MEDIA-NVRAM_PLATFORM-3-BATTERY_LOW NVRAM low battery detected, battery needs to be replaced

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

Recommended Action 'NVRAM Battery may need to be replaced'

Error Message

%MEDIA-NVRAM_PLATFORM-3-BATTERY_LOW NVRAM low battery detected, battery needs to be replaced

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

Recommended Action 'NVRAM Battery may need to be replaced'

Error Message

%MEDIA-NVRAM_PLATFORM-3-NO_SPACE Reading/Writing NVRAM raw: not enough space on NVRAM raw partition

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

Recommended Action Report the problem

Error Message

%MEDIA-NVRAM_PLATFORM-3-NVRAM_RAW_NOT_SUPPORTED NVRAM is not supported on card type: [dec].

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

Recommended Action Report the problem

Error Message

%MEDIA-NVRAM_PLATFORM-3-NVRAM_SIZE_ZERO Warning: NVRAM size is 0

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

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

Error Message

%MEDIA-NVRAM_PLATFORM-4-BAD_NVRAM_BYTES ROM: WARNING, nvram structure too big, user may loose system configuration

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

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

Error Message

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

Explanation Mapping of Nvram Failed.

Recommended Action Check for 2 MB size NVRAM.

Error Message

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

Explanation Mapping of Nvram Failed

Recommended Action Check for 2 MB size NVRAM.

Error Message

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

Explanation Mapping of Nvram Failed

Recommended Action Check for 2 MB size NVRAM.

Error Message

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

Explanation Mapping of Nvram Failed

Recommended Action Check for 128 KB size NVRAM.

Error Message

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

Explanation Could not allocate memory for a DRAM buffer

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

Error Message

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

Explanation Could not allocate memory for a DRAM buffer

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Error Message

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%MEDIA-NVRAM_PLATFORM-7-BAD_NVRAM_VAR  ROMMON variable-value pair: [chars],  
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Error Message

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

Explanation Could not allocate memory for a DRAM buffer

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

Error Message

%MEDIA-NVRAM_PLATFORM-7-ERROR_BOARD_READ NVRAM platform board read error

Explanation can not read board type. - platform_get_hw_board_type_revision() return err

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

Error Message

%MEDIA-NVRAM_PLATFORM-7-ERROR_REG_PM Warning: Failed register NVRAM to platform manager

Explanation pm_fault_register_device() API return error

Recommended Action No action is required.

Error Message

%MEDIA-NVRAM_PLATFORM-7-ERROR_REG_PM Warning: Failed register NVRAM to platform manager

Explanation pm_fault_register_device() API return error

Recommended Action No action is required.

Error Message

%MEDIA-NVRAM_PLATFORM-7-ERROR_REG_PM Warning: Failed register NVRAM to platform manager

Explanation pm_fault_register_device() API return error

Recommended Action No action is required.

Error Message

%MEDIA-NVRAM_PLATFORM-7-ERROR_RUN_BMON Warning: Failed running NVRAM battery monitor thread

Explanation pthread_create() returns error

Recommended Action No action is required.

Error Message

%MEDIA-NVRAM_PLATFORM-7-ERROR_RUN_BMON Warning: Failed running NVRAM battery monitor thread

Explanation pthread_create() returns error

Recommended Action No action is required.

Error Message

%MEDIA-NVRAM_PLATFORM-7-NVRAM_SIZE_ZERO Warning: NVRAM size is 0

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

Recommended Action 'Check if formatted and present'

Error Message

%MEDIA-NVRAM_PLATFORM-7-NVRAM_SIZE_ZERO Warning: NVRAM size is 0

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

Recommended Action 'Check if formatted and present'

Error Message

%MEDIA-NVRAM_PLATFORM-7-NVRAM_SIZE_ZERO Warning: NVRAM size is 0

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

Recommended Action 'Check if formatted and present'

NVRAM_SIM Messages

Error Message

%MEDIA-NVRAM_SIM-3-BATTERY_LOW NVRAM low battery detected, battery needs to be replaced

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

Recommended Action 'NVRAM Battery may need to be replaced'

Error Message

%MEDIA-NVRAM_SIM-4-BAD_NVRAM_MAP Could not map nvram

Explanation Mapping of Nvram Failed

Recommended Action Check for 2 MB size NVRAM.

Error Message

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

Explanation Could not allocate memory for a DRAM buffer

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

Error Message

%MEDIA-NVRAM_SIM-7-ERROR_REG_PM Warning: Failed register NVRAM to platform manager

Explanation pm_fault_register_device() API return error

Recommended Action No action is required.

Error Message

%MEDIA-NVRAM_SIM-7-ERROR_RUN_BMON Warning: Failed running NVRAM battery monitor thread

Explanation pthread_create() returns error

Recommended Action No action is required.

Error Message

%MEDIA-NVRAM_SIM-7-NVRAM_SIZE_ZERO Warning: NVRAM size is 0

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

Recommended Action 'Check if formatted and present'

NVRAM_UTIL Messages

Error Message

%MEDIA-NVRAM_UTIL-3-DEBUG_INIT_FAILED [chars]

Explanation Debug init failed

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

Error Message

%MEDIA-NVRAM_UTIL-3-FAIL_DEBUG_REG [chars]: Can't connect to configuration,
[chars]

Explanation NVRAM debugging service register to sysdb failed.

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

NVRAM Messages

Error Message

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

Explanation DLL Probably not Loaded

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

Error Message

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

Explanation Probably Function not Defined in DLL

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

Error Message

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

Explanation Some Required Functions have not been Defined in DLL

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

Error Message

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

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

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

Error Message

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

Explanation Could not get enough memory for NVRAM RM.

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

Error Message

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

Explanation Could not create channel for the resource manager

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

Error Message

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

Explanation Nvram corrupt

Recommended Action 'Format nvram'

Error Message

%MEDIA-NVRAM-3-EVENT_BLOCK_ERROR event_block error -- [chars]

Explanation Error during event block

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

Error Message

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

Explanation Probably the NVRAM device has gone bad.

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

Error Message

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

Explanation nvram full

Recommended Action Delete unwanted files

Error Message

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

Explanation The NVRAM device corruption fixed.

Recommended Action No action is required.

Error Message

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

Explanation Files Overwritten by Another Image, or Router Crashed

Recommended Action No action is required.

Error Message

%MEDIA-NVRAM-6-OPEN_DUMP_PATH [chars]: dump file path: [chars]

Explanation Informational message indicating the nvram dump file path.

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

Error Message

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

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

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

Error Message

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

Explanation Regular nvram: file system is in upgrading process

Recommended Action Nothing needs to be done

Error Message

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

Explanation Could not attach pathname

Recommended Action Reboot the router if possible. If not try to start it from the command line. If that too fails Copy the error message exactly as it appears on the console or in the system log, call your Cisco technical support representative and provide the representative with the gathered information.

Error Message

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

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

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

Error Message

%MEDIA-NVRAM-7-EVENT_MGR_CREATE_FAILED Could not create event manager for [chars]: [chars]

Explanation Failed to create event manager for the process

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

REDFSAPI Messages

Error Message

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

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

Recommended Action Report this message to TAC.

Error Message

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

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

Recommended Action Report this message to TAC.

Error Message

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

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

Recommended Action Report this message to TAC.

SYNCFS2 Messages

Error Message

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

Explanation Syncfs failure

Recommended Action Contact customer support

Error Message

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

Explanation Syncfs failed to initialize a module.

Recommended Action Contact customer support

Error Message

%MEDIA-SYNCFS2-3-REGISTER_NTFN Failed to register with [chars] for notification

Explanation Syncfs failed to register with qsm/lrd for notification

Recommended Action Contact customer support

Error Message

%MEDIA-SYNCFS2-3-STBY_SYMLINK Failed to create link to Standby card: [chars]

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

Recommended Action Contact customer support

Error Message

%MEDIA-SYNCFS2-3-STBY_SYMLINK_NOTYET Symbolic Links to Standby root is not published yet.

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

Recommended Action Contact customer support

Error Message

%MEDIA-SYNCFS2-7-CLIENT_ERR [chars]: [chars]

Explanation Failed function call.

Recommended Action Contact customer support

Error Message

%MEDIA-SYNCFS2-7-LOST_SYNC Unable to replicate [chars] [chars] to standby card because [chars]

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

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

Error Message

%MEDIA-SYNCFS2-7-LRD_AVAILABLE Standby has become AVAILABLE - START SYNC

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

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

Error Message

%MEDIA-SYNCFS2-7-LRD_NOTAVAILABLE Standby has been rendered UNAVAILABLE - STOP SYNC

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

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

Error Message

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

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

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

Error Message

%MEDIA-SYNCFS2-7-MUTEX_LOCK Failed to lock mutex [chars]

Explanation A required mutex lock failed.

Recommended Action Contact customer support

Error Message

%MEDIA-SYNCFS2-7-MUTEX_TEST_LOCK Mutex [chars] was found unlocked

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

Recommended Action Contact customer support

Error Message

%MEDIA-SYNCFS2-7-MUTEX_UNLOCK Failed to unlock a mutex [chars]

Explanation A required mutex unlock failed.

Recommended Action Contact customer support

Error Message

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

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

Recommended Action Contact customer support

SYNCFS2LIB Messages

Error Message

%MEDIA-SYNCFS2LIB-6-LOST_SYNC File [chars] lost synchronization to standby card

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

Recommended Action None

Error Message

%MEDIA-SYNCFS2LIB-7-MUTEX_LOCK Failed to lock mutex for file [chars]

Explanation A required mutex lock failed.

Recommended Action Contact customer support

Error Message

%MEDIA-SYNCFS2LIB-7-MUTEX_TEST_LOCK Mutex for file [chars] was found unlocked

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

Recommended Action Contact customer support

Error Message

%MEDIA-SYNCFS2LIB-7-MUTEX_UNLOCK Failed to unlock mutex for file [chars]

Explanation A required mutex unlock failed.

Recommended Action Contact customer support