Error Messages and Recovery Procedures

This chapter lists the Cisco Internet Streamer CDS Release 2.5 system error messages. Each message is followed by an explanation and recommended action.

The messages are grouped by the following Facility Codes and listed numerically within each Facility Code:

ACL Messages

Error Message `SE-ACL-3-533010:Failed to clear acl statistics.`

Explanation Failed to clear ACL statistics.

Recommended Action Enter the command later. Contact Cisco TAC if this problem persists.

Error Message `SE-ACL-3-533011:directory /tmp doesn't exist.`

Explanation The system does not have a configured *TMP* directory.

Recommended Action The system has serious software image setup or configuration problems. Contact Cisco TAC.

Error Message SE-ACL-3-533012:can't open /tmp/.acl_request file to get acl query.

Explanation The system cannot open the ACL request file.

Recommended Action Reconfigure the ACL, query the ACL through the **debug** commands, try to access the ACL later, and reboot the SE. Contact Cisco TAC if this problem persists.

Error Message SE-ACL-3-533013:ACL lock failed. Internal error.

Explanation The system cannot lock the ACL table.

Recommended Action Reconfigure the ACL, try to access the ACL later, and reboot the SE. Contact Cisco TAC if this problem persists.

Error Message SE-ACL-3-533014:ACL unlock failed. Internal error.

Explanation The system cannot unlock the ACL table.

Recommended Action Reconfigure the ACL, try to access the ACL later, and reboot the SE. Contact Cisco TAC if this problem persists.

Error Message SE-ACL-3-533015:Internal error: Incorrect permission flag.

Explanation An incorrect permission flag was entered.

Recommended Action Check the entered command and reconfigure the ACL.

Error Message SE-ACL-3-533016:Internal error: Incorrect username or groupname flag.

Explanation An incorrect username or groupname flag was entered.

Recommended Action Check the entered command and reconfigure the ACL.

Error Message SE-ACL-3-533017:Username string length exceeds the limit.

Explanation A limited string length for the username can be configured.

Recommended Action Reconfigure the ACL username string.

Error Message SE-ACL-3-533018:Groupname string length exceeds the limit.

Explanation A limited string length for the groupname can be configured.

Recommended Action Reconfigure ACL groupname string.

Error Message `SE-ACL-3-533019:Groupname string can't be empty.`

Explanation Incorrect ACL command's groupname string.

Recommended Action Check the entered command's groupname string and reconfigure the ACL.

Error Message `SE-ACL-3-533020:Group name shouldn't have delimited comma symbol.`

Explanation Incorrect ACL command's groupname string.

Recommended Action Check the entered command's groupname string and reconfigure the ACL.

Error Message `SE-ACL-3-533021:Access List entry position in the access list should be above 1.`

Explanation Incorrect ACL command's position value configuration.

Recommended Action Check the entered command for ACL configuration and set the correct position value.

Error Message `SE-ACL-3-533022:Internal error: Problem to allocate memory.`

Explanation Memory allocation failure.

Recommended Action Reload the SE. Contact Cisco TAC if this problem persists.

Error Message `SE-ACL-3-533023:Problem to obtain ACL entry.`

Explanation Failure to get a record from the ACL.

Recommended Action Check the entered command and reconfigure the ACL. Reload the SE. Contact Cisco TAC if this problem persists.

ACQ Messages

Error Message `SE-ACQ-2-100001: Acquirer failed in Database operation: [failure description].`

Explanation The service acquirer encountered a critical error in database operation.

Recommended Action Execute the **cms database maintenance** command. If this error persists, reload the device. Contact Cisco TAC if this problem persists.

Error Message SE-ACQ-2-100002: Acquirer failed to connect to UNS server: [failure description].

Explanation The unified name space (UNS) server fails to start or is busy.

Recommended Action Reload the device. Contact Cisco TAC if this problem persists.

Error Message SE-ACQ-2-100003: Failed to disable request=[chars] due to Database error: [chars] Restarting the acquirer process.

Explanation This error is a result of database data corruption. The acquirer is restarted.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message SE-ACQ-2-100004: Failed to create Rpc Server: [failure description].

Explanation It is possible that another instance of service acquirer is running or the port the remote procedure call (RPC) server wants to listen on is being used by other services.

Recommended Action Reload the device. Contact Cisco TAC if this problem persists.

Error Message SE-ACQ-2-100005: Request with url=[chars] has been disabled due to Database error: Failed to read [chars] = [chars] from [chars], error = [dec].

Explanation This error is a result of data corruption in the database. The acquirer has tried to recover the error by reparsing the manifest file, but the recovery failed. The acquirer must disable this request.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message SE-ACQ-2-100006: Failed to get delivery service lock: [failure description].

Explanation The acquirer has a conflict with distribution and failed to start the acquisition for the delivery service.

Recommended Action Configure another SE as a root SE, then reconfigure the original root SE to be the root again. If the problem persists, unassign the root SE from the delivery service and reassign it. Contact Cisco TAC if this problem persists.

Error Message SE-ACQ-2-100007: Request hangs, will restart acquirer to correct the problem.

Explanation This error is a result of an internal error. The acquirer is restarted.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message SE-ACQ-2-100008: Corrupt data received via rpc for call [chars].

Explanation The acquirer received corrupt RPC data.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message SE-ACQ-2-100009: Failed to read Delivery Service=[chars], delivery
service table may have been dropped accidentally. Restarting acquirer to wait for
its creation.

Explanation This error occurs because a delivery service table was accidently dropped by a
command. The acquirer is restarted so it can wait for the delivery service table creation.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message SE-ACQ-2-100010 Unable to acquire start-url = [chars], status =
[chars].

Explanation The acquirer is unable to acquire the start-URL for the crawl job.

Recommended Action Correct the start-URL in the manifest file and retry. Contact Cisco TAC if this
problem persists.

Error Message SE-ACQ-2-100011 Failed to write in to NAS.

Explanation The acquirer is unable to write to the network access server (NAS) device.

Recommended Action Examine the NAS device. Check for free space on this file system by executing
the **show statistics cdnfs** command and looking at the physical file system space free line. If there
is no more free space, remove excess files on the file system (but do not remove files in the *SE*
directory), and assign the SE space inline with that available on the NAS device. Ensure that other
applications are not filling up the NAS file system that the SE is using. If this problem persists, and
there is sufficient free space, contact Cisco TAC.

Error Message SE-ACQ-2-100012 delivery service id=[chars] for Task: [chars] is not
in an active root delivery service.

Explanation A database problem prevented the acquirer from reading the delivery service table, but
it was able to read other tables.

Recommended Action Check if the acquirer is running normally by executing the **show acquirer**
command. If it is not running, contact Cisco TAC.

AUTH Messages

Error Message `SE-AUTH-6-110001:General AUTH module debug message.`

Explanation None.

Recommended Action No action is required.

Error Message `SE-AUTH-3-110002:authenticate: username is too long.`

Explanation None.

Recommended Action Verify the username is less than 250 bytes.

Error Message `SE-AUTH-3-110003:Failed to release pam handler.`

Explanation None.

Recommended Action Try to log in again. Contact Cisco TAC if this problem persists.

Error Message `SE-AUTH-3-110004:Failed to add transient user [chars].`

Explanation None.

Recommended Action Contact Cisco TAC.

BANDWD Messages

Error Message `SE-BANDWD-3-115001:Failed to bind to [item] error number [x].`

Explanation The bandwidth module failed to bind the *item* in the data server. The error number for the bind is *x*.

Recommended Action The system should recover from the error automatically. Contact Cisco TAC if this problem persists.

Error Message `SE-BANDWD-3-115002:The failed operation is retried in two seconds.`

Explanation The bandwidth module retries the failed operation in two seconds.

Recommended Action The system should recover from the error automatically. Contact Cisco TAC if this problem persists.

Error Message `SE-BANDWD-3-115003:Failed verification registration with dataserver with error [x].`

Explanation The bandwidth module failed to register with the data server for verification. The error number is *x*.

Recommended Action The system should recover from the error automatically. Contact Cisco TAC if this problem persists.

Error Message `SE-BANDWD-4-115004:Failed to create a thread for notification.`

Explanation The bandwidth module failed to create a notification thread from the database. It is restarted by the Node Health Manager.

Recommended Action The system should recover from the error automatically. Contact Cisco TAC if this problem persists.

Error Message `SE-BANDWD-3-115005:Bandwidth setting failed.`

Explanation The bandwidth module failed to set the bandwidth because of an invalid module.

Recommended Action If this error persists or occurs frequently, contact Cisco TAC.

Error Message `SE-BANDWD-6-115006:Set bandwidth for module [name] to [value].`

Explanation The bandwidth module set the bandwidth for module *name* to *value*.

Recommended Action No action is required.

Error Message `SE-BANDWD-5-115007:Error [x] retrieving item [name] from dataserver.`

Explanation The bandwidth module failed to get the item *name* from the data server. The error number for the get is *x*.

Recommended Action The system should recover from the error automatically. Contact Cisco TAC if this problem persists.

Error Message `SE-BANDWD-3-115008:Bandwidth module got error [x] from dataserver.`

Explanation The bandwidth module got error *x* while trying to receive the entire message from the data server.

Recommended Action The system should recover from the error automatically. Contact Cisco TAC if this problem persists.

Error Message SE-BANDWD-3-115009:Bandwidth module lost connection to data server.

Explanation The bandwidth module lost the connection to the data server. It automatically retries the connection.

Recommended Action The system should recover from the error automatically. Contact Cisco TAC if this problem persists.

Error Message SE-BANDWD-3-115010:Bandwidth module got error [x] on ds_verification_info().

Explanation The bandwidth module got error *x* while retrieving verification information from the data server.

Recommended Action The system should recover from the error automatically. Contact Cisco TAC if this problem persists.

Error Message SE-BANDWD-3-115011:Bandwidth module got error [x] on ds_build_verification_ack().

Explanation The bandwidth module got error *x* while building a verification acknowledgement to the data server.

Recommended Action The system should recover from the error automatically. Contact Cisco TAC if this problem persists.

Error Message SE-BANDWD-3-115012:Bandwidth module got error [x] on ds_send_whole_ack().

Explanation The bandwidth module got error *x* while sending a verification acknowledgement to the data server.

Recommended Action The system should recover from the error automatically. Contact Cisco TAC if this problem persists.

Error Message SE-BANDWD-3-115013:Bandwidth module got bad type [x] on ds_receive_whole_msg().

Explanation The bandwidth module got error *x* while receiving a message from the data server.

Recommended Action The system should recover from the error automatically. Contact Cisco TAC if this problem persists.

Error Message SE-BANDWD-3-115014:Bandwidth module got socket error and is restarting.

Explanation The bandwidth module received a socket error and is restarting.

Recommended Action The system should recover from the error automatically. Contact Cisco TAC if this problem persists.

Error Message `SE-BANDWD-5-115015:Bandwidth module failed to connect to the Multicast Sender.`

Explanation The bandwidth module failed to send a message to the Multicast Sender.

Recommended Action The system should recover from the error automatically. Contact Cisco TAC if this problem persists.

Error Message `SE-BANDWD-6-115016:Bandwidth module: Configured WMT bandwidth is [x] but a lower value is being set [y] due to a lower WMT bandwidth license.`

Explanation The bandwidth module is setting the Windows Media Technologies (WMT) value to y, which is lower than the configured value of x. This is because the bandwidth license configured allows for a lower value.

Recommended Action This is an informational message to indicate the difference between the actual value of bandwidth available and the configured value.

Error Message `SE-BANDWD-3-115017:Failed notification registration with dataserver with error [x].`

Explanation The bandwidth module failed to register with the data server for notification. The error number is x.

Recommended Action The system should recover from the error automatically. Contact Cisco TAC if this problem persists.

Error Message `SE-BANDWD-3-115018:Bandwidth module got error [x] on ds_notification_info().`

Explanation The bandwidth module received error x while retrieving notification information from the data server for the WMT license.

Recommended Action The system should recover from the error automatically. Contact Cisco TAC if this problem persists.

Error Message `SE-BANDWD-3-115019:Bandwidth module could not update bandwidths of sprayers.`

Explanation The bandwidth module tries to update sprayer bandwidths via a thread after receiving a message from the data server, but is unable to create a thread.

Recommended Action The system should recover from the error automatically. Contact Cisco TAC if this problem persists.

Error Message `SE-BANDWD-3-115020:Failed to set Bandwidth for module [chars] to`
`[chars].`

Explanation The bandwidth module failed to set the bandwidth for module *name* to *value*.

Recommended Action The system should recover from the error automatically. Contact Cisco TAC if this problem persists.

CDNFS Messages

Error Message `SE-CDNFS-6-480000:[message].`

Explanation Information relating to CDNFS file handling is being logged. Many of these messages are informational only. Depending on the specific message and severity, a problem might be occurring.

Recommended Action Most messages do not require any action. If specific problematic behavior is seen (such as delivery service content not being replicated or being served), contact Cisco TAC.

Error Message `SE-CDNFS-3-480001:[message].`

Explanation An internal URL-specific metadata file was detected on a disk as being truncated (possibly of length 0).

Recommended Action The system should recover automatically. If content fails to replicate, execute the **cdnfs cleanup** command. Contact Cisco TAC if this problem persists.

Error Message `Technical Assistance CenterSE-CDNFS-3-480002:[message].`

Explanation An internal URL-specific metadata file was opened using one particular lookup file. When the file was opened, the URL stored in the file did not match the lookup URL. Possible file system corruption occurred.

Recommended Action If content fails to replicate or fails to be playable, contact Cisco TAC.

Error Message `SE-CDNFS-3-480003:hit limit on number of UNS-UFM table entries.`

Explanation Too many CDNFS entries were created. The limit is currently 1 million files. However, certain internal features also create CDNFS entries on an automated basis. Also, there could be a bug in the code for these other features, as too many CDNFS entries have been created and not cleaned up.

Recommended Action Ensure that user website delivery services do not contain over 1 million URLs. Contact Cisco TAC if this problem persists.

Error Message `SE-CDNFS-3-480004:less than <number> bytes of unreserved space.`

Explanation A CDNFS entry (a URL) was being created, but insufficient unreserved (free) disk space was available.

Recommended Action Ensure that there is sufficient CDNFS disk space assigned for the delivery services in use. Check that no disk drives have failed. Check the **show statistics cdnfs** command for more information on current CDNFS usage. If the problem persists (for example, if delivery service content fails to replicate), contact Cisco TAC.

Error Message `SE-CDNFS-3-480005:count not find a usable file system.`

Explanation A CDNFS entry (a URL) was being created, but no file system could be found to store it.

Recommended Action Ensure that sufficient CDNFS disk space is assigned for the delivery services in use (check the **show statistics cdnfs** and **show disk**s commands for current information). Check that no disk drives have failed. Contact Cisco TAC if this problem persists.

Error Message `SE-CDNFS-6-480006:xact_replay: [message].`

Explanation An ongoing transaction is being replayed to completion upon startup of the UNS-server subsystem. This is an informational message only.

Recommended Action No action is required.

Error Message `SE-CDNFS-5-480007:[message].`

Explanation On startup, information about CDNFS file systems is printed. These are informational messages only.

Recommended Action No action is required.

Error Message `SE-CDNFS-3-480008:unsfs.c: non-zero sequence number.`

Explanation An internal metadata file with a non-zero sequence number in its filename was observed. This might indicate some sort of file system corruption.

Recommended Action If CDNFS content fails to replicate, if content is not properly servable, or if other problems persist, contact Cisco TAC.

CLEAN-AD Messages

Error Message `SE-CLEAN-AD-2-210101:There was a problem while trying to connect to Database.`

Explanation There was a problem while trying to connect to the database during Active Directory (AD) cleanup.

Recommended Action If this problem persists, troubleshoot the database, review the error logs, execute the **show cms database** command, and check the system overall status before retrying to connect to the database.

Error Message `SE-CLEAN-AD-2-210102:Problem with [UNS/CAL] operation [Error].`

Explanation There was a problem while trying to connect to UNS during AD cleanup.

Recommended Action If this problem persists, troubleshoot the cdnfs using related debug commands (such as, **show stat cdnfs**). Review the syslog to see if the disk hardware or RPC system has any problems. Fix the problems accordingly and retry connecting to the UNS.

Error Message `SE-CLEAN-AD-2-210103:Error with Database tables.`

Explanation Some of the tables which are accessed by AD do not exist.

Recommended Action Troubleshoot the database (check error logs) to see why the tables are missing. Possible reasons include upgrade or downgrade issues, disk problems, or errors in communicating with the CDSM. Fix the problem accordingly and retry.

Error Message `SE-CLEAN-AD-2-210104:Error during Memory allocation.`

Explanation The Malloc operation failed while cleaning up AD.

Recommended Action Retry cleaning up AD at a later time. If this problem persists, reboot the device and then retry.

Error Message `SE-CLEAN-AD-2-210107:Error getting list of delivery services for orphan content [Error].`

Explanation While cleaning up AD, there is orphaned content, which does not have corresponding delivery services.

Recommended Action This is a log alert. Check the specific database error and take actions accordingly. Possible actions include checking database error logs, performing CMS database maintenance, or performing recovery procedures.

Error Message `SE-CLEAN-AD-2-210108:Error in AD process [INFO].`

Explanation There was an error while trying to start or stop the AD process.

Recommended Action This is a log alert. Execute the **acquisition-distribution stop** command and retry the process.

Error Message `SE-CLEAN-AD-2-210109:AD Cleanup called with incorrect argument: [INFO].`

Explanation *AD Cleanup* was called with an incorrect argument.

Recommended Action This is a log alert. Check the arguments entered and retry.

Error Message `SE-CLEAN-AD-2-210110:AD-UNS Cleanup completed.`

Explanation *AD-UNS* cleanup has completed successfully.

Recommended Action This is log information. No action is needed.

Error Message `SE-CLEAN-AD-2-210111:UNS operation error [INFO].`

Explanation An error occurred during UNS operation.

Recommended Action This is a log alert. If this problem persists, check the specific CDNFS error returned, and troubleshoot CDNFS (such as, check if CDNFS is running out of space, the UNS server is down, or the disk is corrupted), and take appropriate actions before retrying the operation.

Error Message `SE-CLEAN-AD-2-210112:Error restarting AD.`

Explanation An error occurred when trying to restart the AD process.

Recommended Action This is a log alert. Check the **errorlog** and **cli-util-errorlog.current** commands for details about the error. Take appropriate action and retry the process.

CLI Messages

Error Message `SE-CLI-3-170000:Can't bind to SysDB at "ENABLE_CFG_PREFIX" error <str>.`

Explanation EXEC could not establish the connection to the data server.

Recommended Action Log out and log in again. Contact Cisco TAC if this problem persists.

Error Message `SE-CLI-2-170001:[Procedure]: opendir([dirname]).`

Explanation opendir() failed in the EXEC.

Recommended Action Log out and log in again. Contact Cisco TAC if this problem persists.

Error Message `SE-CLI-2-170002:[Procedure]: opendir(<dirname>).`

Explanation opendir() failed in the EXEC.

Recommended Action Log out and log in again. Contact Cisco TAC if this problem persists.

Error Message `SE-CLI-3-170003:File [filename] has problem: <error>.`

Explanation File operations (open, write) failed.

Recommended Action Log out and log in again. Contact Cisco TAC if this problem persists.

Error Message `SE-CLI-5-170005:CDP-EV: No more interfaces running CDP - removing CDP process.`

Explanation This message informs the user about the Cisco Delivery Protocol (CDP) status.

Recommended Action No action is required.

Error Message `SE-CLI-3-170006:cannot open [filename] file, errno: [dc].`

Explanation Failed to open the memory configuration template file.

Recommended Action Retry the command. Contact Cisco TAC if this problem persists.

Error Message `SE-CLI-5-170007:Wrong arguments.`

Explanation The memory configuration program received the wrong number of arguments.

Recommended Action Retry. Contact Cisco TAC if this problem persists.

Error Message `SE-CLI-2-170008:CLI:sysdb_bind failed in cfs_clear error = [dec].`

Explanation The CLI could not establish a connection with the data server.

Recommended Action Retry. Contact Cisco TAC if this problem persists.

Error Message `SE-CLI-2-170009:CLI:sysdb_bind failed in cfs_sync, error = [dec].`

Explanation The CLI could not establish a connection.

Recommended Action Retry. Contact Cisco TAC if this problem persists.

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Error Message `SE-CLI-2-170010:CLI:sysdb_bind failed in cfs_mount, error = [dec].`

Explanation The CLI could not establish a connection.

Recommended Action Retry. Contact Cisco TAC if this problem persists.

Error Message `SE-CLI-2-170011:CLI:sysdb_bind failed in cfs_unmount, error = [dec].`

Explanation The CLI could not establish a connection.

Recommended Action Retry. Contact Cisco TAC if this problem persists.

Error Message `SE-CLI-3-170012:CLI:Copy [str] to SS failed status = ([dec],[dec]). Ignore if you didn't change RealProxy config.`

Explanation Safe manager could not copy the files.

Recommended Action If the RealProxy configuration has not changed, ignore this message. Contact Cisco TAC if this problem persists.

Error Message `SE-CLI-3-170013:run_command: [cmd] [description].`

Explanation The command failed.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message `SE-CLI-2-170016:[str]: failed to pick up startup-configuration: [cmd] = ([dc],[dc]).`

Explanation Cannot retrieve the startup configuration.

Recommended Action Contact Cisco TAC.

Error Message `SE-CLI-2-170017:cannot open interface stat file to read.`

Explanation A file is missing.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message `SE-CLI-2-170018:Error when extracting interface status for [dc].`

Explanation Cannot retrieve statistics for a specific interface.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message `SE-CLI-2-170019:failed when reading interface stat file <str>.`

Explanation Failed to read the interface statistics file.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message `SE-CLI-3-170021:Can't open file [filename] for reading: [error].`

Explanation Failed to open a file mentioned in the message.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message `SE-CLI-3-170022:CDP platform is unknown.`

Explanation Cannot find expected CDP information.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message `SE-CLI-3-170023:Can't open file [filename] for writing.`

Explanation Failed to open a file mentioned in the message.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message `SE-CLI-3-170024:Hostname string length is incorrect.`

Explanation Found incorrect hostname string length.

Recommended Action Use the correct hostname length and retry.

Error Message `SE-CLI-7-170025:[CLI debug message].`

Explanation This message indicates CLI debug information.

Recommended Action No action is required.

Error Message `SE-CLI-2-170026:Failed to delete old gateway from route table (no, no).`

Explanation The software failed when trying to remove the previously configured default gateway.

Recommended Action Contact Cisco TAC.

Error Message `SE-CLI-2-170027:Failed to configure the default gateway (no, no).`

Explanation The software failed when trying to configure the new default gateway.

Recommended Action Check if the default gateway is valid and correct. If so, reconfigure it. Contact Cisco TAC if this problem persists.

Error Message `SE-CLI-2-170028:Failed to modify default gateway in sysconfig (no).`

Explanation The software failed when trying to configure the new default gateway.

Recommended Action Contact Cisco TAC.

Error Message `SE-CLI-2-170029:Failed to stop evaluation for <string>, ret <number>.`

Explanation Cannot stop evaluation for the application (the application is usually WMT, Real Proxy, Real Subscriber, or Multicast).

Recommended Action Contact Cisco TAC if this problem persists.

Error Message `SE-CLI-6-170030:Stopped evaluation for <string>.`

Explanation Stopped evaluation for application.

Recommended Action No action is required.

Error Message `SE-CLI-5-170032:Syslog cleared.`

Explanation The syslog cleared.

Recommended Action No action is required.

Error Message `SE-CLI-2-170033:populate_ds: verifier registration failed for <string> error = <num> (errno = <num>/<string>).`

Explanation The verifier verifies the validity of some CLIs. If this occurs, many CLIs will not work.

Recommended Action Contact Cisco TAC if this message appears frequently.

Error Message `SE-CLI-3-170034:NOTE: populate_ds: unable to set default value via verifier for <string>, rc = <num>; [description].`

Explanation Cannot set the default value for some configuration items.

Recommended Action Contact Cisco TAC if this message appears frequently.

Error Message `SE-CLI-7-170035:<various messages>.`

Explanation This message indicates debug messages.

Recommended Action No action is required.

Error Message `SE-CLI-2-170036:rule_operation_ds_rule(): rule table is NULL, Cannot read any rules.`

> **Explanation**   The rules could not be read.

> **Recommended Action**   Retry. Contact Cisco TAC if this error persists.

Error Message `SE-CLI-2-170037:rule_operation_ds_pattern(): Invalid rules pattern, pattern structure corrupted.`

> **Explanation**   There is an error in the rules pattern.

> **Recommended Action**   Retry. Contact Cisco Technical Assistance CenterTechnical Assistance CenterTechnical Assistance Center if this error persists.

Error Message `SE-CLI-2-170038:rule_item_action_string(): Invalid rules action, Action structure corrupted.`

> **Explanation**   The rules action could not be determined.

> **Recommended Action**   Retry. Contact Cisco TAC if this error persists.

Error Message `SE-CLI-2-170039:print_valid_patterns(): Invalid rules action, action structure corrupted.`

> **Explanation**   The rules action could not be determined.

> **Recommended Action**   Retry. Contact Cisco TAC if this error persists.

Error Message `SE-CLI-2-170040:rule_action_string(): Invalid rules action, action structure corrupted.`

> **Explanation**   The rules action could not be determined.

> **Recommended Action**   Retry. Contact Cisco TAC if this error persists.

Error Message `SE-CLI-2-170041:rule_pattern_string(): Invalid rules pattern, pattern structure corrupted.`

> **Explanation**   There is an error in the rules pattern.

> **Recommended Action**   Retry. Contact Cisco TAC if this error persists.

Error Message `SE-CLI-2-170042:rule_item_pattern_string(): Invalid rules pattern, pattern structure corrupted.`

> **Explanation**   There is an error in the rules pattern.

> **Recommended Action**   Retry. Contact Cisco TAC if this error persists.

Error Message `SE-CLI-3-170043:ver_webserver: SIGTERM received!`

Explanation A termination signal was received by the process.

Recommended Action Contact Cisco TAC if this message appears frequently.

Error Message `SE-CLI-3-170044:ver_webserver: signal(SIGTERM, ...) failed.`

Explanation The Process could not successfully issue a termination signal.

Recommended Action Contact Cisco TAC if this message appears frequently.

Error Message `SE-CLI-5-170045:Auto registration is enabled on this interface. Either disable auto registration, or enable auto registration on a different interface, before proceeding with IP address/dhcp configuration.`

Explanation Autoregistration is currently enabled on this interface, and it must be disabled before the IP address and Dynamic Host Configuration Protocol (DHCP) configuration can be made.

Recommended Action No action is required.

Error Message `SE-CLI-5-170046:Disabling auto registration... (num, num).`

Explanation When carrying out IP address and DHCP configuration, because the SE is not already registered with the Content Delivery System Manager (CDSM), the system disabled autoregistration.

Recommended Action No action is required.

Error Message `SE-CLI-5-170049:Could not read proc interface for smbios.`

Explanation The proc interface to smbios could not be read. The information provided by the CLI might be incomplete.

Recommended Action Enter the command again. Contact Cisco TAC if this problem persists.

Error Message `SE-CLI-5-170050:Cisco CDS starts booting.`

Explanation This is an informational message to indicate system reboot in *syslog.txt*.

Recommended Action No action is required.

Error Message `SE-CLI-5-170051:create_etc_hosts.sh: <message>.`

Explanation This is an informational message to indicate when a new IP address, hostname, or domain name is configured.

Recommended Action No action is required.

Error Message `SE-CLI-3-170052:Failed to recreate etc_hosts <num, num>.`

Explanation The system failed to recreate an important internal file.

Recommended Action Contact Cisco TAC.

Error Message `SE-CLI-5-170053:Recreated etc_hosts <num, num>.`

Explanation Successfully recreated an important internal file.

Recommended Action No action is required.

Error Message `SE-CLI-3-170055:Copy running-config to startup-config failed!.`
`status(<num>.<num>).`

Explanation An error occurred when copying running-config to startup-config.

Recommended Action Execute the **copy running-config** command again. It is mostly a transient problem. Contact Cisco TAC if this problem persists.

Error Message `SE-CLI-3-170056:Show running couldn't access data server rc=<num>.`

Explanation An error occurred when retrieving the running-configuration.

Recommended Action Execute the **copy running-config** command again. It is mostly a transient problem. Contact Cisco TAC if this problem persists.

Error Message `SE-CLI-2-170058:get_config: failed to (pickup | save) initial (disk |`
`CLI) configurations [description].`

Explanation Encountered errors while applying the configurations specified at the bootup time.

Recommended Action All the configurations generated should be available on the disk. Compare this configuration and the running configuration and reconfigure the CLIs that are missing in the running configuration. Finally, save the configuration to the flash memory with the copy **running-config startup-config** command.

Error Message `SE-CLI-3-170059:[application] could not open temp file (errmsg).`

Explanation The specified application could not open a temporary file. The reason is included in parentheses.

Recommended Action Retry the operation (CLI configuration). If the error suggests that a volume is full, try to clean up the disk volume.

Error Message `SE-CLI-3-170060:Default Gateway CLI retry proc failed during route config (%d,%d).`

Explanation The background process that configures the default gateway experienced an error while attempting to configure a route. Error codes are included in parentheses.

Recommended Action Unconfigure and reconfigure the **ip default-gateway** command.

Error Message `SE-CLI-3-170061:Netrcm callback could not be invoked due to fork failure.`

Explanation Internal processes interested in default gateway IP changes could not be notified.

Recommended Action Unconfigure and reconfigure the **ip default-gateway** command.

Error Message `SE-CLI-3-170062:CLI [identifier] will be retried in the background.`

Explanation The command identified by the identifier was not configurable but was retried in the background. This might occur if the command has a dependency that is not satisfied at the time of configuration, but might be satisfied at a later time (that is, during network connectivity).

Recommended Action No action is required.

Error Message `SE-CLI-3-170063:Fork Failed - [additional info].`

Explanation An internal CLI process could not start another process and might be unable to complete an operation. This operation can be identified by the additional information included in the syslog message. This could be a result of system resource constraints.

Recommended Action Unconfigure and reconfigure the associated command. Some other process might be using system resources, and it is recommended that you verify correct operation of that process. It might be helpful to inspect the syslog.

Error Message `SE-CLI-3-170064:Ipchains modification failed: [message].`

Explanation A change in a Web Cache Communication Protocol (WCCP) service or l4-switch configuration could not be completed successfully because an internal packet redirection rule could not be added or deleted. This message provides more specific information.

Recommended Action Unconfigure and reconfigure the WCCP or l4-switch service. If this problem persists, try to disable and enable WCCP. If the error prints, reboot the device and reconfiguring the CLI.

Error Message `SE-CLI-5-170065:Setting <pathname> to be <type> (dhcp=<number>).`

Explanation This is an informational message. Interfaces are identified with types and recorded in the internal database.

Recommended Action No action is required.

Error Message SE-CLI-3-170066:CLI [cli] is deprecated [message].

Explanation The CLI entered is deprecated in this release. The CLI is accepted, but it is being translated to the new format. The message provides more information specific to the CLI that is entered.

Recommended Action Check the **show running-config** command to make sure the translation is the same as what is mentioned in the message. If it is not, contact Cisco TAC.

Error Message SE-CLI-3-170067:Could not open <filename> for reading/writing: <error>.

Explanation A system file that needs to be updated to modify an IP configuration could not be opened.

Recommended Action Try the CLI again. If this error persists, reload the device. Contact Cisco TAC if this problem persists.

Error Message SE-CLI-4-170068:Warning! Old(<num>) != current(<num>) <filename>.

Explanation The value read from a system file did not correspond to the value stored in the device's data repository.

Recommended Action No action is required.

Error Message SE-CLI-5-170070:Memory size (<num> bytes) is too big, expected <num>.

Explanation The system physical memory size is bigger than expected. This usually shows up on unsupported pre-FCS systems. The user should never see this.

Recommended Action Contact Cisco TAC.

Error Message SE-CLI-3-170071:Could not [allocate/deallocate] port [num] for the [application] error [errorno].

Explanation The port failed to be allocated or deallocated for the particular application. The port might already be in use.

Recommended Action Enter the command again. Contact Cisco TAC if this occurs frequently.

Error Message SE-CLI-3-170072:Unknown application.

Explanation An unknown application was encountered.

Recommended Action Enter the command again. Contact Cisco TAC if this problem occurs frequently.

Error Message `SE-CLI-3-170073:Unlock/lock operation for file [description].`

Explanation Cannot lock or unlock the file.

Recommended Action Log out and log in again. Contact Cisco TAC if this problem persists.

Error Message `SE-CLI-2-170074:ver_port_channel_load: cannot open bond_mode file.`

Explanation The configuration of the load balancing method for a port channel has failed.

Recommended Action Remove and reconfigure the port channel load balancing method and reboot. If this message persists, contact Cisco TAC.

Error Message `SE-CLI-6-170075:config.c: Failed to set signal handler for SIGPIPE to SIG_IGN.`

Explanation The initialization of the CLI configuration shell experienced difficulties with a standard system call.

Recommended Action No action is required. This information might be useful for diagnosis in the context of other problems encountered on the device.

Error Message `SE-CLI-3-170076:[cli component]: Failed to execute the command due to accounting problem.`

Explanation The AAA accounting of the command could not be performed; therefore, the command was not allowed to be executed.

Recommended Action Verify that the accounting server is operating correctly and can be reached by the device, and enter the command again. If this error persists, reboot the device. Contact Cisco TAC if this problem persists.

Error Message `SE-CLI-5-170077:informational messages to find safestate failures.`

Explanation These are informational messages printed when populate_ds comes up.

Recommended Action No action is required.

Error Message `SE-CLI-3-170078:ip route CLI retry proc failed during route config (%d,%d).`

Explanation The background process that configures the static route experienced an error while attempting to configure a route. Error codes are included in parentheses.

Recommended Action Unconfigure and reconfigure the **ip route** command.

Error Message SE-CLI-3-170079:Encountered incorrect advanced bandwidth configuration file: ss(%s).

   Explanation While saving the advanced bandwidth configuration file to a safe state disk partition, an incorrect configuration filename was found.

   Recommended Action Contact Cisco TAC.

Error Message SE-CLI-5-170080:This address (%s) is in the subnet that is assigned to another interface.

   Explanation This address is in the subnet that is assigned to another interface.

   Recommended Action No action is required.

CMS Messages

Error Message SE-CMS-7-700000:<message>.

   Explanation An event has occurred that might be interesting for debugging.

   Recommended Action No action is required.

Error Message SE-CMS-6-700001:<message>.

   Explanation An event has occurred for which no further explanation has been provided.

   Recommended Action No action is required.

Error Message SE-CMS-7-700002:<exception-name> [: <exception-message>] : <stacktrace>.

   Explanation An unhandled exception has been thrown.

   Recommended Action If this message occurs periodically, ignore it. If this message appears frequently, contact Cisco TAC.

Error Message SE-CMS-0-700003:<exception-name> [: <exception-message>]: <stacktrace>.

   Explanation An error has caused the program to exit.

   Recommended Action If this message occurs frequently or under specific circumstances, contact Cisco TAC.

Error Message `SE-CMS-4-701001:Software image downgrade detected.`

Explanation A software image downgrade has been detected by the CMS software. A database downgrade is required to enable CMS services.

Recommended Action Execute the **cms database downgrade** command to perform a database downgrade.

Error Message `SE-CMS-4-701002:Error executing downgrade script.`

Explanation An error occurred while attempting to execute a CMS downgrade script.

Recommended Action Verify that the specified script is a valid downgrade script. Contact Cisco Technical Assistance CenterTechnical Assistance Center if this problem persists.

Error Message `SE-CMS-4-701003:Error setting permissions for emdb data and log files.`

Explanation An error occurred while attempting to set permissions for the database data and log files.

Recommended Action Reload the SE. Contact Cisco TAC if this problem persists.

Error Message `SE-CMS-4-701004:Synchronization of device local CLI configuration with device CDN configuration on CDSM has been disabled or enabled.`

Explanation This is not an error. This message is a result of the **cms lcm {enable | disable}** EXEC command.

Recommended Action No action is required.

Error Message `SE-CMS-4-704001:register(): ClassNotFoundException raised - [exception].`

Explanation JVM cannot find some unicorn class during *ConsumerAdapter.register*.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-704002:No BoxConfig is found in store.`

Explanation The database has not been initialized.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message `SE-CMS-4-704003:Timeout when setup a rpcConnection to UNS.`

Explanation The UNS server is not up.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message SE-CMS-4-705001:Store has not been initialized yet.

Explanation Store has not been initialized yet.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message SE-CMS-4-705002:No CeConfig object for [id].

Explanation The CDSM does not recognize the node ID reported by the SE.

Recommended Action Re-register the offending SE. Execute the **cms deregister force** command, and then the **cms enable** command.

Error Message SE-CMS-4-705003:No CeStatus object for [ceConfig].

Explanation The CDSM does not have the status for one SE with ceConfig.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-705004:No report is found from SE's getUpdate request message.

Explanation The getUpdate request from SE contains nothing.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message SE-CMS-4-705005:report is null in SE's getUpdate request message.

Explanation The report contained in the SE's getUpdate request is null.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message SE-CMS-4-705006:Invalid report: Wrong Device ID = [node-id] or nodeGenId = [node-gen-id].

Explanation The report contained in the SE's getUpdate request is invalid.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message SE-CMS-4-705007:No CrConfig object for [id].

Explanation The CDSM does not recognize the node ID reported by the SR.

Recommended Action Re-register the offending SE. Execute the **cms deregister force** command and then the **cms enable** command.

Error Message `SE-CMS-4-705008:No CrStatus object for [crConfig].`

Explanation The CDSM does not have the status for one SR with crConfig.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-705009:No report is found from SR's getUpdate request message.`

Explanation The getUpdate request from the SR contains nothing.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message `SE-CMS-4-705010:report is null in SR's getUpdate request message.`

Explanation The report contained in the SR's getUpdate request is null.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message `SE-CMS-4-705011:Unable to preserve cli config while changing cdm role.`

Explanation Unable to preserve CLI configuration while changing the CDM role.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message `SE-CMS-4-705012:AControllerUtils.getCEStatus encounter Null register.`

Explanation The register has not been initialized yet.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-705013:Node [id] claims to have a gen ID [genid] which is higher than CDSM's [genId] [additional information].`

Explanation The *SE/SR/Standby CDSM* claims to have some data that is unknown by the primary CDSM.

Recommended Action On the offending node (id), execute the following commands in this order: **cms database delete**, **cms database create**, and **cms enable**.

Error Message `SE-CMS-4-705014:Request from an unknown node [id].`

Explanation The CDSM does not know the node.

Recommended Action Find the offending node, and execute the **cms deregister force** command on it.

Error Message `SE-CMS-4-705015:getConfigProperties(): wrong node object: [object].`

Explanation The getConfigProperties() received the wrong parameter.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-705016:No Upgrade currently in progress for node [id].`

Explanation The CDSM does not have an on-going upgrade for the node.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message `SE-CMS-4-705017:CeConfig has no clusterId: [ceConfig].`

Explanation The CeConfig has no clusterId.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-705018:No cluster exists in store with clusterId [id].`

Explanation The CDSM database does not cluster the record with ID = id.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-705019:getListUpdates: set size was changed strangely.`

Explanation This is an internal error.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-705020:Could not find SE named > [name].`

Explanation The CDSM database does not have an SE with Name = name.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-705021:Could not find the CeStatus associated with CeConfig#[id].`

Explanation The CDSM database does not have a CeStatus record corresponding to CeConfig.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-705022:Could not find SR named > [name].`

Explanation The CDSM database does not have an SR with Name = name.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-705023:Could not find the CrStatus associated with`
`CrConfig#[id].`

Explanation The CDSM database does not have a CrStatus record corresponding to CrConfig.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-705024:Could not find CDSM named > [name].`

Explanation The CDSM database does not have a CDSM with Name = name.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-705025:Could not find the CdmStatus associated with`
`CdmConfig#[id].`

Explanation The CDSM database does not have a CdmStatus record corresponding to CdmConfig.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-705026:ServantUI::whatPasswordsAreDefault received an`
`unexpected Class type.`

Explanation ServantUI::whatPasswordsAreDefault received an unexpected Class type.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message `SE-CMS-4-705027:Going to be careful and alerting the user that all`
`(system and this node) passwords are default.`

Explanation Going to be careful and alerting the user that all (system and this node) passwords are
default.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message `SE-CMS-4-705028:ConfigProperty [name] does not have a`
`ConfigPropertyDefinition associated with it. Skipping...`

Explanation The ConfigProperty is not defined.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-705029:Bandwidth obj. get failed. id [id].`

Explanation The CDSM database does not have a bandwidth record with ID = id.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message SE-CMS-4-705030:Can find Config Property: [name].

Explanation The CDSM database does not have a ConfigProperty record with Name = id.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message SE-CMS-4-705031:Atempting to add ConfigProperty [name]with invalid nodeType [nodeType] or sendToNode id [sendToNode].

Explanation Attempting to add ConfigProperty [name]with invalid nodeType [nodeType] or sendToNode ID [sendToNode].

Recommended Action Contact Cisco TAC if this problem persists.

Error Message SE-CMS-4-705032:address [addr] has no hostname.

Explanation The IP address [addr] is not reverse-resolvable.

Recommended Action Make sure there is a hostname corresponding to this IP address.

Error Message SE-CMS-4-705033:Unable to get hostname for [addr]: [exception].

Explanation The IP address [addr] is not reverse-resolvable.

Recommended Action Make sure there is a hostname corresponding to this IP address.

Error Message SE-CMS-4-705034:CeConfig has no clusterId: [ceConfig].

Explanation The CeConfig has no clusterId.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-705035:DbUpgrade Backup record status failed to be set properly.

Explanation DbUpgrade Backup record status failed to be set properly.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message SE-CMS-4-705036:No current DbUpgrade record found continuing with restore.

Explanation No current DbUpgrade record found continuing with restore.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message SE-CMS-4-705037:DbUpgrade Table doesn't exist, creating table now.

Explanation DbUpgrade table does not exist; creating table now.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message SE-CMS-4-705038:Error opening log file [exception].

Explanation Cannot open validation.log for store.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message SE-CMS-4-705039:Test user does not exist.

Explanation The user does not exist in the database.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-705040:Embedded database maintenance failed.

Explanation The database fails at maintenance.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message SE-CMS-4-705041:No BoxConfig object exists in store

Explanation The database has not been initialized.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message SE-CMS-4-705042:Unable to get own CdmConfig object with id [id].

Explanation The database does not have a CdmConfig object for ID = id.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message SE-CMS-4-705043:Unable to find standby CDSM's address.

Explanation The database does not have an IP address for the standby CDSM.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message SE-CMS-4-705044:No CdmConfig object for [id].

Explanation The CDSM does not recognize the node ID reported by the standby CDSM.

Recommended Action On the offending node (id), execute the following commands in this order: **cms database delete**, **cms database create**, and **cms enable**.

Recommended Action Re-register the offending Standby CDSM, and execute the **cms deregister force** and **cms enable** commands.

Error Message SE-CMS-4-705045:No CdmStatus object for [cdmConfig].

Explanation The CDSM does not have the status for the standby CDSM.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-705046:No report is found from CDSM's getUpdate request message.

Explanation The getUpdate request from the standby CDSM contains nothing.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message SE-CMS-4-705047:report is null in CDSM's getUpdate request message.

Explanation The report contained in the CDSM's getUpdate request is null.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message SE-CMS-4-705048:No host parameter found in ProbeCdm request message.

Explanation Another CDSM's probe message contains no parameter.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message SE-CMS-4-705049:CDSM assuming halted role: Multiple primary CDSMs detected during probe from primary CDSM at [host].

Explanation Multiple primary CDSMs have been detected. Another CDSM's probe message contains no parameter.

Recommended Action Select the CDSM that should be the primary, do: cdm role primary.

Error Message SE-CMS-4-705050:CDSM address points to itself, trying to use next available backup cdm address.

Explanation The CDM IP on this CDSM is configured to point to itself.

Recommended Action Change the CDM IP to the correct configuration.

Error Message `SE-CMS-4-705051:cannot get a free distribution message!`

Explanation No free distribution message is available.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message `SE-CMS-4-705052:Unable to send probe request to CDSM [host] [exception].`

Explanation This CDSM cannot connect to another CDSM [host].

Recommended Action Verify the network connection between these two CDSMs is good.

Error Message `SE-CMS-4-705060:Unknown Update status: [status] returning false.`

Explanation The CDSM does not recognize this update status.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-705061:Encountered a CmdUpdate not linked to either CeConfig or CrConfig.`

Explanation Encountered a CmdUpdate not linked to either CeConfig or CrConfig.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-705062:Can't find object CeStatus. Invalid ID# [CeStatusId].`

Explanation The CeStatus object with the given ID does not exist.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-705063:Can't find object CrStatus. Invalid ID# [CrStatusId].`

Explanation The CrStatus object with the given ID does not exist.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-705064:Can't find object CdmStatus. Invalid ID# [CdmStatusId.]`

Explanation The CdmStatus object with the given ID does not exist.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-705065:Invalid nodeType [nodeType] in heartbeat message from [hostname]: [message].

   Explanation NodeType is not recognized by the CDSM.

   Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-705066:Invalid number of system messages.

   Explanation There is an invalid number of system messages.

   Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-705067:Cannot connect with URL: [url].

   Explanation Cannot connect with the URL.

   Recommended Action Make sure the URL is valid and reachable.

Error Message SE-CMS-4-705068:Coverage zone file [file] is not valid [error message].

   Explanation The *coverage zone* file is not valid.

   Recommended Action Specify the valid *coverage zone* file.

Error Message SE-CMS-4-705069:Unhandled AAADomain.EntityType: [entity type].

   Explanation Unhandled AAA Domain Entity Type.

   Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-705070:cannot store the CLI(SE/SR) update to CDSM db.

   Explanation Cannot store the CLI update to the CDSM database.

   Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-705071:mgmtType is not valid for MgmtIncomingType enum.

   Explanation The value in the schema is invalid.

   Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-705072:CDSM cannot determine [SE/SR] IP Address.

   Explanation Notification failed because the CDSM cannot determine the SE IP address.

   Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-705073:An error occurred while opening the database update log file [file] : [execption].`

Explanation An error occurred while attempting to open the database upgrade or downgrade log for writing.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-705074:Version mismatch while processing update from the primary CDSM.Updates discarded.`

Explanation The standby CDSM and primary CDSM must run on the same software version.

Recommended Action   Install the same version of CDS software on the primary CDSM and standby CDSM.

Error Message `SE-CMS-4-706001:Sequence IDSET not found.`

Explanation During the test for database existence, the IDSET object ID generator was not found.

Recommended Action This is only an error if the system fails to later create the database. In this case, contact Cisco TAC.

Error Message `SE-CMS-4-706002:Sequence GENSET not found.`

Explanation During the test for database existence, the GENSET generation ID generator was not found.

Recommended Action This is only an error if the system fails to later create the database. In this case, contact Cisco TAC.

Error Message `SE-CMS-4-706003:Table not found.`

Explanation During the test for database existence, the database table [table] was not found.

Recommended Action This is only an error if the system fails to later create the database. In this case, contact Cisco TAC.

Error Message `SE-CMS-4-706004:Sequence IDSET not found.`

Explanation During the test for database validity, the IDSET object ID generator was not found.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-706005:Sequence GENSET not found.`

Explanation During the test for database validity, the GENSET generation ID generator was not found.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-706006:Table not found [table].

Explanation During the test for database validity, the database table [table] was not found.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-706007:Error in ConsumerAdapter: cannot find class [class].

Explanation ConsumerAdapter getAllSince failed to find the class object [class].

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-706008:Error in ConsumerAdapter: cannot find class [class].

Explanation ConsumerAdapter getAllClass failed to find the class object [class].

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-706009:Relationship not found when loading [object].

Explanation An object relationship was missing during database load [object].

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-706010:Relationship set to an invalid null[object].

Explanation An object relationship was found to have an unexpected empty value [object].

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-706011:Parent Relationship not found when loading [object].

Explanation An object parent relationship was missing during database load [object].

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-706012:Child Relationship not found when loading [object].

Explanation An object child relationship was missing during database load [object].

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-706013:Parent ID reference mismatch [object].

Explanation During a parent reference removal, the parent object ID did not match [object].

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-706014:Object reference child doesn't contain inverse relationship for [object].`

Explanation During a child reference removal, the parent object ID did not match [object].

Recommended Action Contact Cisco Technical Assistance CenterTAC.

Error Message `SE-CMS-4-706015:Object reference not found in [object].`

Explanation During a child reference removal, the child object ID was not found [object].

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-706016:Object reference not found in [object].`

Explanation During a child reference removal, the child object ID was not found [object].

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-706017:Error while removing table [table].`

Explanation An error occurred while removing a database table [object].

Recommended Action If the problem is anything other than that the table does not exist, contact Cisco TAC.

Error Message `SE-CMS-4-706018:hasExistingStore() did not find table [table].`

Explanation During the check for an existing database table, an exception occurred and the table was not found.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-707001:Received an update not matching its Id from CDSM.`

Explanation The node ID in the update message does not match the SE's ID.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-707002:Cannot find the cluster this SE belongs to.`

Explanation The SE database did not have the cluster object to which this SE belongs.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-707003:Null Replication Status Handler.

Explanation The replication status handler was not initialized or died.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-707004:Null FileSysHandler.

Explanation The module *FileSysHandler* was not initialized or died.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-707005:ClassNotFoundException.

Explanation Cannot find *Class com.cisco.unicorn.schema.ClusterConfig.*

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-707006:Database does not have the BoxConfig object.

Explanation The database does not have the BoxConfig object.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-707007:Database does not have the CeConfig for this SE.

Explanation The CDSM has not sent a CeConfig object to this SE.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-707008:DiskQuota is null.

Explanation The value of disk quota does not exist.

Recommended Action Reconfigure disk quota from GUI. Contact Cisco TAC if the warning message appears again.

Error Message SE-CMS-4-707009:Cannot retrieve legacy value.

Explanation The legacy value output from the legacy script is not a long value.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-707010:Cannot delete the file.

Explanation Cannot delete the file.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-707011:Unable to obtain UnsAdapter reference. [action]

Explanation The CMS module was unable to obtain a reference to the UnsAdapter module.

Recommended Action Wait 30 seconds, then retry the requested operation. Contact Cisco TAC if this problem persists.

Error Message SE-CMS-4-707012:Error while invoking UNS RPC - message.

Explanation An error occurred while invoking a UNS RPC.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-709001:Cannot delete the file : [exception].

Explanation Cannot delete the file.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-709002:Cannot create or write a file [file] : [exception].

Explanation The file system disallowed creating or writing a file, possibly because no disk space is left.

Recommended Action Check the disk space to see if no space is left. Contact Cisco TAC.

Error Message SE-CMS-4-709003:ClassNotFoundException.

Explanation Cannot find class.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-709004:Cannot concatenate two files into a file.

Explanation Cannot concatenate two files into a file, possibly because no disk space is left.

Recommended Action Check the disk space to see if no space is left. Contact Cisco TAC.

Error Message SE-CMS-4-709005:Cannot rename a file.

Explanation Cannot rename a file, possibly because no disk space is left.

Recommended Action Check the disk space to see if no space is left. Contact Cisco TAC.

Error Message SE-CMS-4-709006:Cannot copy a file.

Explanation Cannot copy a file, possibly because no disk space is left.

Recommended Action Check the disk space to see if no space is left. Contact Cisco TAC.

Error Message SE-CMS-4-709007:Box name, IP and/or Keepalive port are undefined.

Explanation Box name, IP, or keepalive port are undefined.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-709008:NULL object.

Explanation An unexpected null object was detected.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-709009:Wrong FileInfo type.

Explanation The wrong FileInfo type was detected.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-711001:Received async eProbeCdm message,skipping.

Explanation Received incorrect envelope type in the message.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-711002:Received async eGetDeRegistration message, skipping.

Explanation Received incorrect envelope type in the message.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-711003:Received async ePutSoftwareUpgradeStatus message, skipping.

Explanation Received incorrect envelope type in the message.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-711004:Received async eGetRegistration message, skipping.

Explanation Received incorrect envelope type in the message.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-711005:CDSM received eGetNodeStatus message, skipping.

Explanation Received incorrect envelope type in the message.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-711006:Error in dispatching cdm request type [type].`

Explanation Received incorrect envelope type in the message.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-711007:Received async eProbeCdm message, skipping.`

Explanation Received incorrect envelope type in the message.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-711008:Error in dispatching cdm request type [type].`

Explanation Received incorrect envelope type in the message.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-711009:SE received ePutNodeStatus message, skipping.`

Explanation Received incorrect envelope type in the message.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-711010:SR received ePutNodeStatus message, skipping.`

Explanation Received incorrect envelope type in the message.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-711011:RMI interface was not bound.`

Explanation RMI not bound error. RMI is used internally only. The user will never see this error.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-711012:ConnectException while talking to other node.`

Explanation Cannot connect to another node using RMI. RMI is used internally only. The user will never see this error.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-711013:ConnectIOException while talking to node.`

Explanation An IO error while talking to another node using RMI. RMI is used internally only. The user will never see this error.

Recommended Action Contact Cisco TAC.

Error Message   SE-CMS-4-712001:Cannot retrieve a reference to the Store.

Explanation   Cannot connect to the database.

Recommended Action   Contact Cisco TAC if problem persists.

Error Message   SE-CMS-4-712002:[detail of the exception].

Explanation   An exception has occurred.

Recommended Action   Contact Cisco TAC.

Error Message   SE-CMS-4-712003:Invalid input: [Message].

Explanation   Unexpected behavior has occurred.

Recommended Action   Contact Cisco TAC.

Error Message   SE-CMS-4-712004:RPC to [A&D/acquirer/meta-replicator] failed.

Explanation   Cannot communicate with acquisition and distribution services. This might happen if the services are down.

Recommended Action   Contact Cisco TAC if A&D services should be running and this message persists.

Error Message   SE-CMS-4-712005:Cannot retrieve a reference to DataFeedAgent.

Explanation   Cannot connect to an internal module.

Recommended Action   Contact Cisco TAC.

Error Message   SE-CMS-4-712006:[detailed message].

Explanation   Issues with messaging, such as unexpected message type or content.

Recommended Action   Contact Cisco TAC.

Error Message   SE-CMS-4-712007:Replication Status Error. [exception]

Explanation   An error occurred in getting replication status.

Recommended Action   Restart A&D by executing the **acquisition-distribution stop** command and then the **acquisition-distribution start** command. If the error persists, reload the problem device. Contact Cisco TAC if this problem persists.

Error Message `SE-CMS-4-713001:Unable to unlink file.`

Explanation The PCM module creates log files of changes for recovery purposes. When the current running configuration is written to startup configuration, these log files are cleared.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-713002:Failed to save cli config.`

Explanation Periodically, management service preserves CLI configuration.

Recommended Action Check whether there are other errors related to this problem. Contact Cisco TAC.

Error Message `SE-CMS-4-713003:command failed. [exception]`

Explanation The command received from CDSM failed for some reason. This might be caused by passing invalid hostnames or IP addresses.

Recommended Action Check for output related to this command in the *cms_* log file*. Contact Cisco TAC.

Error Message `SE-CMS-4-713004:transaction log is empty in onRollbackUpdate.`

Explanation In some cases, management service cannot complete a transaction, which results in this problem.

Recommended Action Look for error messages during the same period of time. Contact Cisco TAC.

Error Message `SE-CMS-4-713005:FAILED to clear cli config.`

Explanation When management service receives a full update from CDSM, it clears existing CLI settings before applying the new configuration. This operation might fail.

Recommended Action Look for error messages during the same period of time. Contact Cisco TAC.

Error Message `SE-CMS-4-7130056:Invalid [detail].`

Explanation Management service received from a CDSM object that cannot be processed.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-713007:The active field of Bandwidth is null. [bw object]`

Explanation Invalid bandwidth settings are received from the CDSM.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-713008:CfgFtpMaxttl read from data server has changed size/format.

Explanation Incompatibility of data format and code.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-713009:CfgHttpMaxttl read from data server has changed size/format.

Explanation Incompatibility of data format and code.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-713010:Object is null.

Explanation Some PCM hook executes a CLI that is related to a null object.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-713011:PcmHandler is null.

Explanation The PCM handler is null when CMS is executing a CLI.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-713012:CLI string is null or blank.

Explanation Some PCM hook executes a null or blank CLI.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-713013:show running-config exits with errors. [exception]

Explanation The **show running-config** command gives an error.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-713014:[list name] is null.

Explanation A schema object has a null list.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-713015:can not understand CLI: [exception].

Explanation LCM cannot understand a command.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-713016:Error accessing PCM state file: [file name].`

Explanation An error occurred while accessing a PCM state file.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-713017:CLI Error. [exception]`

Explanation An error occurred when executing the local command.

Recommended Action Make sure the CLI values are valid and retry. If the error persists, reload on the problem device. Contact Cisco TAC if this problem persists.

Error Message `SE-CMS-4-713018:Sprayer Bandwidth Hook Error.`

Explanation An error occurred when setting the sprayer bandwidth.

Recommended Action Make sure the bandwidth settings are valid and retry. Contact Cisco TAC if this problem persists.

Error Message `SE-CMS-4-715001:Error setting CDNFS from SE CLI. [exception details].`

Explanation From SE CLI, the CDNFS is set to less than the quota needed for all the assigned delivery services.

Recommended Action Correct the CDNFS settings, delete some delivery services, or unassign the affected SE from some delivery services.

Error Message `SE-CMS-4-715002:No definition for property [property name].`

Explanation No definition for the configuration property.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-715003:No action for property [property name].`

Explanation No action for the configuration property.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-715004:Type of a store does not support SqlConnection. Therefore not creating DataBase VIEWs!`

Explanation Type of a store does not support SqlConnection; therefore, it is not creating DataBase Views.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-715005:[details of the SQL exception].

Explanation An **SQL** exception has occurred.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-715006:IP ranges overlapped.

Explanation Multiple multicast clouds are assigned with overlapping IP address ranges.

Recommended Action If this is an input error, correct the IP address so no overlapping exists.

Error Message SE-CMS-4-715007:Drop user [user name] failed. [details of the exception].

Explanation Cannot drop a database user.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-715008:Failed Drop table of [table name]. [details of the exception].

Explanation Cannot drop a database table.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-715009:Store restore failed.

Explanation Cannot restore the database.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-715010:Store backup failed. [details of the exception].

Explanation Cannot backup the database.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-715011:Error while removing failed store backup. [details of the exception].

Explanation An error occurred while removing a failed store backup.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-715012:Could not create temp table for [table name].

Explanation Cannot create the temp database table.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-715013:Could not create replacement table [table name].

Explanation Cannot create the replacement database table.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-715014:Could not re-insert data into table [table name].

Explanation Cannot re-insert data into the database table.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-715015:Could not drop temp table for [table name].

Explanation Cannot drop temp database table.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-715016:Sql Exec ... [sql].

Explanation An error occurred while executing the above **SQL**.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-715017:Upgrade failed to set not null on field.

Explanation Cannot set null on a field.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-715018:Failed to create SYS_MESSAGE_LOG index.

Explanation Cannot create an index for the system message log.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-715019:PSqlStore VACUUM failed.

Explanation Cannot vacuum the database.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-715020:[details of the error].`

Explanation An error occurred while assigning an SE to a delivery service.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-715021:ClusterConfig RdToClusterMap HashMap was not found for [Cluster Config ID].`

Explanation Missing mapping for the above cluster.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-715022:Delivery Service RdToClusterMap HashMap was not found for [Delivery Service ID].`

Explanation Missing mapping for the above delivery service.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-715023:Unable to create ExpiresRecord for RdToClusterMap: [details of the exception].`

Explanation Unable to create an expires record for the SE assignment to delivery services.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-715024:Expires record missing from store.[Delivery Service ID] and [Cluster Config ID].`

Explanation An expires record is missing from store.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-715025:Could not load the node.dat file.`

Explanation The *node.dat* file is either missing or invalid.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-715026:SchemaSetup: No CdmConfig objects found while trying to set CdmConfig Id: [node ID] active.`

Explanation Cannot find the CDSM using the node ID.

Recommended Action Make sure the CDSM is registered. If this problem persists after successful registration, contact Cisco TAC.

Error Message `SE-CMS-4-715027:SchemaSetup: Unable to find CdmConfig object for this CDM; id: [node ID].`

Explanation Cannot find the CDSM using the node ID.

Recommended Action Make sure the CDSM is registered. If this problem persists after successful registration, contact Cisco TAC.

Error Message `SE-CMS-4-715028:Could not load or update the system configuration file.`

Explanation An error occurred loading the *system configuration* file.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-715029:Database doesn't exist [database file name].`

Explanation Cannot locate the database.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-715030:Address [address] is allocated multiple times, deallocating from SE [SE ID].`

Explanation Deallocating SE because of multiple IP addresses.

Recommended Action No action is required.

Error Message `SE-CMS-4-715031:Address [address] of SE [SE ID] is not in the internal subnet [subnet], deallocating.`

Explanation Deallocating SE because of an invalid subnet.

Recommended Action No action is required.

Error Message `SE-CMS-4-715032:This primary IP [primary IP] is not unique across the system.`

Explanation The primary IP set by the CLI is not unique across the system.

Recommended Action Correct the primary IP so that it is unique.

Error Message `SE-CMS-4-715033:Error validating [variable] configuration properties: [exception].`

Explanation An error occurred while attempting to validate configuration properties.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-715034:Error closing SQL statement for [name] configuration
property [validation or upgrade]: [exception].

Explanation An error occurred while attempting to close a database connection after validating
configuration properties.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-715035:Error deleting FactoryInfo for [class].

Explanation An error occurred while attempting to remove a FactoryInfo record while creating a new
table during the database update process. FactoryInfo records are used for internal data tracking.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-715036:Invalid use-proxy-failover configuration; ignore.

Explanation The upgrade script encountered an invalid Service Rule configuration for
use-proxy-failover. Therefore, only the action type was updated from use-proxy-failover to
use-proxy.

Recommended Action Manually fix the Service Rule configuration; check the syntax in the
documentation.

Error Message SE-CMS-4-716001:[detail of the exception].

Explanation An exception has occurred.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-716002:UpdateMonitor's consumer cannot be null on
registration.

Explanation The UpdateMonitor's consumer cannot be null on registration.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-716003:UpdateMonitor's consumer cannot be null on
deregistration.

Explanation The UpdateMonitor's consumer cannot be null on deregistration.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-716004:Store has more than one BoxConfig objects.

Explanation Store has more than one BoxConfig objects.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-716005:BoxConfig is null.`

Explanation BoxConfig contains no information.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-716006:CeUpdateMonitor:processPostCommit(): genId is null.`

Explanation CeUpdateMonitor:processPostCommit(): genIdreturns no information.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-716007:Update Status can not be read. File will be removed.`
`[file]`

Explanation There are invalid values inside the gStatus File.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-716008:Unable to remove update status file: [updateFile].`

Explanation Unable to remove the update distribution file.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-716009:Unable to connect to Host [host]:[port] [exception].`

Explanation Unable to connect to the host.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-716010:Unable to generate certificate hash.`

Explanation Unable to generate the certificate hash.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-716011:Certificate hash not found: [certificateHash].`

Explanation The certificate hash was not found.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-716012:Update did not die when told to.`

Explanation Unable to terminate the update when the command was given.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-716013:Failed to retrieve Update after [retryTimes] times. Cannot update [status].

Explanation Failed to retrieve update after a number of times. Cannot update status.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-716014:Error retrieving Update File. Upgrade Failed.

Explanation An error occurred retrieving the *update* file. The upgrade failed.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-716015:Software Upgrade/downgrade status: [status] due to version mismatch on reload, expected [version].

Explanation A software upgrade or downgrade failed because of a version mismatch after device reload.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-716016:Software Upgrade/downgrade status: [status].

Explanation Software upgrade or downgrade status.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-716017:Error creating CDSM IP file: [gCdmIpFilePath].

Explanation An error occurred while creating the CDSM IP file.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-716018:Aborting s/w downgrade.

Explanation Aborting software downgrade.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-716019:Software Upgrade/Downgrade: Initiated Command + [cmd].

Explanation Software upgrade or downgrade: initiated the command.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-716020:Command [cmd] FAILED.`

Explanation The command failed.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-716021:Software Upgrade/Downgrade: [action].`

Explanation Software upgrade or downgrade: initiated **reload force** command.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-716051:Cannot get host address of primary controller from node.dat.`

Explanation The *node.dat* file does not include the IP address of the primary CDM.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-716052:Cannot save the inactive CDSM IP address to node.dat.`

Explanation Cannot save *node.dat* file after it is modified, possibly because the disk space is full.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-716053:Error opening file NodeState.xml.`

Explanation Cannot open the file *NodeState.xml* to write, possibly because the disk space is full.

Recommended Action No action is required.

Error Message `SE-CMS-4-716054:The number of consecutive store failure excesses system limits [number].`

Explanation The database keeps failures for 10 times.

Recommended Action The system restarts after this failure. If this problem persists after restarting, hard reboot the device.

Error Message `SE-CMS-4-716055:Alert:Current primary CDSM activation time stamp is older than this node's CDSM time stamp.`

Explanation This device's clock is not synchronized with the CDM's clock.

Recommended Action Synchronize this node's clock with the CDM's clock.

Error Message SE-CMS-4-716056:Cannot decode the response from CDM.

Explanation Cannot decode the message from the CDM.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-716057:Cannot get updates from the [backupAddress]
[exception].

Explanation Cannot get the update from the backup controller.

Recommended Action Make sure the backup CDSM is on and connected.

Error Message SE-CMS-4-716058:RPC Exception prevents this machine from getting
update from CDSM [address] : [exception]

Explanation Cannot get the update from the controller due to an RPC Exception.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-716059:Module thread failed.

Explanation A Java thread failed due to an unknown reason.

Recommended Action No action is required. The system restarts.

Error Message SE-CMS-4-716060:Failed to redirect stdout and stderr, using default.

Explanation Failed to redirect stdout and stderr.

Recommended Action No action is required.

Error Message SE-CMS-4-716061:Config property with name: [name] does not exist!.

Explanation An unknown configure property is passed from the CDM.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-716062:the group property does not have parent.

Explanation The group property does not have a parent.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-716063:property is a parent, but does not hold a boolean value.

Explanation The parent property does not have a boolean value.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-716064:MAC address is null.

Explanation The device has a null MAC address.

Recommended Action Check the device's network configuration to see if the MAC address is set up. If so, contact Cisco TAC.

Error Message SE-CMS-4-716065:Unable to get dns name for primary interface ip [ip].

Explanation The DNS name for the primary interface IP cannot be resolved.

Recommended Action Check the DNS server to make sure that there is an entry for the primary IP address.

Error Message SE-CMS-4-716066:Error: Unable to download file from [url]: [exception].

Explanation This error could be because (1) the FTP server is not a valid server, (2) the username or password is not valid, or (3) the file does not exist.

Recommended Action   Verify the FTP server, username, and password are correct, and make sure the file exists.

Error Message SE-CMS-4-716067:rpc call [name] to ADCertMgr server failed after [number] times.

Explanation The ADCertMgr might die or the RPC has problems connecting to it.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-716068:Failed to read certificate from the file.

Explanation The file does include the valid certificate.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-716069:Software Update Error. [exception]

Explanation An error occurred when upgrading or downgrading the software.

Recommended Action Make sure the upgrade parameters are valid and there is no network problem. Contact Cisco TAC if this problem persists.

Error Message SE-CMS-4-716070:DataFeed Error.

Explanation An error occurred while processing a configuration update from the CDM.

Recommended Action Make sure there is no network problem. This error should correct itself. If not, reload the device. Contact Cisco TAC if this problem persists.

Error Message SE-CMS-4-716071:Restart Error.

Explanation There is an error that requires a restart to be corrected.

Recommended Action If the device does not restart itself, reload the device.

Error Message SE-CMS-4-716072:Clock mismatches between the primary CDSM and this device [detail].

Explanation The clock on the primary CDSM and this device must be synchronized with each other.

Recommended Action Fix the clock on either the primary CDSM or this device.

Error Message SE-CMS-4-718001:Unable to connect to data server.

Explanation The process cannot connect to the data server.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-718002:Failed to get statistics.

Explanation Failed to get content services statistics from the data server.

Recommended Action Make sure the required content service is enabled. If the service is enabled and the corresponding **show statistics** command works, contact Cisco TAC.

Error Message SE-CMS-4-718003:Invalid configuration value(<configuration parameter name>).

Explanation The management service was given an incorrect configuration parameter.

Recommended Action Re-enable the management service. If this does not help, reload the node. Contact Cisco TAC if this problem persists.

Error Message SE-CMS-4-718004:Data Server access error.

Explanation The management service could not get or set information in the data server.

Recommended Action Re-enable the management service. If this does not help, reload the node. Contact Cisco TAC if this problem persists.

Error Message SE-CMS-4-718005:Unable to find syslog fifo.

Explanation The management service could not open a named pipe to syslog.

Recommended Action Reload the node. Contact Cisco TAC if this problem persists.

Error Message SE-CMS-4-718006:I/O error while accessing syslog fifo file.

Explanation The management service could not read from the *syslog fifo* file.

Recommended Action Restart the management service. Contact Cisco TAC if this problem persists.

Error Message SE-CMS-4-718007:SE [se_id] clock is wrong or mismatch with CDM.

Explanation The SE clock is wrong or there is a mismatch with the CDM.

Recommended Action Correct the SE or CDSM clock.

Error Message SE-CMS-4-719001:Store Hook Rollback has caused an exception.

Explanation During a CMS store rollback, a store extension caused an error.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-719002:AConnection.rollback() Rollback in progress.

Explanation While processing a transaction, an error or constraint caused the transaction to be rolled back.

Recommended Action This is not an error.

Error Message SE-CMS-4-719003:AConnection processClose() caused the follow exception.

Explanation While closing the store connection, an exception was generated. See the following exception stack trace in the log.

Recommended Action This is not an error.

Error Message SE-CMS-4-719004:AConnection.transactionThread not set.

Explanation This represents the misuse of a store connection by some processing thread.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-719005:AConnection.transactionThread not set.

Explanation This represents the misuse of a store connection by some processing thread.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-719006:AConnection.transactionThread not set.

Explanation This represents the misuse of a store connection by some processing thread.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-719007:The number of references were less than the expected. [reference].

Explanation During object validation, the number of specified references was less than expected.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-719008:The following number of references were found to be invalid. [reference]

Explanation During object validation, the given number of references was found to be invalid.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-719009:The following number of references were found to be invalid. [reference]

Explanation During object validation, the given number of references was found to be invalid.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-719010:SQL error executing command[command].

Explanation An error occurred while executing an **SQL** command.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-719011:Force insert delete failed, [exception].

Explanation During an object store forced insertion command, the object deletion failed.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-719012:Exception closing reallocated connection [exception].`

Explanation While reconnecting to the database, the old connection produced an exception when closed.

Recommended Action This is a warning and should be fine if the database is able to reconnect.

Error Message `SE-CMS-4-719013:Failed to connect using connect string[connection].`

Explanation An exception occurred while connecting to the database.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-719014:Trim DELETE_SINCE log failed [sql] [exception].`

Explanation An exception occurred while trimming the number of records maintained in the deleted record log.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-719015:Factory not found for[class].`

Explanation While reporting statistics, a schema class factory was not found.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-719016:Error opening log file[filename].`

Explanation While reporting statistics, the *XML log* file could not be opened.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-719017:Error opening log file[filename]`

Explanation While reporting statistics, the *XML log* file could not be opened.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-719018:Object was found to be modified at the end of transaction, [objectId]`

Explanation At the end of processing a transaction, an object was found to still be modified.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-719019:AStore.testModified() found modified object.`
`[objectId]`

> **Explanation** At the end of processing a transaction, an object was found to still be modified.

> **Recommended Action** Contact Cisco TAC.

Error Message `SE-CMS-4-719020:SqlConnection.commit() found object in modified state.`
`[objectId]`

> **Explanation** At the end of processing a transaction, an object was found to still be modified.

> **Recommended Action** Contact Cisco TAC.

Error Message `SE-CMS-4-719021:SqlConnection.rollback() Rollback in progress...`

> **Explanation** While processing a transaction, an error or constraint caused the transaction to be rolled back.

> **Recommended Action** This is not error.

Error Message `SE-CMS-4-719022:Sql Rollback failed.`

> **Explanation** An error occurred while processing a rollback.

> **Recommended Action** Contact Cisco TAC.

Error Message `SE-CMS-4-719023:Exception closing connection [exception].`

> **Explanation** An exception occurred while closing a connection.

> **Recommended Action** Contact Cisco TAC.

Error Message `SE-CMS-4-719024:Connection reallocation failed.`

> **Explanation** An exception occurred while reallocating a connection.

> **Recommended Action** Contact Cisco TAC.

Error Message `SE-CMS-4-719025:SqlConnection.generateObjId Failed [sqlcommand].`

> **Explanation** The **SQL** command failed while generating a new unique object ID.

> **Recommended Action** Contact Cisco TAC.

Error Message `SE-CMS-4-719026:SqlConnection.generateNum Failed [sqlcommand].`

Explanation The **SQL** command failed while generating a new unique object ID.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-719027:SQL error in[sqlcommand].`

Explanation An error occurred while performing an **SQL** query.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-719028:Error writing log:[exception].`

Explanation An error occurred while attempting to write to the *database upgrade* or *downgrade* log file.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-719029:DbColumnDef.getSqlColTypeDef() - Undefined sqlType: [sqltype].`

Explanation An error occurred while attempting to calculate the type of a database column in an internal data structure.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-719030:The specified downgrade script does not support the installed database version.`

Explanation A downgrade script was invoked that does not support the currently installed database version.

Recommended Action Download and execute a downgrade script that supports the previously installed software version.

Error Message `SE-CMS-4-719031:Downgrade failed.`

Explanation An error occurred while processing a downgrade script. The system log contains additional information.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-719032:Constraint Error.`

Explanation An error occurred while processing invalid input values.

Recommended Action Make sure the input values are valid and retry.

Error Message SE-CMS-4-719033:Store Error.

Explanation An error occurred while executing a transaction with the local data store.

Recommended Action If this problem persists, do a reload on the problem device. If it is not corrected, contact Cisco TAC.

Error Message SE-CMS-4-719034:DeletedSince Id Class type not found [className].

Explanation An error occurred while initializing the log of deleted objects.

Recommended Action No action is required.

Error Message SE-CMS-4-720001:retrieveMediaFilesInChannel: null channel; using id = [id].

Explanation The delivery service assigned to the playlist does not exist anymore.

Recommended Action No action is required.

Error Message SE-CMS-4-720002:retrieveMediaFilesInChannel: null root SE; using chid = [chId].

Explanation The delivery service assigned to the playlist does not have a Root SE.

Recommended Action Assign a Root SE to the playlist and retry.

Error Message SE-CMS-4-720003:retrieveMediaFilesInChannel: null criteria.

Explanation The delivery service assigned to the playlist does not have a criteria.

Recommended Action No action is required.

Error Message SE-CMS-4-720004:No RoutingConfigs in CDM.

Explanation No RoutingConfig objects exist in the CDSM database.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-720005:Not able to get the IP Address for node [nodeId].

Explanation Unable to get the IP Address for a device or node.

Recommended Action Correct the IP Address.

Error Message `SE-CMS-4-720006:[detail of the error].`

  Explanation An error has occurred.

  Recommended Action No action is required.

Error Message `SE-CMS-4-720007:[detail of the exception].`

  Explanation An exception has occurred.

  Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-720008:Invalid parent config property record. UserSelectedId [id] should be the same as sendToNodeId [id].`

  Explanation An invalid parent configuration property record was initiated. The userSelectedId should match the sendToNodeId.

  Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-721001:[error message].`

  Explanation An illegal argument exception has occurred.

  Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-721002:RMI connection failure:Rebinding.`

  Explanation Cannot bound to RMI and is retrying.

  Recommended Action Contact Cisco TAC if this problem persists.

Error Message `SE-CMS-4-721003:[path] is not specified in bypass set or serviceRightsMap.`

  Explanation Cannot find mapping to service right map.

  Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-721004:Error during system initialization on attempt [n] of [m].`

  Explanation An error occurred during system initialization.

  Recommended Action Contact Cisco TAC if this problem persists.

Error Message SE-CMS-4-721005:

Explanation An internal thread locking check failed, but the system was able to recover by releasing the lock.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-722001:Error creating the parser.

Explanation Unable to create the parser when executing an API.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-722002:bean lost from session, recreating. This should happen only if the session was lost somehow, or user opened multiple browsers using the same session.

Explanation This error should happen only if the session data was somehow lost, or you opened multiple browsers using the same session.

Recommended Action Close all browser windows accessing the CDSM GUI, open a new browser window, and keep only one browser window open with the CDSM GUI.

Error Message SE-CMS-4-722003:[detail of exception].

Explanation An exception has occurred.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-722004:[detail of error].

Explanation An error has occurred.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-722005:Cannot receive writer.

Explanation Cannot receive writer when executing the API.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-722006:API servlet sendError() received null response.

Explanation An error occured while running the API.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-722007:Caught exception when APIs send an error [exception].`

Explanation An error occured while running the API.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-722008:[pageName] caught [exception].`

Explanation An error has occurred.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-722009:RMI error communicating with CDM: Rebinding.`

Explanation The GUI cannot connect to the CDM.

Recommended Action Make sure the CMS process is running before accessing GUI.

Error Message `SE-CMS-4-722010:System command timeout error.`

Explanation Received a timeout when executing a system command.

Recommended Action Make sure there is no network problem and retry the command. If this problem persists, reload on the problem device. If it is not corrected, contact Cisco TAC.

Error Message `SE-CMS-4-723001:[detail of the exception].`

Explanation An exception has occurred.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-723002:Illegal NumberFormatException found for property [key] = [value], defaulting to [default].`

Explanation The input is not a valid number.

Recommended Action No action is required.

Error Message `SE-CMS-4-723003:Invalid value for boolean property [key] = [value].`

Explanation The input is not a valid boolean.

Recommended Action No action is required.

Error Message `SE-CMS-4-723004:IP_SOURCE_ADDR does not resolve to an IP address.`

Explanation An invalid IP address is used.

Recommended Action Correct the IP address.

Error Message SE-CMS-4-723005:Missing environment variable CISCO_HOME.

Explanation An environment variable is not set up correctly.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-723006:Missing environment variable NODE_TYPE.

Explanation An environment variable is not set up correctly.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-723007:[command] passed timeout of [# of seconds], killing.

Explanation Cannot execute the command within the allotted timeout period.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message SE-CMS-4-723008:Exited badly [command] [exit value].

Explanation The command is not executed correctly.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-723009:Unable to read seed from [random File] more than [# of bytes] bytes.

Explanation Received an error getting a seed for random numbers.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message SE-CMS-4-723010:[details of the SAX exception].

Explanation An SAX exception occurred.

Recommended Action Contact Cisco TAC.

Error Message SE-CMS-4-723011:Monitoring API Error.

Explanation An error occurred when providing monitoring statistics.

Recommended Action Make sure the parameters to get monitoring statistics are correct and retry. If this problem persists, reload the problem device.

Error Message `SE-CMS-4-723012:Releasing [read or write] lock for thread [thread].`

Explanation An internal thread locking check failed, but the system was able to recover by releasing the lock.

Recommended Action Contact Cisco TAC if you observe anomalous system behavior.

Error Message `SE-CMS-4-725001:Showing running config returns an error.`

Explanation The **showing running config** command returns an error when doing LCM.

Recommended Action Contact Cisco TAC.

Error Message `SE-CMS-4-725002:LCM Error.`

Explanation An error occurred while processing local configuration changes on the device.

Recommended Action Make sure the settings are valid and retry. If this problem persists, reload the problem device. If the problem is not corrected, contact Cisco TAC.

COMMONEDM Messages

Error Message `SE-COMMONEDM-4-185000:[register_verifier/unregister_verifier]: ver [reg/unreg] err (ret = [error number]).`

Explanation The common Extended Data Manager (EDM) could not register its verifier with the data server.

Recommended Action Contact Cisco TAC if this message appears frequently.

Error Message `SE-COMMONEDM-4-185001:[register_notifier/unregister_notifier]: [reg/unreg] err (ret = [error number]).`

Explanation The common EDM could not register its notifier with the data server.

Recommended Action Contact Cisco TAC if this message appears frequently.

Error Message `SE-COMMONEDM-4-185002:get verification info err (ret=[error number]).`

Explanation The common EDM could not get information from the data server in the verifier.

Recommended Action Contact Cisco TAC if this message appears frequently.

Error Message `SE-COMMONEDM-4-185003:get notification info err (ret=[error number]).`

Explanation The common EDM could not get information from the data server in the notifier.

Recommended Action Contact Cisco TAC if this message appears frequently.

Error Message `SE-COMMONEDM-4-185004:could not create /tmp/syslogd_cw2kmode (ret =` `[errorcode], [description]).`

    Explanation The common EDM could not create the specified flag file. The CiscoWorks 2000 mode of syslogd remains unchanged.

    Recommended Action Try to enable and disable CiscoWorks 2000 mode again. Contact Cisco TAC if this problem persists.

Error Message `SE-COMMONEDM-4-185006:could not open /tmp/syslogd_cw2k_timezone for` `writing (ret=[errorcode], [description]).`

    Explanation The common EDM could not open the time zone information file. The time zone information used by syslogd remains unchanged.

    Recommended Action Try to change the time zone information again. Contact Cisco TAC if this problem persists.

Error Message `SE-COMMONEDM-4-185007:could not write to /tmp/syslogd_cw2k_timezone.`

    Explanation The common EDM could not write to the time zone information file. The time zone information used by syslogd remains unchanged.

    Recommended Action Try to change the time zone information again. Contact Cisco TAC if this problem persists.

DHCP Messages

Error Message `SE-DHCP-5-191010:Default dhcp interface is already configured.` `Skipping dhcp configuration.`

    Explanation The system found that the interface on which DHCP should be enabled by default has already been configured, and skipped enabling DHCP.

    Recommended Action No action is required.

Error Message `SE-DHCP-3-191011:Failed to get default dhcp interface.`

    Explanation The system by default enables DHCP on the first interface and the software failed to get the first interface on the system.

    Recommended Action Reboot the system. Contact Cisco TAC if this problem persists.

Error Message `SE-DHCP-5-191012:DHCP enabled on the default interface.`

    Explanation The system successfully enabled DHCP on the first interface of the system.

    Recommended Action No action is required.

Error Message `SE-DHCP-3-191013:Failed to enable DHCP on the default interface (num,num).`

Explanation The system failed while trying to enable DHCP on the first interface.

Recommended Action Check if the cable is connected and a DHCP server is available on the network. Contact Cisco TAC if this problem persists.

DISK Messages

Error Message `SE-DISK-1-200001:disk_check_io(): fork failed (<error>).`

Explanation Fork failed. The system is unstable.

Recommended Action Reload. Contact Cisco TAC if this problem persists.

Error Message `SE-DISK-2-200002:disk_check_io(<device>): open (<error>).`

Explanation Possible bad disk.

Recommended Action Execute the **show disks details** command to determine which disk is bad, and replace the bad disk.

Error Message `SE-DISK-2-200003:disk_check_io(<device>): lseek (<error>).`

Explanation Possible bad disk.

Recommended Action Execute the **show disks details** command to determine which disk is bad, and replace the bad disk.

Error Message `SE-DISK-2-200004:disk_check_io(<device>): read (<error>).`

Explanation Possible bad disk.

Recommended Action Execute the **show disks details** command to determine which disk is bad and replace the bad disk.

Error Message `SE-DISK-2-200005:disk_check_io(<device>): bad disk.`

Explanation Possible bad disk.

Recommended Action Execute the **show disks details** command to determine which disk is bad and replace the bad disk.

Error Message SE-DISK-2-200006:disk_check_io(<device>): waitpid (<error>).

Explanation Possible bad disk. The disk operation hangs.

Recommended Action Execute the **show disks details** command to determine which disk is bad and replace the bad disk.

Error Message SE-DISK-6-200007:[Debug message].

Explanation This is a debug message.

Recommended Action No action is required.

Error Message SE-DISK-2-200008:<diskname> is bad. Check cable or replace it.

Explanation Possible bad disk.

Recommended Action Replace the bad disk and re-install the software if the bad disk is *disk00*.

Error Message SE-DISK-2-200009:read signature: open device failed: <device> <error>.

Explanation Possible bad disk.

Recommended Action Execute the **show disks details** command to determine which disk is bad and replace the bad disk. Re-install the software if the bad disk is *disk00*.

Error Message SE-DISK-2-200010:read signature: seek device failed: <device> <error>.

Explanation Possible bad disk.

Recommended Action Execute the **show disks details** command to determine which disk is bad and replace the bad disk. Re-install the software if the bad disk is *disk00*.

Error Message SE-DISK-2-200011:read signature: read device failed: <device> <error>.

Explanation Possible bad disk.

Recommended Action Execute the **show disks details** command to determine which disk is bad and replace the bad disk. Re-install the software if the bad disk is *disk00*.

Error Message SE-DISK-2-200012:write signature: open device failed: <device> <error>.

Explanation Possible bad disk.

Recommended Action Execute the **show disks details** command to determine which disk is bad and replace the bad disk. Re-install the software if the bad disk is *disk00*.

Error Message `SE-DISK-2-200013:write signature: seek device failed: <device>`
`<error>`.

Explanation Possible bad disk.

Recommended Action Execute the **show disks details** command to determine which disk is bad and
replace the bad disk. Re-install the software if the bad disk is *disk00*.

Error Message `SE-DISK-2-200014:write signature: write device failed: <device>`
`<error>`.

Explanation Possible bad disk.

Recommended Action Execute the **show disks details** command to determine which disk is bad and
replace the bad disk. Re-install the software if the bad disk is *disk00*.

Error Message `SE-DISK-0-200015:First disk %s has problems. You need to check cable`
`or replace it, then run "disk recover" command from CLI and re-install software.`

Explanation Possible bad *disk00*.

Recommended Action Replace *disk00*. Execute the **disk recover** command and re-install the software.

Error Message `SE-DISK-4-200016:diskman: allocation data corrupted <magic> <version>`
`< magic2>`.

Explanation Allocation data created by the **disk configure** command is corrupted.

Recommended Action Execute the **disk configure** command again. Contact Cisco TAC if this
problem persists.

Error Message `SE-DISK-3-200017:diskman: physical disk setup appears to have changed`
`effecting 'disk config' changes.`

Explanation Allocation data created by the **disk configure** command is not used because the disk
setup has changed.

Recommended Action Execute the **disk configure** command again.

Error Message `SE-DISK-2-200018:cannot create log directory <dir>: <error>.`

Explanation Cannot create the necessary directory.

Recommended Action Contact Cisco TAC.

Error Message `SE-DISK-2-200019:cannot create log export directory <dir>: <error>.`

Explanation Cannot create the necessary directory.

Recommended Action Contact Cisco TAC.

Error Message `SE-DISK-2-200020:cannot symlink from <dir> to <dir>: <error>.`

Explanation Cannot symlink from one directory to another.

Recommended Action Contact Cisco TAC.

Error Message `SE-DISK-2-200021:cannot create crash directory <dir>: <error>.`

Explanation Cannot create the necessary directory.

Recommended Action Contact Cisco TAC.

Error Message `SE-DISK-0-200024:First disk not in standard configuration. Run 'disk recover' command and re-install software.`

Explanation The first disk does not have the correct partition configuration.

Recommended Action Execute the **disk recover** command and re-install the software.

Error Message `SE-DISK-4-200025:diskXX is too small <size>MB (<size>MB is needed).`

Explanation The specified disk is smaller than 2 GB. This is usually because the fiber channel configuration is not set correctly.

Recommended Action Replace with a Cisco disk if it is a direct attached disk and not a Cisco disk. Reconfigure the fiber channel with a size greater than 2 GB if it is an FC disk.

Error Message `SE-DISK-5-200026: ' Disk configure' command has been [issued|canceled].`

Explanation The **disk configuration** command has been issued or canceled. This message is informational only.

Recommended Action No action is required.

Error Message `SE-DISK-2-200031:There appear to be no SYSFS file system(s) present on this system. Software requires SYSFS for transaction logging and certain other features, and also for logging of internal status information. use "disk configure" or, if applicable, use the CDSM GUI to configure SYSFS disk space for this system.`

Explanation See the error message.

Recommended Action Execute the **disk configure** command.

Error Message `SE-DISK-0-200032:First disk <name> is marked as bad.`

Explanation The first disk drive (usually *disk00*) has been marked as bad and is not used by the software. The device loses most of its functionality without the first disk drive.

Recommended Action Execute the **disk mark** command to bring disk drive online if there is no hardware error. See error message 200015 if there is a hardware problem.

Error Message `SE-DISK-2-200033:<text>.`

Explanation Something unexpected happened.

Recommended Action No action is required. If the system is behaving improperly, contact Cisco TAC.

Error Message `SE-DISK-3-200034:<text>.`

Explanation An unexpected memory allocation error occurred.

Recommended Action If the system behavior is not as expected or is deficient, contact Cisco TAC.

Error Message `SE-DISK-2-200037:fopen (<file_name>): <error>.`

Explanation The system failed to open one of the critical files that maintains disk quota information for some applications.

Recommended Action Reload the system. Contact Cisco TAC if this problem persists.

Error Message `SE-DISK-3-200038:assign_fs_space(): internal error, static_mediafs is set, should not be called.`

Explanation A part of the code that should get called only when MEDIAFS is configured to use unused CDNFS space got invoked even in the case where space for MEDIAFS is allocated statically.

Recommended Action Reload the system. Contact Cisco TAC if this problem persists.

Error Message `SE-DISK-2-200039:fopen (/etc/fsinfo.new): <error>, rename(/etc/fsinfo.new, /etc/fsinfo): <error>, cannot create /etc/fsinfo.new: <error>.`

Explanation The system failed to open one of the critical files that maintains file system space allocation information.

Recommended Action Reload the system. Contact Cisco TAC if this problem persists.

Error Message `SE-DISK-2-200040:handle_unuse_file system: fork(): <error>.`

Explanation The system failed to fork a process that stops applications from using a specified file system.

Recommended Action Reload the system. Contact Cisco TAC if this problem persists.

Error Message `SE-DISK-2-200041:file system_server: fs_svr_init() failed.`

Explanation A critical system program failed to initialize.

Recommended Action Reload the system. Contact Cisco TAC if this problem persists.

Error Message `SE-DISK-2-200042:statfs('<path>'): <error>.`

Explanation The system failed to retrieve the size of the specified file.

Recommended Action Reload the system. Contact Cisco TAC if this problem persists.

Error Message `SE-DISK-3-200043:ver_channel_quota.c:verify: v->new_len = <num>,`
`expected <num>.`

Explanation An internal variable size check failed.

Recommended Action Reload the system. Contact Cisco TAC if this problem persists.

Error Message `SE-DISK-3-200044:ver_channel_quota.c:verify: fsc setquotasum <num>`
`returned <num>.`

Explanation The system failed to adjust the file system allocation based on the channel quota or subscription change.

Recommended Action Reload the system. Contact Cisco TAC if this problem persists.

DIST Messages

Error Message `SE-DIST-2-210000:metadata sender failed in database operations:`
`[failure description].`

Explanation A critical database error occurred in metadata sender operations.

Recommended Action Typically, the metadata sender service restarts automatically. If this error persists, reload the device. Contact Cisco TAC if this problem persists.

Error Message `SE-DIST-2-210001:metadata sender failed in delivery service table`
`operations:[failure description].`

Explanation A critical error occurred in metadata sender operations on the delivery service table.

Recommended Action Typically, the metadata sender service restarts automatically. Collect the technical support information and contact Cisco TAC.

Error Message `SE-DIST-2-210002:metadata sender failed in system calls:[failure`
`description]`.

Explanation A critical error occurred when the metadata sender makes systems calls (such as select).

Recommended Action Typically, the metadata sender service restarts automatically. Collect the technical support information and contact Cisco TAC.

Error Message `SE-DIST-2-210003:metadata sender failed in initialization`.

Explanation A critical error occurred in metadata sender initialization.

Recommended Action Typically, the metadata sender service restarts automatically. Collect the technical support information and contact Cisco TAC.

Error Message `SE-DIST-2-211000:metadata receiver failed in database`
`operations:[failure description]`.

Explanation A critical database error occurred in metadata sender operations.

Recommended Action Typically, the metadata receiver service restarts automatically. If this error persists, reload the device. Contact Cisco TAC if this problem persists.

Error Message `SE-DIST-2-211001:metadata receiver failed in uns operations: [failure`
`description]`.

Explanation A critical UNS error occurred in the metadata receiver operations.

Recommended Action Typically, the metadata receiver service restarts automatically. Collect the technical support information and contact Cisco TAC.

Error Message `SE-DIST-2-211002:metadata receiver failed in system calls: [failure`
`description]`.

Explanation A critical system call error occurred in metadata receiver operations.

Recommended Action Typically, the metadata receiver service restarts automatically. Collect the technical support information and contact Cisco TAC.

Error Message `SE-DIST-2-211003:metadata receiver failed in initialization: [failure`
`description]`.

Explanation A critical error occurred in meta sender starting phase.

Recommended Action Typically, the meta receiver service restarts automatically. Collect the technical support information and contact Cisco TAC.

Error Message SE-DIST-2-211004:metadata receiver full reload failed: error[error_no] delivery_service_id[delivery_service_id] | root_se_id[root_se_id] root_se_uid[root_se_uid].

Explanation The metadata receiver failed to do a full reload of the specified delivery service from the root SE.

Recommended Action Typically, the metadata receiver service restarts automatically. Collect the technical support information and contact Cisco TAC.

Error Message SE-DIST-2-211005:metadata receiver saw inconsistent gen id in replication [req/claimed/max gen ids].

Explanation The metadata receiver saw inconsistent generation IDs during metadata replication.

Recommended Action Typically, the metadata receiver service restarts automatically. Collect the technical support information and contact Cisco TAC.

Error Message SE-DIST-2-211006:metadata receiver failed since Synch job queue has more than [num] jobs.

Explanation The metadata receiver failed due to a large number of jobs in the sync queue.

Recommended Action Typically, the metadata receiver service restarts automatically. Collect the technical support information and contact Cisco TAC.

Error Message SE-DIST-2-212000:unicast sender failed in database operations: [failure description].

Explanation The unicast data sender service encountered a critical database error.

Recommended Action Execute the **cms database maintenance** command. If this error persists, reload the device. Contact Cisco TAC if this problem persists.

Error Message SE-DIST-2-212001:unicast sender failed in semaphore operations: [failure description].

Explanation The unicast data sender service encountered a critical error in semaphore/mutex deployment for its internal data structure.

Recommended Action Execute the **acquisition-distribution stop** and **acquisition-distribution start** commands and check the *syslog* files. Try to correct any reported problems. Contact Cisco TAC if this problem persists.

Error Message SE-DIST-2-212002:unicast sender failed in uns operations: [failure description].

Explanation The unicast data sender service encountered a critical error in UNS operations.

Recommended Action Execute the **cdnfs cleanup start** command. Contact Cisco TAC if this problem persists.

Error Message `SE-DIST-2-212003:unicast sender failed in bandwidth operations [failure description].`

    Explanation The unicast data sender service encountered a critical error in bandwidth control.

    Recommended Action Contact Cisco TAC.

Error Message `SE-DIST-2-212004:unicast sender failed in apache operations: [failure description].`

    Explanation The unicast data sender service encountered a critical error in the HTTP server library.

    Recommended Action Execute the **acquisition-distribution stop** and **acquisition-distribution start** commands and check the syslog files. Try to correct any reported problems. Contact Cisco TAC if this problem persists.

Error Message `SE-DIST-2-213000:unicast receiver failed in database operations [failure description].`

    Explanation The unicast data receiver service encountered a critical error in database operations.

    Recommended Action Execute the **cms database maintenance** command. If this error persists, reload the device. Contact Cisco TAC if this problem persists.

Error Message `SE-DIST-2-213001:unicast receiver failed in [uns/cal] operations: [failure description].`

    Explanation The unicast data receiver service encountered a critical error in UNS operations.

    Recommended Action Execute the **cdnfs cleanup start** command. Contact Cisco TAC if this problem persists.

Error Message `SE-DIST-2-213002:unicast receiver failed in system calls: [failure description].`

    Explanation The unicast data receiver service encountered a critical error in system calls.

    Recommended Action Execute the **acquisition-distribution stop** and **acquisition-distribution start** commands and check the syslog files. Try to correct any reported problems. Contact Cisco TAC if this problem persists.

Error Message `SE-DIST-2-213003:unicast receiver failed in bandwidth control: [failure description].`

    Explanation The unicast data receiver service encountered a critical error in bandwidth control.

    Recommended Action Execute the **acquisition-distribution stop** and **acquisition-distribution start** commands and check the syslog files. Try to correct any reported problems. Contact Cisco TAC if this problem persists.

Error Message SE-DIST-2-213004:unicast receiver failed in HT operations: [failure description].

Explanation The unicast data receiver service encountered a critical error in the HTTP client library.

Recommended Action Execute the **acquisition-distribution stop** and **acquisition-distribution start** commands and check the syslog files. Try to correct any reported problems. Contact Cisco TAC if this problem persists.

Error Message SE-DIST-2-213005:multicast receiver lose multicast connectivity: [failure description].

Explanation The multicast receiver does not receive advertisements or heartbeats for more than 30 minutes, which disables NACK to the multicast sender. The cause is most likely a multicast networking problem between the sender and receiver.

Recommended Action Execute the **multicast connectivity-test** command to verify multicast connectivity loss and then fix the multicast networking problem for the receiver SE.

Error Message SE-DIST-4-214001:Home SE is multicast sender for include multicast cloud. Application error OR Topology error. Delivery Service ID [id] error.

Explanation The delivery SR detected the multicast sender for the receive multicast cloud is the home SE itself.

Recommended Action The system should recover from this transient error automatically. Contact Cisco TAC if this error persists or occurs frequently.

Error Message SE-DIST-2-215000:multicast sender failed in database operations: [failure description].

Explanation The multicast file sender service encountered a critical database error.

Recommended Action Execute the **cms database maintenance** command. If this error persists, reload the device. Contact Cisco TAC if this problem persists.

Error Message SE-DIST-2-215001:multicast sender plug-in failed in database operations [failure description].

Explanation The multicast file sender daemon service encountered a critical database error.

Recommended Action Execute the **cms database maintenance** command. If this error persists, reload the device. Contact Cisco TAC if this problem persists.

Error Message SE-DIST-2-215002: multicast sender failed in rpc operations[failure description].

Explanation The multicast file sender service failed to create the RPC server. It is possible that the port the RPC server wants to listen on is being used by other services.

Recommended Action Reload the device. Contact Cisco TAC if this problem persists.

Error Message `SE-DIST-2-215003: multicast_file_sender failover/fallback service:`
`[msg description].`

Explanation   This message contains significant information from the file sender failover and fallback service. This class includes informational messages, such as change of a sender state (backup sender becomes active) and error messages.

Recommended Action   In case of an error condition, check if the network connectivity between the primary and backup senders is working and check if the sender service on the primary and backup sender SEs is running well. If the sender service is not running, verify that multicast is enabled on the sender SE. If there is no network connectivity problem and the sender services are running well on both sender SEs, contact Cisco TAC.

Error Message `SE-DIST-2-215004:Multicast sender cannot send file in the delivery`
`service since the maximum carousel is reached: [failure description].`

Explanation   The multicast sender cannot send files in the delivery service because the maximum carousel is reached.

Recommended Action   Increase the maximum carousel of the multicast cloud that is associated with the delivery service.

Error Message `SE-DIST-2-216000:multicast receiver failed in database operations`
`[failure description].`

Explanation   The multicast file receiver service encountered a critical database error.

Recommended Action   Execute the **cms database maintenance** command. If this error persists, reload the device. Contact Cisco TAC if this problem persists.

Error Message `SE-DIST-2-216001:multicast receiver plug-in failed in database`
`operations [failure description].`

Explanation   The multicast file receiver daemon service encountered a critical database error.

Recommended Action   Execute the **cms database maintenance** command. If this error persists, reload the device. Contact Cisco TAC if this problem persists.

Error Message `SE-DIST-2-216002: multicast receiver failed in rpc operations [failure`
`description].`

Explanation   The multicast file receiver service failed to create the RPC server. It is possible that the port the RPC server wants to listen on is being used by other services.

Recommended Action   Reload the device. Contact Cisco TAC if this problem persists.

Recommended Action

Error Message SE-DIST-2-216004:McastReceiver has high loss rate.

Explanation The multicast file receiver has a high loss rate and it might not be getting all the contents from the multicast file sender. This might be a result of a network problem.

Recommended Action If there is a network-related problem, rectify it. Contact Cisco TAC if this problem persists.

DS Messages

Error Message SE-DS-3-230300:Unexpected msg type, ds client and server out of sync: [description].

Explanation The data server client sees an unexpected message type in response from the data server. This means the communication between the data server and the client is out of sync.

Recommended Action The client process should recover. If it does not, restart the system.

Error Message SE-DS-3-230301:Client read error: [description].

Explanation The client side gets a read error when reading from the data server.

Recommended Action The client recovers. If it cannot recover, there might be a problem with the data server. Restart the system.

Error Message SE-DS-3-230302:Invalid response header from data server: [description].

Explanation The client gets an invalid response header from the data server. This means the communication between the data server and the client is out of sync or the data server is running in an abnormal state.

Recommended Action The client process should recover. If it cannot recover, restart the system.

Error Message SE-DS-3-230303:Client timed out on read: [description].

Explanation The client timed out while reading from the data server.

Recommended Action If this message persists, then the data server is having a problem. Collect the system state information and contact Cisco TAC.

Error Message SE-DS-5-230500:remaining time is 0: [description].

Explanation Calc_remaining_time sees a timeout and returns to 0.

Recommended Action If this message persists, then there is something wrong with the data server. Restart the system.

Error Message `SE-DS-2-231200:SYSFS is not mounted. Will not be able to dump stack trace to disk.`

Explanation Detected **no sysfs mounted** and cannot dump stack trace.

Recommended Action Verify SYSFS has been configured. If not, configure SYSFS and restart the system.

Error Message `SE-DS-2-231203:Data Server has too many open connections (<number>).`

Explanation The data server has too many open connections.

Recommended Action Contact Cisco TAC immediately.

Error Message `SE-DS-3-231300:Failed to send verification msg.`

Explanation Failed to send message to verifier through vensock (the special socket used by the data server for the verifier or notifier or EDM).

Recommended Action If this message persists, restart the system.

Error Message `SE-DS-3-231301:DS svr failed to set signal handler for SIGPIPE to SIG_IGN.`

Explanation The data server failed to set the signal handler for SIGPIPE to SIG_IGN.

Recommended Action No action is required.

Error Message `SE-DS-2-232200:malloc returned NULL [errorno] in ds_malloc.`

Explanation Failure in malloc, which might indicate a memory problem.

Recommended Action Contact Cisco TAC.

Error Message `SE-DS-3-232300:connect error: [description].`

Explanation The device failed to establish a connection.

Recommended Action Restart the system.

Error Message `SE-DS-3-232301:select error: [description].`

Explanation This is a select return error.

Recommended Action No action is required.

Error Message `SE-DS-3-232302:getsockopt error [description].`

Explanation This is a getsockopt return error.

Recommended Action No action is required.

Error Message `SE-DS-3-232303:write error.`

Explanation This is a write return error.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message `SE-DS-3-232304:read error.`

Explanation This is a read return error.

Recommended Action Contact Cisco TAC if this problem persists.

FFS Messages

Error Message `SE-FFS-5-660001:process info: ffs_dumper()process_id.`

Explanation Dumper process ID and pthreadID.

Recommended Action No action is required.

FMS Messages

Error Message `SE-FMS-6-801090:FMS edge process memory usage is high for [num] sec.`

Explanation The memory occupied by the process FMS edge is very high.

Recommended Action Observe for some time as the process may restart. Contact Cisco TAC.

Error Message `SE-FMS-4-801091:FMS max connections are exceeded.`

Explanation The FMS has reached the limit of the maximum number of concurrent sessions allowed on the system. The maximum number of allowed connections can be displayed by executing the **show flash-media-streaming** command.

Recommended Action Reduce the number of connections to allow requests. If you need more connections, contact Cisco TAC to purchase a new license.

Error Message `SE-FMS-4-801092:FMS allowed bandwidth is exceeded.`

Explanation The FMS has reached the maximum bandwidth allowed limit on the system. The maximum bandwidth allowed can be displayed by executing the **show flash-media-streaming** command.

Recommended Action Reduce number of connections so that bandwidth is available. If you need more bandwidth, contact Cisco TAC to purchase a new license.

Error Message `SE-FMS-4-801094:[error message].`

Explanation An FMS error message.

Recommended Action No action is required.

Error Message `SE-FMS-3-801095:[FMS Wholesale license expiring soon].`

Explanation The FMS wholesale license is expiring in the time indicated in the message.

Recommended Action If the license is expiring soon, contact Cisco TAC to purchase a new license.

Recommended Action

HTTP Messages

Error Message `SE-HTTP-3/5-270000:Proxy failover service failed in ds ops: [failure description].`

Explanation The outgoing proxy service fails in data server operations.

Recommended Action If this message occurs occasionally, ignore it because either the service itself will retry a few times or eventually the node manager restarts the service. Contact Cisco TAC if this message appears frequently.

Error Message `SE-HTTP-3-270001:Proxy failover service failed in sys calls: [failure description].`

Explanation The outgoing proxy service fails in system calls (such as select).

Recommended Action If this message occurs occasionally, ignore it because the node manager restarts the service (and therefore retries the system calls). Contact Cisco TAC if this message appears frequently.

Error Message `SE-HTTP-3-270002:Outgoing Proxy monitor failure: [description].`

Explanation The outgoing proxy service fails because of a timeout in system calls (such as select).

Recommended Action If this message occurs occasionally, ignore it. If this message appears frequently, contact Cisco TAC.

Error Message `SE-HTTP-4-270011:Warning message about memory allocation failure.`

Explanation Failed to allocate memory for saving the Camiant request ID.

Recommended Action This is an internal error. A request continues without using guaranteed bandwidth. If this error occurs frequently, collect the technical support information and contact Cisco TAC.

Error Message `SE-HTTP-4-270012:Unable to identify device personality.`

Explanation Failed to identify if the device is an SR.

Recommended Action This is an internal error and the request is ignored. If this error occurs frequently, collect the technical support information and contact Cisco TAC.

Error Message `SE-HTTP-6-270013:Request redirected to [location].`

Explanation The request was redirected to the URL mentioned.

Recommended Action No action is required.

Error Message `SE-HTTP-3-270014:Warning message about Content request support.`

Explanation The scheme present in the request is not supported.

Recommended Action The request is ignored. If this error occurs frequently, collect the technical support information and contact Cisco TAC.

ICAP Messages

Error Message `SE-ICAP-3-690100: [Procedure]: Unable to [operate] to ICAP server error [failure description].`

Explanation Some errors have occurred during the RPC communication between the cache process and the ICAP daemon. The [failure description] provides the actual error.

Recommended Action Retain a copy of the cache errorlog that covers the time frame the syslog message is seen. Contact Cisco TAC if this problem persists.

Error Message `SE-ICAP-3-690130:<debug message>.`

Explanation These are debug messages from ICAP.

Recommended Action No action is required.

LIBCMN Messages

Error Message `SE-LIBCMN-5-520001:Errorlog - messed up file name: <file name>.`

Explanation The *errorlog* file naming code has done something wrong.

Recommended Action Delete all the files in the */localX/errorlog* directory.

Error Message `SE-LIBCMN-3-520002:Errorlog directory can't be created/accessed, errno = <number>.`

Explanation The *errorlog* module has failed to create or access the directory where it places all the log messages.

Recommended Action Contact Cisco TAC.

Error Message `SE-LIBCMN-2-520004:platform.c:platform_internal_type: can't figure out model from /etc/MODEL.`

Explanation The SE failed to recognize the system cookie.

Recommended Action Contact Cisco TAC.

Error Message `SE-LIBCMN-3-520005:The standby group <group no> could not be brought down ([dev_name]).`

Explanation The interface that just failed could not be brought down.

Recommended Action Contact Cisco TAC.

Error Message `SE-LIBCMN-3-520006:Error while removing arp entries <error>.`

Explanation The SE could not remove the ARP entries associated with the failed interface.

Recommended Action The stale ARP entries are eventually timed out, and fresh ones are cached. If this happens every time a failover happens, contact Cisco TAC.

Error Message `SE-LIBCMN-6-520007:Could not reach the default gateway on <interface>.`

Explanation The SE could not reach the configured default gateway through <interface>. This is an informational message.

Recommended Action No action is required.

Error Message `SE-LIBCMN-6-520008:Standby interface <interface> of group <group no> could not be brought up!`

Explanation Seeing more than the allowed number of errors, the SE could not bring up the <interface> while searching for a usable interface. This is an informational message.

Recommended Action No action is required.

Error Message `SE-LIBCMN-5-520009:Standby group <group no> is up on interface <interface>.`

Explanation The SE found the <interface> to be usable and brought up the standby group on this interface.

Recommended Action No action is required.

Error Message `SE-LIBCMN-5-520010:No interface of the standby group <group no> are usable.`

Explanation The SE could not find any usable interfaces in the standby group.

Recommended Action Check if any of the member interfaces of the standby are up. If not, check for cabling, SE interface configuration, and switch configuration. If yes, the standby feature has a problem. Contact Cisco TAC.

Error Message `SE-LIBCMN-3-520011:Error while trying to reach the gateway <error>.`

Explanation The SE encountered a problem while trying to reach the gateway.

Recommended Action Contact Cisco TAC.

Error Message `SE-LIBCMN-3-520012:Error opening socket for checking link status <error>.`

Explanation The SE encountered a problem while trying to check the interface link status.

Recommended Action Contact Cisco TAC.

Error Message `SE-LIBCMN-3-520013:Route <net_ip> <netmask> <gateway> could not be [removed/added].`

Explanation The SE encountered a problem while trying to add or remove the static IP routes after a failover link status.

Recommended Action Contact Cisco TAC.

Error Message `SE-LIBCMN-5-520014:Could not load kernel module [module name].`

Explanation The specified kernel module could not be loaded. This error was most likely invoked as part of a command.

Recommended Action Enter the command again. If this problem persists after a reload, contact Cisco TAC.

Error Message `SE-LIBCMN-5-520015:Could not unload kernel module [module name].`

Explanation The specified kernel module could not be unloaded. This error was most likely invoked as part of a command.

Recommended Action Enter the command again. If this problem persists after a reload, contact Cisco TAC.

Error Message `SE-LIBCMN-5-520016:Could not read proc interface for smbios.`

Explanation The proc interface to smbios could not be read. This error was most likely invoked as part of a command.

Recommended Action Enter the command again. If this problem persists after a reload, contact Cisco TAC.

Error Message `SE-LIBCMN-5-520019:Could not read proc interface for TVOut pci information.`

Explanation The proc interface used to access TV-out PCI information could not be read. This error was most likely invoked as part of a command.

Recommended Action Enter the command again. If this problem persists after a reload, contact Cisco TAC.

Error Message `SE-LIBCMN-7-520020:[Procedure]: system() return value :[errorno].`

Explanation The system returned a value greater than 255.

Recommended Action No action is required.

Error Message `SE-LIBCMN-2-520021:uudecode_binary(): malloc error for out buffer,` `return NULL.`

Explanation   The SE failed to obtain memory required to perform a uudecode.

Recommended Action   If this problem persists after a reload, contact Cisco TAC.

Error Message `SE-LIBCMN-3-520022:fork_and_detach: [operation] failure: [error` `info].`

Explanation   The specified operation failed due to the error information specified. This is most likely a resource issue.

Recommended Action   If this problem persists after a reload, contact Cisco TAC.

Error Message `SE-LIBCMN-3-520023:get_ext_ip: Got NULL pointer from data server,` `item_name= [object name].`

Explanation   The specified object could not be retrieved from the data server. These operations are usually performed as part of a command.

Recommended Action   Enter the command again. If this problem persists after a reload, contact Cisco TAC.

Error Message `SE-LIBCMN-7-520024:<debug_print message>.`

Explanation   This is a debug message.

Recommended Action   No action is required.

Error Message `SE-LIBCMN-3-520025:validate_url_signature: <message describing` `error>.`

Explanation   This error occurred while validating the URL signature so the request for this URL failed.

Recommended Action   No action is required.

Error Message `SE-LIBCMN-6-520026:[Procedure]: <informational message>.`

Explanation   This is an informational message indicating that the URL signature was successfully validated.

Recommended Action   No action is required.

Error Message `SE-LIBCMN-6-520027:Standby interface (<interface>) of group <group no>`
`has either link down or is seeing more than the allowed number of errors.`

Explanation The SE could not bring up *interface* while searching for a usable interface. This is an informational message.

Recommended Action No action is required.

Error Message `SE-LIBCMN-6-520028:Loopback interface <interface> could not be brought`
`[up/down]!`

Explanation The SE could not bring up *interface* while searching for a usable interface. This is an informational message.

Recommended Action No action is required.

Error Message `SE-LIBCMN-6-520029:SIOCDEVPRIVATE on <interface> failed while checking`
`status <error>.`

Explanation The SE encountered a problem while trying to check the interface link status.

Recommended Action Contact Cisco TAC.

LOGGING Messages

Error Message `SE-LOGGING-2-580003:table pointer NULL. Module: <module>.`

Explanation The module does not have access to a critical shared memory area.

Recommended Action Contact Cisco TAC.

Error Message `SE-LOGGING-1-580005:Sysfs space dangerously low. Either remove some`
`files on the SYSFS manually, or increase the SYSFS space.`

Explanation SYSFS is necessary for various critical functions of the system, and the system has found that the free space on the SYSFS is very low.

Recommended Action Either remove some files on the SYSFS manually to make some free space available, or consider increasing the size of the SYSFS.

Error Message `SE-LOGGING-1-580006:Kernel crash dumps were found. Immediate attention`
`required.`

Explanation Kernel crashes happened on this system earlier.

Recommended Action Contact Cisco TAC.

MS Messages

Error Message `SE-MS-2-632000:[Procedure] - System call error:<systemcall name> <err msg>.`

Explanation The system call failed. The system might be in an unstable state.

Recommended Action If this message occurs periodically, ignore it. Contact Cisco TAC if this message appears frequently.

Error Message `SE-MS-3-633011:[Procedure] Failed to set Movie Streamer bandwidth <bw> <error_message>.`

Explanation The system failed to change the bandwidth configuration of an SE.

Recommended Action Retry the command. Contact Cisco TAC if this message appears frequently.

Error Message `SE-MS-3-633012:[Procedure] Failed to start Movie Streamer <error_message>.`

Explanation An error occurred while starting a Movie Streamer.

Recommended Action Retry the command. Contact Cisco TAC if this message appears frequently.

Error Message `SE-MS-3-633013:[Procedure] Failed to stop Movie Streamer <error_message>.`

Explanation An error occurred while stopping a Movie Streamer.

Recommended Action Retry the command. Contact Cisco TAC if this message appears frequently.

Error Message `SE-MS-3-633015:[Procedure] Failed to move temp file with accesslog filename to configuration file <error_message>.`

Explanation Failed to move the *temp* file to the *configuration* file.

Recommended Action Retry the command. Contact Cisco TAC if this message appears frequently.

Error Message `SE-MS-3-633016:[Procedure] Failed to build EDM/verification ACK <error_mesg>.`

Explanation Failed to build verification/EDM acknowledgment.

Recommended Action Retry the command. Contact Cisco TAC if this message appears frequently.

Error Message SE-MS-6-636000: [Procedure] - Movie Streamer Started.

Explanation The MS has started and is running.

Recommended Action No action is required.

Error Message SE-MS-6-636001:[Procedure] - Movie Streamer Stopped.

Explanation The MS has stopped.

Recommended Action No action is required.

Error Message SE-MS-7-637000:Movie Streamer CLI bin Debug.

Explanation Debug messages for the MS.

Recommended Action No action is required.

NHM Messages

Error Message SE-NHM-6-335001:Node Health Manager debug message.

Explanation These messages are for debugging the NHM.

Recommended Action No action is required.

Error Message SE-NHM-6-335002:Node Health Manager debug message.

Explanation These messages are for error debugging of the NHM.

Recommended Action No action is required.

Error Message SE-NHM-4-335010:Keepalive timeout expired for [app].

Explanation The NHM does not receive keepalive messsage from *app* for the timeout duration. This *app* will be marked as expired.

Recommended Action If the message repeats frequently for one application, contact Cisco TAC.

NODEMGR Messages

Error Message `SE-NODEMGR-3-330001:Memconfig: cannot get the config from flash [errno].`

Explanation The Memconfig tool could not be saved in configuration flash.

Recommended Action Reload the device. Contact Cisco TAC if this problem persists.

Error Message `SE-NODEMGR-3-330002:Memconfig: cannot get the cookie info [errno].`

Explanation The Memconfig tool could not read the cookie.

Recommended Action Reload the device. Contact Cisco TAC if this problem persists.

Error Message `SE-NODEMGR-3-330003:Memconfig: cannot determine platform!`

Explanation The Memconfig tool could not determine the hardware device type.

Recommended Action Reload the device. Contact Cisco TAC if this problem persists.

Error Message `SE-NODEMGR-3-330004:Memconfig: cannot open [template] file, [errno].`

Explanation The Memconfig tool could not open the *memconfig template* file for reading.

Recommended Action Reload the device. Contact Cisco TAC if this problem persists.

Error Message `SE-NODEMGR-3-330005:Memconfig: cannot open [memconfig file] for write, [errno].`

Explanation The Memconfig tool could not open the *memconfig* file for writing.

Recommended Action Reload the device. Contact Cisco TAC if this problem persists.

Error Message `SE-NODEMGR-5-330006:External Flash operation completed.`

Explanation In case a reboot is requested when a flash operation is in progress, the reboot is delayed until the flash operation is completed. This message specifies that the flash operation completed successfully and the device will reboot shortly.

Recommended Action No action is required.

Error Message `SE-NODEMGR-5-330007:Flash device is busy, a software image upgrade`
`might be under way, waiting for it to finish.`

Explanation In case a reboot is requested when a flash operation is in progress, the reboot is delayed until the flash operation is completed.

Recommended Action No action is required; wait for the flash device to be free.

Error Message `SE-NODEMGR-2-330008:Wait flash device timeout. Forcing a reboot now.`

Explanation In case a reboot is requested when a flash operation is in progress, the reboot is delayed until the flash operation is complete. This message implies that the flash device was not free even after 15 minutes. The device is rebooted.

Recommended Action No action is required; the device should reboot soon.

Error Message `SE-NODEMGR-0-330009:Nodemgr Exiting.`

Explanation This message could be generated by a large set of unrecoverable error conditions. A more specific error message should precede this message.

Recommended Action Reboot the device to recover. Contact Cisco TAC if this problem persists.

Error Message `SE-NODEMGR-3-330010:system call '[system call]' failed, ret: [return`
`code] errno: [error no] at [filename:lineno].`

Explanation A system call made by the node manager was unsuccessful. A more specific error message should precede this message.

Recommended Action Refer to the action of the preceding more specific error message.

Error Message `SE-NODEMGR-0-330011:Rebooting the device because of fatal system`
`error.`

Explanation A system call made by the node manager was unsuccessful and the only way to recover is to reboot. A system call failed message should precede this message.

Recommended Action No action is required; the device should reboot soon.

Error Message `SE-NODEMGR-0-330012:Could not fork process while attempting to reload:`
`[errno].`

Explanation Forking off a process was unsuccessful during an attempted reload.

Recommended Action The device should reboot. Power down the system if the device fails to reboot and reload it again after power up. Contact Cisco TAC if this problem persists.

Error Message SE-NODEMGR-5-330013:Child failed to reload successfully.

Explanation The child process forked to invoke reload was unsuccessful.

Recommended Action The device should reboot. Power down the system if the device fails to reboot and attempt a reload again after power up. Contact Cisco TAC if this problem persists.

Error Message SE-NODEMGR-0-330014:Hard reboot the device now due to timeout.

Explanation This process is a safety net when all else fails and the system hangs on a reboot request. This message is printed by an alarm handler which reboots the device.

Recommended Action The device should reboot. Power down the system if the device fails to reboot. Contact Cisco TAC if this problem persists.

Error Message SE-NODEMGR-5-330015:DEVICE WILL BE REBOOTED SOON.

Explanation A reboot has been requested and the device is undergoing a reboot soon.

Recommended Action No action is required.

Error Message SE-NODEMGR-0-330016:Rebooting the device because of unrecoverable error.

Explanation An unrecoverable system error has occurred. A more specific message about the system error should precede this message. The device reboots itself.

Recommended Action No action is required.

Error Message SE-NODEMGR-3-330017:open failed("/dev/null", O_RDONLY) returned [retcode], errno = [errno].

Explanation An attempt to open the null device for reading failed. This signifies a more general system-level failure. Another more detailed message should accompany this message.

Recommended Action The system is in an unstable condition. If it fails to reboot, power cycle it. Contact Cisco TAC if this problem persists.

Error Message SE-NODEMGR-3-330018:open [filename] failed: [errno].

Explanation The node manager failed to open a file for logging a service's messages.

Recommended Action No action is required; the messages are not logged. Contact Cisco TAC if this problem persists.

Error Message SE-NODEMGR-3-330019:dup failed: [errno].

Explanation The node manager could not duplicate a file descriptor to redirect the messages from the application or service to the *log* file.

Recommended Action No action is required; the messages are not logged. Contact Cisco TAC if this problem persists.

Error Message SE-NODEMGR-4-330020:chmod for [directory] failed: [error] [errno].

Explanation The node manager could not change access permissions on the core dump directory while starting an application or service.

Recommended Action No action is required. If the application causes a *core dump*, it might not be logged.

Error Message SE-NODEMGR-4-330021:chdir to [directory] failed: [errno].

Explanation The node manager could not change the directory for changing directory attributes.

Recommended Action No action is required. The core dump size might not be limited. Contact Cisco TAC if this problem persists.

Error Message SE-NODEMGR-3-330022:setrlimit for RLIMIT_CORE failed: [errno].

Explanation The node manager could not set the core dump limit.

Recommended Action No action is required. The core dump size might not be limited. Contact Cisco TAC if this problem persists.

Error Message SE-NODEMGR-3-330023:exited pid [process id] not my direct child.

Explanation A process has terminated but was not directly spawned by the node manager.

Recommended Action No action is required.

Error Message SE-NODEMGR-5-330024:Service [program name] exited normally with code [status]

Explanation The specified service has exited as expected.

Recommended Action No action is required.

Error Message SE-NODEMGR-3-330025:Service [program name] died due to signal [signal no]:[signal name].

Explanation The specified service that was started by the node manager died unexpectedly due to the specified signal.

Recommended Action If this message occurs periodically, ignore it. If it appears frequently, contact Cisco TAC.

Error Message SE-NODEMGR-3-330026:Service [program name] died abnormally with status [status no].

Explanation The specified service that was started by the node manager died due to some abnormal condition.

Recommended Action If this message occurs periodically, ignore it. If it appears frequently, contact Cisco TAC.

Error Message SE-NODEMGR-5-330027:pid [process id] exits

Explanation A process has exited.

Recommended Action No action is required.

Error Message SE-NODEMGR-5-330028:healthprobe pid [process id] exits.

Explanation A health probe process has exited.

Recommended Action No action is required.

Error Message SE-NODEMGR-3-330029:Someone is trying to kill with pid of [process id].

Explanation This message is printed if a kill attempt was made with a zero or non-negative process ID.

Recommended Action If this message occurs periodically, ignore it. If it appears frequently, contact Cisco TAC.

Error Message SE-NODEMGR-5-330030:Process [process id] killed with SIGTERM does not return within [millisecond] ms, trying to use SIGKILL.

Explanation The node manager attempted to terminate a process using SIGTERM, but the process did not return in the specified time.

Recommended Action The process is killed using SIGKILL. If this message occurs periodically, ignore it. If it appears frequently, contact Cisco TAC.

Error Message `SE-NODEMGR-3-330031:cannot kill process with pid: [process id].`

Explanation An unsuccessful attempt was made by the node manager to kill the specified process using SIGKILL.

Recommended Action If a service is affected, try disabling and enabling the service. Contact Cisco TAC if this problem persists.

Error Message `SE-NODEMGR-5-330032:Stopping service: [service name].`

Explanation The node manager is stopping the specified service.

Recommended Action No action is required.

Error Message `SE-NODEMGR-5-330033:Service [service name] is already stopped.`

Explanation An attempt was made to stop a service that is already stopped.

Recommended Action No action is required.

Error Message `SE-NODEMGR-0-330034:fork failed while stopping service [service name].`

Explanation The node manager could not fork a child process while attempting to stop a service.

Recommended Action No action is required; the device will reboot.

Error Message `SE-NODEMGR-3-330035:Service [service name] can not be successfully stopped.`

Explanation The node manager was unable to stop the specified service.

Recommended Action No action is required; the device will reboot.

Error Message `SE-NODEMGR-5-330036:Stop service [service name] using: [command] with pid: [process id].`

Explanation This message is a notification from the node manager that the specified service is being stopped.

Recommended Action No action is required.

Error Message `SE-NODEMGR-3-330037:execve error while trying to stop service: [error].`

Explanation The node manager could not execute the **stop** command to stop a service.

Recommended Action No action is required. The node manager kills the process directly.

Error Message SE-NODEMGR-3-330038:Start service fork failed: [error].

Explanation The node manager could not fork a process to start a service.

Recommended Action No action is required. An attempt is made again to start the service after some time.

Error Message SE-NODEMGR-3-330039:Service [service] has not returned within [sec] seconds. Will try stopping it.

Explanation The node manager has started a service, but it has not responded for the specified seconds. It is probably waiting on some resource.

Recommended Action No action is required; the node manager stops the process and restarts it later.

Error Message SE-NODEMGR-5-330040:Started service [service] using: [cmd] with pid: [pid].

Explanation The node manager has started the specified service.

Recommended Action No action is required.

Error Message SE-NODEMGR-3-330041:Start Service execve error: [error]

Explanation The node manager tried to start a service but the **execve** command failed. Restart of the service is attempted.

Recommended Action No action is required.

Error Message SE-NODEMGR-3-330042:Service start program [program] does not exist? err: [errorno]

Explanation While checking service support binaries, the node manager could not find a specific binary to start a service.

Recommended Action The software installation could be incomplete or corrupt. Reinstall the software using the **copy ftp install** or other installation commands. Refer to the software upgrade and installation documentation.

Error Message SE-NODEMGR-3-330043:Service stop program [program] does not exist? err: [errorno].

Explanation While checking service support binaries, the node manager could not find a specific binary to stop a service.

Recommended Action The software installation could be incomplete or corrupt. Reinstall the software using the **copy ftp install,** or other installation commands. Refer to the software upgrade and installation documentation.

Error Message `SE-NODEMGR-3-330044:Service health_probe program [program] does not exist? err: [errno]`

Explanation While checking service support binaries, the node manager could not find a specific binary to stop a service.

Recommended Action The software installation could be incomplete or corrupt. Reinstall the software using the **copy ftp install** or other installation commands. Refer to the software upgrade and installation documentation.

Error Message `SE-NODEMGR-0-330045:Rebooting the device because service [service] is dead.`

Explanation A critical service has died. The only way to recover is by rebooting the device.

Recommended Action No action is required; the device should reboot shortly. Contact Cisco TAC if this problem persists.

Error Message `SE-NODEMGR-3-330046:Stopping the service [service] because it is restarting too often.`

Explanation The specified service has had to be restarted by the node manager more often than normally required.

Recommended Action Check the related **config** or **show** commands to see why the service could not run normally. Check if there is a core dump generated in the */local1/* directory. Contact Cisco TAC if this problem persists.

Error Message `SE-NODEMGR-3-330047:Rebooting the device because service [service] keeps restarting.`

Explanation The node manager has restarted the specified service more often than normally required. The recommended way to resolve this problem is to reboot the device.

Recommended Action No action is required; the device will reboot automatically. Contact Cisco TAC if this problem persists.

Error Message `SE-NODEMGR-5-330048:DEBUG: respawn_count = [count], period: [secs].`

Explanation The node manager had to restart a process. This is the restart of the process. The process was restarted within seconds.

Recommended Action No action is required. The node manager might restart certain processes. If a process restarts very often, contact Cisco TAC.

Error Message SE-NODEMGR-6-330049:Service [service] is dead, do nothing according to the config.

Explanation The specified service is not operational and, according to specifications, should not be restarted.

Recommended Action No action is required.

Error Message SE-NODEMGR-3-330050:Fork for health_probe failed: [error].

Explanation The node manager could not fork to run a health probe.

Recommended Action Contact Cisco TAC if this error appears frequently.

Error Message SE-NODEMGR-5-330051:Start health_probe for service [service] using: [cmd] with pid: [pid].

Explanation The node manager has started a heath probe service.

Recommended Action No action is required.

Error Message SE-NODEMGR-3-330052:health probe execve error: [error].

Explanation The node manager could not execute running a health probe.

Recommended Action Contact Cisco TAC if this error appears frequently.

Error Message SE-NODEMGR-3-330053:Health_probe for service [service] timed out.

Explanation The health probe for the specified service timed out.

Recommended Action No action is required. Contact Cisco TAC if this error appears frequently.

Error Message SE-NODEMGR-5-330054:DEBUG: service health probe took [sec] seconds to return.

Explanation The health probe started by the node manager has completed in the given number of seconds.

Recommended Action No action is required.

Error Message SE-NODEMGR-3-330055:Health probe for service [service] failed, ret code: [error].

Explanation The health probe for the specified service failed. The node manager will stop and restart the service if needed.

Recommended Action No action is required. Contact Cisco TAC if this error appears frequently.

Error Message `SE-NODEMGR-3-330056:Health probe exit with a signal [signal].`

Explanation A health probe started by the node manager has exited with a specified signal. The node manager stops the service and restarts it if needed.

Recommended Action No action is required. Contact Cisco TAC if this error appears frequently.

Error Message `SE-NODEMGR-3-330057:Health_probe for service [service] died abnormally with status [error].`

Explanation A health probe started by the node manager has exited in an abnormal fashion. The node manager stops the service and restarts it if needed.

Recommended Action No action is required. Contact Cisco TAC if this error appears frequently.

Error Message `SE-NODEMGR-7-330058:nodemgr: entering start_loop.`

Explanation This is a debug message printed by the node manager. The node manager has started running its main code loop.

Recommended Action No action is required.

Error Message `SE-NODEMGR-5-330059: Switching to run level [runlevel no].`

Explanation This is a debug message printed by the node manager. The node manager is switching its run level and starts services based on the new run level.

Recommended Action No action is required.

Error Message `SE-NODEMGR-3-330060:waitpid returns error: [error no].`

Explanation The node manager was interrupted by an error when waiting in waitpid.

Recommended Action No action is required; it is normal to see this message during a reboot.

Error Message `SE-NODEMGR-3-330061:no child alive.`

Explanation The node manager was waiting in waitpid and was awakened because there were no children of the node manager left alive.

Recommended Action No action is required.

Error Message `SE-NODEMGR-7-330062:loop_counter = [count], child_pid = [pid].`

Explanation This is a debug message printed by the node manager. It provides information useful for development purposes.

Recommended Action No action is required.

Error Message SE-NODEMGR-3-330063:Putenv error adding new path [path].

Explanation The node manager could not set the path environment variable. The node manager might not be able to properly start services.

Recommended Action Reboot the device. Contact Cisco TAC if this problem persists.

Error Message SE-NODEMGR-1-330065:nodemgr: signal [signal no] received.

Explanation The node manager has received a critical signal. A backtrace should follow this message and the node manager will most likely exit.

Recommended Action The node manager should restart automatically, and the device might run in an unstable mode. Reboot the device.

Error Message SE-NODEMGR-3-330066:Failed to open [error], ret : [ret code], errno: [error no].

Explanation The node manager could not open the specified file. The node manager might not be able to get information about local disks, and services might be affected.

Recommended Action The system might be in an unstable condition. Reboot the device.

Error Message SE-NODEMGR-3-330067:Too many local disks.

Explanation The node manager found too many disks attached to the system. The user is probably using an unsupported configuration.

Recommended Action Check the disk configuration. Disconnect any unsupported drives and reboot.

Error Message SE-NODEMGR-5-330068:personality_allows_service called for [service].

Explanation The personality_allows_service was called for the specified service.

Recommended Action No action is required.

Error Message SE-NODEMGR-5-330069:Device personality: [device personality], Service personality = [service personality].

Explanation The device personality and the service personality are printed for debugging purposes.

Recommended Action No action is required.

Error Message SE-NODEMGR-4-330070:nodemgr:touch_service_enabled_flag_file: could create /tmp/service_enabled ([service]).

Explanation The node manager could not create a *flag* file for the specified service.

Recommended Action This could be a transient problem. Contact Cisco TAC if this problem persists.

Error Message `SE-NODEMGR-4-330071:nodemgr:touch_service_enabled_flag_file: could`
`not open [filename] ([error]).`

Explanation   The node manager could not open a *flag* file for the specified service.

Recommended Action   This could be a transient problem. Contact Cisco TAC if this problem persists.

Error Message `SE-NODEMGR-4-330072:nodemgr:delete_service_enabled_flag_file: could`
`not unlink [filename]([error]).`

Explanation   The node manager could not delete the flag file for the specified service.

Recommended Action   This could be a transient problem. Contact Cisco TAC if this problem persists.

Error Message `SE-NODEMGR-0-330073:execl /sbin/mingetty failed: ret [return code],`
`errno: [errno].`

Explanation   The mingetty process could not be started for debugging.

Recommended Action   This is an internal debugging message. If you see this error, contact Cisco TAC.

Error Message `SE-NODEMGR-5-330074:No personality found, setting default personality:`
`SE.`

Explanation   The node manager could not determine the device type SE, SR, or CDSM. It is assumed to be an SE.

Recommended Action   Contact Cisco TAC.

Error Message `SE-NODEMGR-5-330075:Reboot requested by CLI.`

Explanation   A reboot was requested using the **reload** command.

Recommended Action   No action is required.

Error Message `SE-NODEMGR-3-330076:Reboot requested by [reboot source].`

Explanation   A reboot was requested by the specified source.

Recommended Action   No action is required.

Error Message `SE-NODEMGR-5-330077:Reload config requested by [source].`

Explanation   A request was made by the specified source to reload the node manager configuration file.

Recommended Action   Contact Cisco TAC.

Error Message `SE-NODEMGR-5-330078: Stop all services (except mingetty) requested by [source].`

Explanation A request was made by the specified source to the node manager to stop all services.

Recommended Action No action is required.

Error Message `SE-NODEMGR-5-330079:Shutdown requested by [source].`

Explanation The specified source has requested the device be shut down.

Recommended Action No action is required.

Error Message `SE-NODEMGR-5-330080:[source] requests start service [service].`

Explanation The specified source has requested the node manager to start the specified service.

Recommended Action No action is required.

Error Message `SE-NODEMGR-5-330082:[source] requests stop service [service].`

Explanation The specified source has requested the node manager to stop the service.

Recommended Action No action is required.

Error Message `SE-NODEMGR-5-330084:[source] requests restart service [service].`

Explanation The specified source has requested the node manager to restart the specified service.

Recommended Action No action is required.

Error Message `SE-NODEMGR-5-330085:[source] requests forcestart service [service].`

Explanation The specified source has requested the node manager to start the specified service irrespective of the device mode.

Recommended Action No action is required.

Error Message `SE-NODEMGR-3-330087:Error in read the req, errno: [error].`

Explanation The node manager server could not read a request.

Recommended Action The requesting application should print out a separate error that specifies the action to be carried out.

Error Message `SE-NODEMGR-3-330088:Failed to set NONBLOCK for new_fd, ret [status], errno [error code].`

Explanation The node manager could not set the NONBLOCK attribute for a new file descriptor. The corresponding request is not processed by the node manager.

Recommended Action The requesting application should print out a separate error that specifies the action to be carried out.

Error Message `SE-NODEMGR-3-330089:Check request, select: ret = [status], errno = [error].`

Explanation A select call failed while checking a request in the node manager server. The request is not processed.

Recommended Action The requesting application should print out a separate error that specifies the action to be carried out.

Error Message `SE-NODEMGR-0-330090:Memory allocation of [size] bytes failed! Rebooting the device.`

Explanation The node manager could no allocate memory. The device might be in an unstable state.

Recommended Action No action is required; the device reboots itself.

Error Message `SE-NODEMGR-5-330091:ERROR: Not enough timer allocated, should never happen.`

Explanation The node manager has run out of timer resources. The device might be under a heavy load. Additional memory is allocated for the timer.

Recommended Action It might be safer to reduce the load on the device. Contact Cisco TAC if this message appears frequently.

Error Message `SE-NODEMGR-3-330092:Program error, cancel NULL timer.`

Explanation A call was made to cancel a timer that does not exist.

Recommended Action No action is required. Contact Cisco TAC if this message appears frequently.

Error Message `SE-NODEMGR-3-330093:Program error, cancel failed.`

Explanation The node manager was called to cancel a timer; however, the timer was not found in the node manager's internal structures. This might be because of a memory corruption.

Recommended Action Reboot the device. Contact Cisco TAC if this message appears frequently.

Error Message SE-NODEMGR-3-330094:killtilldead: iteration count reached 60, bailing out (trying to kill [process] ...).

Explanation The node manager was unable to successfully disable the specified process. The process could still be running and might interfere with normal device operations.

Recommended Action Reboot the device. Contact Cisco TAC if this problem persists.

Error Message SE-NODEMGR-3-330095:parse_get_str: cannot allocate more memory!

Explanation The node manager could not allocate memory while parsing its configuration file.

Recommended Action Do not reboot the device. Contact Cisco TAC.

Error Message SE-NODEMGR-0-330096:REBOOT BOX NOW FROM WITHIN nodemgr_clt!!!

Explanation A reload request was made to the node manager client.

Recommended Action No action is required. The device reboots itself.

Error Message SE-NODEMGR-6-330097:Created codecoverage directory [dir path].

Explanation This message is informational only to indicate a *codecoverage* directory is created for a process. This should only be seen when running an instrumented image.

Recommended Action No action is required.

Error Message SE-NODEMGR-6-330098:Error while creating codecoverage directory [dir path].

Explanation The code coverage directory could not be created successfully for a process. This should only be seen for an instrumented image. If this message appears, the process will not work properly.

Recommended Action Contact the code coverage change owner to investigate the problem.

Error Message SE-NODEMGR-5-330099:Service log cleanup: [error].

Explanation There was a problem while cleaning up the service logs. The node manager might not be able to clean up the service logs, but they are taken care of by the logging monitor.

Recommended Action No action is required.

Error Message SE-NODEMGR-3-330100:nodemgr_accept_req: accept(...): [error].

Explanation The accept system call unexpectedly failed.

Recommended Action No action is required. Contact Cisco TAC if this problem persists.

Error Message `SE-NODEMGR-0-330101:Nodemgr appears to have got restarted.Rebooting the system to avoid further damage, and to stabilize the system.`

Explanation The node manager appears to have restarted for some reason. The node manager restarts are associated with multiple instances of same services running on the system, and this results in various problems. Reboot to stabilize the system.

Recommended Action No action is required. Contact Cisco TAC if this problem persists.

Error Message `SE-NODEMGR-3-330102:Could not create a flag to indicate that the nodemgr has been started. This may result in nodemgr deaths going undetected.`

Explanation The software maintains a flag to detect node manager deaths, but for some reason this flag could not be created. With this problem, if the node manager cannot restart, several instances of various services would run resulting in problems.

Recommended Action Reload the system, and verify that the error message does not appear upon reboot. Contact Cisco TAC if this message appears frequently.

Error Message `SE-NODEMGR-3-330103:Raise alarm fail <service name> <alarm ID> (retcode).`

Explanation The node manager detected a problem but could not raise an alarm.

Recommended Action Check the *syslog* files for other alarm-related failures. Alarm information on the device could be inconsistent and a reload of the device might be required for recovery.

Error Message `SE-NODEMGR-3-330104:Raise alarm fail <service name> <alarm ID> (retcode).`

Explanation The node manager could not clear an alarm.

Recommended Action Check the syslog files for other alarm related failures. Alarm information on the device could be inconsistent and a reload of the device might be required for recovery.

Error Message `SE-NODEMGR-3-330105:Keepalive problem: <description> [retcode].`

Explanation The node manager had a problem while sending keepalives to the NHM. The description provides specific details.

Recommended Action Check the *syslog* files for other alarm-related failures. Reboot the device if the keepalive alarm has been raised.

NTP Messages

Error Message `SE-NTP-0/1/2/3/4/5/6-340000:[failure-description].`

Explanation The native Linux NTP code exposes errors, notices, or information.

Recommended Action If error messages occur, check the NTP configuration or device configuration. Contact Cisco TAC if this message appears frequently.

Error Message `SE-NTP-5-340001:[host-ip/name]: not a valid host address.`

Explanation An invalid NTP server host address was specified.

Recommended Action Retry with the correct NTP server host address.

Error Message `SE-NTP-5-340002:Maximum NTP servers reached.`

Explanation The maximum NTP server limit has been reached.

Recommended Action Do not configure more NTP servers than the maximum limit.

Error Message `SE-NTP-5-340003:Must configure NTP servers before enabling NTP service.`

Explanation No NTP server has been configured, so NTP service cannot be enabled.

Recommended Action Configure at least one NTP server before enabling NTP service.

Error Message `SE-NTP-3-340004:failed to open ntp [drift|config] file: [file-name].`

Explanation The NTP service failed to open an NTP drift file or configuration file.

Recommended Action Check the NTP configuration and check the device status. Contact Cisco TAC if this message appears frequently.

Error Message `SE-NTP-3-340005:nodemgr failed to start/stop ntpd.`

Explanation An **NTP** command failed because the node manager could not start or stop NTPD.

Recommended Action Check the device status and reload the device. Contact Cisco TAC if this message appears frequently.

Error Message `SE-NTP-3-340006:failed to retrieve configuration from data-server, error=[err_code].`

Explanation The **NTP** command failed because the NTP binary could not retrieve a configuration from the data server.

Recommended Action Check the device status and reload the device. Contact Cisco TAC if this message appears frequently.

Error Message `SE-NTP-7-340007:[NTP debugging message].`

Explanation The message indicates NTP debugging information.

Recommended Action No action is required.

Error Message `SE-NTP-5-340008:failed to pre-sync system time and calendar.`

Explanation The configured NTP servers fail to roughly synchronize the system time.

Recommended Action Check whether the configured NTP servers are valid and reachable. Manually execute the **ntpdate [***ntp_server***]** command to find the reason for the failure.

PAM Messages

Error Message `SE-PAM-3-345000:Wrong authentication method to get authentication debugging.`

Explanation The wrong authentication method has been selected for debugging.

Recommended Action If an error message occurs, reconfigure the authentication method parameters, check the disks' condition, and set the debug option again by executing the **debug authentication** command. Contact Cisco TAC if this message appears frequently.

Error Message `SE-PAM-3-345001:Can't open file (TACACS+).`

Explanation The system fails to open the configuration file *etc/pam.d/ce_http_tacacs_config* for request authentication via the TACACS+ protocol. The parameters of authentication cannot be saved.

Recommended Action Check the TACACS+ protocol configuration and check the condition of the disks. Contact Cisco TAC if this message appears frequently.

Error Message SE-PAM-3-345002:Can't open (RADIUS) file.

Explanation The system fails to open configuration the file *etc/pam.d/ce_http_radius_config* for request authentication via the RADIUS protocol. The parameters of authentication cannot be saved.

Recommended Action Check the RADIUS protocol configuration and check the condition of the disks. Contact Cisco TAC if this message appears frequently.

Error Message SE-PAM-3-345003:Can't open (NTLM) file.

Explanation The system fails to open the configuration file *etc/pam.d/ce_http_ntlm_config* for request authentication via the NTLM protocol. The parameters of authentication cannot be saved.

Recommended Action Check the NTLM protocol configuration and check the condition of the disks. Contact Cisco TAC if this message appears frequently.

Error Message SE-PAM-3-345004:Can't open (LDAP) file.

Explanation The system fails to open the configuration file *etc/pam.d/ce_http_ldap_config* for request authentication via the LDAP. The parameters of authentication cannot be saved.

Recommended Action Check the LDAP configuration and check the condition of the disks. Contact Cisco TAC if this message appears frequently.

Error Message SE-PAM-3-345005:Wrong option to set authentication debugging.

Explanation The wrong authentication method has been set for debugging.

Recommended Action Reconfigure authentication method parameters, check the disks' condition, and set the debug option again by executing the **debug authentication** command. Contact Cisco TAC if this message appears frequently.

Error Message SE-PAM-3-345007:can't open */tmp/request_authenticate_debug* file to set debugging in formation.

Explanation The system fails to open the configuration file *tmp/request_authenticate_debug* to set debugging information.

Recommended Action Check the disks' condition and set the debug option again by executing the **debug authentication** command. Contact Cisco TAC if this message appears frequently.

Error Message SE-PAM-2-345008:cannot create directory for pam module <reason>

Explanation The system does not have a configured *TMP* directory.

Recommended Action The system has a serious software image setup or configuration problem. Contact Cisco TAC.

Error Message `SE-PAM-3-345009:Can't open /etc/pam.d/content_engine_config file.`

Explanation The system fails to open the configuration file *etc/pam.d/content_engine_config* for the user's authentication. The parameters of authentication cannot be saved.

Recommended Action Check the user's authentication configuration and check the condition of the disks. Contact Cisco TAC if this message appears frequently.

Error Message `SE-PAM-3-345011:can't open /tmp/user_authenticate_stats file.`

Explanation The system fails to open the authentication statistical file */tmp/user_authenticate_stats* to reset statistics. The statistical information of authentication cannot be cleared.

Recommended Action Check the condition of the disks. Contact Cisco TAC if this message appears frequently.

Error Message `SE-PAM-2-345013:Failed to lock authentication statistical file.`

Explanation The system fails to set the software lock for the request authentication statistical file to reset statistics. The statistical information of the request authentication cannot be cleared.

Recommended Action Check the condition of the disks. Contact Cisco TAC if this message appears frequently.

Error Message `SE-PAM-2-345014:cannot create log directory for pam module.`

Explanation The system does not have a configured *TMP* directory.

Recommended Action The system has a serious software image setup or configuration problem. Contact Cisco TAC.

Error Message `SE-PAM-3-345015:can't open /tmp/user_ldap_stats file.`

Explanation The system fails to open the LDAP authentication statistical file */tmp/user_ldap_stats* to reset statistics. The statistical information of LDAP authentication cannot be cleared.

Recommended Action Check the condition of the disks and check if the *system /tmp* directory exists. Contact Cisco TAC if this message appears frequently.

Error Message `SE-PAM-3-345016:can't open /tmp/user_radius_stats file.`

Explanation The system fails to open the RADIUS authentication statistical file */tmp/user_radius_stats* to reset statistics. The statistical information of RADIUS authentication cannot be cleared.

Recommended Action Check the condition of the disks and check if the *system /tmp* directory exists. Contact Cisco TAC if this message appears frequently.

Error Message SE-PAM-3-345017:can't open /tmp/user_tacacs_stats file.

Explanation The system fails to open the TACACS+ authentication statistical file */tmp/user_tacacs_stats* to reset statistics. The statistical information of TACACS+ authentication cannot be cleaned.

Recommended Action Check the condition of the disks, check if the *system /tmp* directory exists. Contact Cisco TAC if this message appears frequently.

Error Message SE-PAM-3-345018:can't open /tmp/user_ntlm_stats file.

Explanation The system fails to open the NTLM authentication statistical file */tmp/user_ntlm_stats* to reset statistics. The statistical information of NTLM authentication cannot be cleared.

Recommended Action Check the condition of the disks and check if the *system /tmp* directory exists. Contact Cisco TAC if this message appears frequently.

Error Message SE-PAM-3-345019:Failed to write authentication statistical file.

Explanation The system fails to write the authentication statistical file to reset statistics. The statistical information of authentication method cannot be cleared.

Recommended Action Check the condition of the disks and check if the *system /tmp* directory exists. Contact Cisco TAC if this message appears frequently.

Error Message SE-PAM-3-345020:Failed to close authentication statistical file after writing.

Explanation The system fails to close the authentication statistical file after statistics are cleared.

Recommended Action Check the condition of the disks and check if the *system /tmp* directory exists. Contact Cisco TAC if this message appears frequently.

Error Message SE-PAM-3-345021:Failed to lock authentication statistical file.

Explanation The system fails to lock the authentication statistical file after statistics are cleared.

Recommended Action Check the condition of the disks and check if thesystem /tmp directory exists. Contact Cisco TAC if this message appears frequently.

Error Message SE-PAM-2-345022:Failed to lock authentication statistical file.

Explanation The system fails to lock the authentication statistical file to display statistics.

Recommended Action Check the condition of the disks and check if the system /tmp directory exists. Contact Cisco TAC if this message appears frequently.

Error Message `SE-PAM-3-345023:Unknown authentication method.`

Explanation The wrong authentication method has been selected.

Recommended Action Reconfigure the authentication method parameters, and check the disks' condition. Contact Cisco TAC if this message appears frequently.

Error Message `SE-PAM-3-345024:Filed to open statistical file for authentication.`

Explanation The system fails to open the authentication statistical file. An authentication method's statistics cannot be displayed.

Recommended Action Check an authentication method's configuration. Check the condition of the disks. Contact Cisco TAC if this message appears frequently.

Error Message `SE-PAM-3-345025:Statistical file is corrupted.`

Explanation The authentication statistical file has incorrect or corrupted information.

Recommended Action Check an authentication method's configuration, check the condition of the disks, clear authentication statistical information, and display statistical information again. If the statistical file is corrupted again, contact Cisco TAC, otherwise continue to authenticate the users.

Error Message `SE-PAM-3-345026:Failed to close authentication statistical file after reading.`

Explanation The system fails to close the authentication statistical file after statistics are displayed.

Recommended Action Check the condition of the disks and check if the *system /tmp* directory exists. Contact Cisco TAC if this message appears frequently.

Error Message `SE-PAM-3-345027:A field of Statistical file is corrupted.`

Explanation The authentication statistical file has incorrect or corrupted information in one of the fields.

Recommended Action Check an authentication method's configuration, check the condition of the disks, clear authentication statistical information, and display statistical information again. If the statistical file is corrupted again, contact Cisco TAC, otherwise continue to authenticate the users.

Error Message `SE-PAM-3-345028:Failed to read authentication statistical file.`

Explanation The system fails to read the authentication statistical file to display statistics.

Recommended Action Check the condition of the disks and check if the *system /tmp* directory exists. Contact Cisco TAC if this message appears frequently.

Error Message `SE-PAM-3-345029:tmp directory doesn't exist.`

Explanation The system does not have a *configuredTMP* directory.

Recommended Action The system has serious software image setup or configuration problems. Contact Cisco TAC.

Error Message `SE-PAM-3-345030:Failed to lock authentication statistical file.`

Explanation The system fails to lock the authentication statistical file to display statistics.

Recommended Action Check the condition of the disks and check if the *system /tmp* directory exists. Contact Cisco TAC if this message appears frequently.

Error Message `SE-PAM-3-345031:Can't open /etc/pam.d/print_services file.`

Explanation The system fails to open the configuration file *etc/pam.d/print_services* for the print service's authentication. The parameters of authentication cannot be saved.

Recommended Action Check the print service's authentication configuration, and check the condition of the disks. Contact Cisco TAC if this message appears frequently.

Error Message `SE-PAM-7-345032:PAM debugging message.`

Explanation The messages provide PAM debugging information.

Recommended Action No action is required.

PARSER Messages

Error Message `SE-PARSER-3-350000:sysdb_bind failed: <str>.`

Explanation The parser server failed to establish a connection with the data server, which contains the configuration registry.

Recommended Action Retry the command. If this error persists, reload the device. Contact Cisco TAC if this problem persists.

Error Message `SE-PARSER-3-350001:Bad arguments to parser_malloc.`

Explanation The parser attempted to allocate zero size memory.

Recommended Action Retry the command. If this error persists, reload the device. Contact Cisco TAC if this problem persists.

Error Message SE-PARSER-3-350002:Bad pointer to parser_free.

Explanation The parser got the null memory pointer to be freed.

Recommended Action Retry the command. If this error persists, reload the device. Contact Cisco TAC if this problem persists.

Error Message SE-PARSER-3-350003:parser_free before parser_malloc called.

Explanation The parser attempted to free the memory that was never allocated.

Recommended Action Retry the command. If this error persists, reload the device. Contact Cisco TAC if this problem persists.

Error Message SE-PARSER-3-350004:Bad magic in parser free 1.

Explanation An unexpected magic number was detected in the memory block.

Recommended Action Retry the command. If this error persists, reload the device. Contact Cisco TAC if this problem persists.

Error Message SE-PARSER-3-350005:Bad magic in parser free 2.

Explanation An unexpected magic number was detected in the memory block.

Recommended Action Retry the command. If this error persists, reload the device. Contact Cisco TAC if this problem persists.

Error Message SE-PARSER-3-350006:sysdb_item_set of uint32 <str><dc><str>.

Explanation Cannot set an item in the data server

Recommended Action Retry the command. If this error persists, reload the device. Contact Cisco TAC if this problem persists.

Error Message SE-PARSER-3-350007:wrong sysdb datatype at <str>, <dc>, expect <dc>.

Explanation Did not receive expected "packed" type data from the data server.

Recommended Action Retry the command. If this error persists, reload the device. Contact Cisco TAC if this problem persists.

Error Message SE-PARSER-3-350008:sysdb_directory_get_last: '<error>'.

Explanation The *sysdb_directory_get_last()* failed.

Recommended Action Retry the command. If this error persists, reload the device. Contact Cisco TAC if this problem persists.

Error Message SE-PARSER-3-350009:sysdb_item_set of packed <str> : <str>.

Explanation An error occurred while retrieving data from the data server.

Recommended Action Retry the command. If this error persists, reload the device. Contact Cisco TAC if this problem persists.

Error Message SE-PARSER-3-350010:sysdb_iterator_create: <str>.

Explanation An error occurred while setting an option in the data server.

Recommended Action Retry the command. If this error persists, reload the device. Contact Cisco TAC if this problem persists.

Error Message SE-PARSER-3-350011:sysdb_iterator_next_data() failed <str>.

Explanation An error occurred in a data server operation.

Recommended Action Retry the command. If this error persists, reload the device. Contact Cisco TAC if this problem persists.

Error Message SE-PARSER-3-350012:sysdb_iterator_free: <str>.

Explanation An error occurred in a data server operation.

Recommended Action Retry the command. If this error persists, reload the device. Contact Cisco TAC if this problem persists.

Error Message SE-PARSER-3-350013:<str> Coption Not Present:<str>, <str>.

Explanation Expected coptions are not present.

Recommended Action Retry the command. If this error persists, reload the device. Contact Cisco TAC if this problem persists.

Error Message SE-PARSER-3-350014:<str>: new_cmd buffer null <function name>.

Explanation Expected coptions are not present.

Recommended Action Retry the command. If this error persists, reload the device. Contact Cisco TAC if this problem persists.

Error Message SE-PARSER-3-350015:<str> No endcoption mark for <hex>: <str>.

Explanation No endcoption mark was found.

Recommended Action Retry the command. If this error persists, reload the device. Contact Cisco TAC if this problem persists.

Error Message SE-PARSER-3-350016:<str> Incomplete endcoption mark for <hex>: <str>.

Explanation An incomplete endcoption mark found.

Recommended Action Retry the command. If this error persists, reload the device. Contact Cisco TAC if this problem persists.

Error Message SE-PARSER-3-350017:<str>:invalid input (no 'B'): '<str>'.

Explanation An invalid coption was found.

Recommended Action Retry the command. If this error persists, reload the device. Contact Cisco TAC if this problem persists.

Error Message SE-PARSER-3-350018:<str>: bgcoption missing ',' after id: '<str>'.

Explanation The bgcoption is missing.

Recommended Action Retry the command. If this error persists, reload the device. Contact Cisco TAC if this problem persists.

Error Message SE-PARSER-3-350019:<str>: bgcoption missing ',' after type: '<str>'.

Explanation The bgcoption is missing.

Recommended Action Retry the command. If this error persists, reload the device. Contact Cisco TAC if this problem persists.

Error Message SE-PARSER-3-350020:<str>: bgcoption missing ',' after path count: '<str>'.

Explanation The bgcoption is missing.

Recommended Action Retry the command. If this error persists, reload the device. Contact Cisco TAC if this problem persists.

Error Message SE-PARSER-3-350021:<str>:no nxcoption:'<str>'.

Explanation An expected nxcoption is missing.

Recommended Action Retry the command. If this error persists, reload the device. Contact Cisco TAC if this problem persists.

Error Message SE-PARSER-3-350022:<str>: incorrect nested coption:'<str>'.

Explanation An incorrect nested coption was found.

Recommended Action Retry the command. If this error persists, reload the device. Contact Cisco TAC if this problem persists.

Error Message SE-PARSER-3-350023:<str>: invalid NXCOPTION mark:'<str>'.

Explanation An incorrect NXCOPTION mark was found.

Recommended Action Retry the command. If this error persists, reload the device. Contact Cisco TAC if this problem persists.

Error Message SE-PARSER-3-350024:<str>: missing '=' in sysdb string <str> for command '<str>'.

Explanation Missing '=' in sysdb string.

Recommended Action Retry the command. If the problem persists, reload the device. Contact Cisco TAC if this problem persists.

Error Message SE-PARSER-3-350025:<str>: Possible loop detected in command '<str>'.

Explanation A loop was detected in the command.

Recommended Action Retry the command. If this error persists, reload the device. Contact Cisco TAC if this problem persists.

Error Message SE-PARSER-3-350026:<str>: missing equal '<' in sysdb string '<str>' for command '<str>'.

Explanation Missing equal in sysdb string found.

Recommended Action Retry the command. If this error persists, reload the device. Contact Cisco TAC if this problem persists.

Error Message SE-PARSER-3-350027:<str>: Unknown object type <dec> in nvgen_command.

Explanation An unknown object type was found.

Recommended Action Retry the command. If this error persists, reload the device. Contact Cisco TAC if this problem persists.

Error Message SE-PARSER-3-350028:<str>: Unknown object type <dec> in replace_type.

Explanation An unknown object type was found.

Recommended Action Retry the command. If this error persists, reload the device. Contact Cisco TAC if this problem persists.

Error Message SE-PARSER-3-350029:Invalid object format '<str>'.

Explanation An invalid object type was found.

Recommended Action Retry the command. If this error persists, reload the device. Contact Cisco TAC if this problem persists.

Error Message `SE-PARSER-3-350030:<str>: debug registration failed: <dc>.`

Explanation The debug registration failed.

Recommended Action Retry the command. If this error persists, reload the device. Contact Cisco TAC if this problem persists.

Error Message `SE-PARSER-3-350031:sysdb_bind: <str>.`

Explanation An error occurred while establishing the connection with the data server.

Recommended Action Retry the command. If this error persists, reload the device. Contact Cisco TAC if this problem persists.

Error Message `SE-PARSER-3-350034:parser_server reconnect succeeded.`

Explanation The shell process was able to reconnect to the parser server.

Recommended Action Retry the command. If this error persists, reload the device. Contact Cisco TAC if this problem persists.

Error Message `SE-PARSER-2-350035:parser_server reconnect failed.`

Explanation The shell failed to connect to the parser server.

Recommended Action Retry the command. If this error persists, reload the device. Contact Cisco TAC if this problem persists.

Error Message `SE-PARSER-3-350036:Endoption doesn't match! <dec>.`

Explanation Syntax error: Endoption does not match.

Recommended Action Retry the command. If this error persists, reload the device. Contact Cisco TAC if this problem persists.

Error Message `SE-PARSER-4-350037:Too many parser jobs from the shells. save your work and exit some shells.`

Explanation The number of sessions that are concurrently submitted to the parsing requests have reached 34 or above.

Recommended Action This is a warning message. Try limiting the number of login sessions to the SE to 34 or fewer.

Error Message SE-PARSER-3-350038:Too many parser jobs from the shells. Have to restart.

Explanation The parser server process has been terminated as the number of concurrent parsing requests exceed the maximum limit of 34.

Recommended Action Limit the number of login sessions to 34.

POSTGRE Messages

Error Message SE-POSTGRE-1-661001:Lower free disk space on STATEFS partition: [failure description].

Explanation The database is filling the STATEFS partition. A&D content replication is temporarily stopped.

Recommended Action To reclaim disk space on STATEFS, execute the **cms database maintenance regular** and **cms database maintenance full** commands, or schedule database maintenance more frequently. Database maintenance impacts certain services on an SE such as live stream splitting and CMS. If the free disk space on STATEFS is still less than 10 percent after database maintenance, it is possible too many contents are replicated to the SE. Contact Cisco TAC.

Error Message SE-POSTGRE-1-661002:Unique index violation: [failure description].

Explanation The database server failed to hold a constraint for a unique index and allowed it to insert a duplicate key into the unique index.

Recommended Action Execute the **cms database maintenance** command. If this problem persists, reload the device. Contact Cisco TAC if this problem persists.

Error Message SE-POSTGRE-1-661003:Foreign key referential integrity violation: [failure description].

Explanation The database server failed to hold a foreign key constraint and allowed it to insert a record into a reference table with a foreign key, which is not found in master table. It is possible that the database was corrupted.

Recommended Action Contact Cisco TAC.

Error Message SE-POSTGRE-1-661005:Unable to create Database connection: [failure description].

Explanation The database client cannot create a connection with the backend server. It is possible that the Postgres server process was killed, or it is hanging, or all of the database connections are run out.

Recommended Action Reload the device. If this problem persists, contact Cisco TAC.

Error Message SE-POSTGRE-1-661008:Database reindexing is started. [description]

Explanation A&D content replication is temporarily stopped until the re-indexing is complete.

Recommended Action Wait until re-indexing is complete.

Error Message SE-POSTGRE-1-661009:Database full vacuuming is started.

Explanation A&D content replication is temporarily stopped until the vacuuming is complete.

Recommended Action Wait until full vacuuming is complete.

Error Message SE-POSTGRE-1-661010:Delete database records with non-unique value for primary key [description].

Explanation Detected and deleted the bad database records with a duplicate value for the primary key.

Recommended Action Check if any content is missing for the delivery service by executing the **show distribution delivery services** command. If some contents are missing, execute the **distribution refresh meta-data channel-name** command to recover metadata for the delivery service for the receiver SE, or execute the **acquirer stop-channel** and **acquirer start-channel** commands for the root SE.

Error Message SE-POSTGRE-1-661011:[POSTGRE database Debug].

Explanation These are debug message for POSTGRE.

Recommended Action No action is required.

RPC Messages

Error Message SE-RPC-2-620000:Usage [failure description].

Explanation Incorrect usage while invoking the program.

Recommended Action Check the usage and retry. If the error occurred without any intervention from the user, report it to Cisco TAC.

Error Message SE-RPC-2-620001:Malloc failed [failure description].

Explanation Malloc failed.

Recommended Action Check the errorlog for more information. The program restarts by the node manager. Contact Cisco TAC if this problem persists.

Error Message `SE-RPC-2-620002:Failed to create [server description] server.`

Explanation Failed to create a UniRPC server for inter-process communication.

Recommended Action Check the errorlog for more information. The program restarts by the node manager. Contact Cisco TAC if this problem persists.

Error Message `SE-RPC-2-620003:Child process [pid] was killed unexpectedly with signal [signal number].`

Explanation A dispatcher process trying to communicate outside the device died unexpectedly. This is a very rare situation.

Recommended Action The dispatcher recovers automatically. If this happens on a CDSM and if an item that was being configured at the time did not reach its intended destination, redo the configuration. Check the CMS errorlog to see if it has any more information. If this happens on a non-CDSM device, check the appropriate inter-box modules (distribution or CMS errorlogs) to see if you find any information. If there is no affect on the system, the error might be ignored, because some inter-box messages are not expected to be reliable and the system continues to function. Contact Cisco TAC if this problem persists.

RTSP Messages

Error Message `SE-RTSP-3-403000:ipchain rule failure - [description].`

Explanation Failed to configure ipchain.

Recommended Action Re-enable the service that caused this error. Contact Cisco TAC if this problem persists.

Error Message `SE-RTSP-3-403018:[Procedure] Failed to set [sprayer] bandwidth to [bandwidth].`

Explanation Failed to set streaming sprayer bandwidth.

Recommended Action Retry the command. Contact Cisco TAC if this message appears frequently.

Error Message `SE-RTSP-7-407001:[RTSP CLI Bin Debug Msg].`

Explanation This is a debug message.

Recommended Action No action is required.

Error Message `SE-RTSP-7-407002:[Procedure] Failed to get correct PID [pid].`

Explanation Failed to get the sprayer PID.

Recommended Action Retry the command. Contact Cisco TAC if this message appears frequently.

Error Message SE-RTSP-7-407003:[Procedure] Application is not enabled.

Explanation The application is not enabled.

Recommended Action No action is required.

Error Message SE-RTSP-7-407004:[RTSP Debug Msg].

Explanation This is a debug message.

Recommended Action No action is required.

RTSPG Messages

Error Message SE-RTSPG-2-408200:[Procedure] - RTSP Gateway error log init failed <error_mesg>.

Explanation RTSP Gateway error log initialization failed.

Recommended Action If this message occurs periodically, ignore it. If this message appears frequently, contact Cisco TAC.

Error Message SE-RTSPG-2-408201:[Procedure] - Failed to generate RTSP Gateway error log config file <mesg>.

Explanation Failed to generate RTSP Gateway error log configuration file when the RTSPG debug level is changed.

Recommended Action If this message occurs periodically, ignore it. If this message appears frequently, contact Cisco TAC.

Error Message SE-RTSPG-2-408202:[Procedure] - Memory allocation failed during errorlog initialization for RTSP Gateway.

Explanation A memory allocation failure occurred. The system attempted to allocate zero size memory.

Recommended Action Reload. Contact Cisco TAC if this problem persists.

Error Message SE-RTSPG-2-408203:[Procedure] - Failed to create/open RTSP Gateway errorlog client configuration file: <file_path>.

Explanation Failed to create or open the RTSP Gateway configuration file.

Recommended Action If this message occurs periodically, ignore it. If this message appears frequently, contact Cisco TAC.

Error Message   SE-RTSPG-2-408204:[Procedure] - Failed to initialize debug library for RTSP Gateway.

    Explanation   Failed to initialize the debug library.

    Recommended Action   If this message occurs periodically, ignore it. If this message appears frequently, contact Cisco TAC.

Error Message   SE-RTSPG-2-408205:[Procedure] - Interface IP address not configured.

    Explanation   RTSPG failed to start. It requires an interface IP address. RTSPG sleeps for 15 seconds and exits.

    Recommended Action   Configure an interface IP address.

Error Message   SE-RTSPG-3-408300:[Procedure] - Failed to set item <mesg>.

    Explanation   Failed to set an item in the data server.

    Recommended Action   If this message occurs periodically, ignore it. If this message appears frequently, contact Cisco TAC.

Error Message   SE-RTSPG-3-408301:[Procedure] -Unable to signal self to get errlog config <mesg>.

    Explanation   Unable to send a signal to itself to get the errlog configuration.

    Recommended Action   If this message occurs periodically, ignore it. If this message appears frequently, contact Cisco TAC.

Error Message   SE-RTSPG-3-408302:[Procedure] - Failed to restart RTSPG after incoming port change.

    Explanation   Failed to restart RTSPG after an incoming port change.

    Recommended Action   If this message occurs periodically, ignore it. If this message appears frequently, contact Cisco TAC.

Error Message   SE-RTSPG-3-408303:Failed to get/set item [name] configuration in data server.

    Explanation   The RTSP Gateway module failed to get or set an item from the data server. The error number for the get/set is [*x*].

    Recommended Action   The system should recover from the error automatically. Contact Cisco TAC if this problem persists.

RULES Messages

Error Message `SE-RULES-2-412001:<procedure>: invalid switch.`

Explanation Encountered an invalid pattern or action type.

Recommended Action Check the rule configuration. Contact Cisco TAC if this problem persists.

Error Message `SE-RULES-2-412002:<procedure>: rule is NULL.`

Explanation The argument rule passed a null pointer.

Recommended Action Check the rule configuration. Contact Cisco TAC if the messages appears frequently.

Error Message `SE-RULES-2-412003:rule_del(): <parameter> entry not found.`

Explanation Tried to remove a parameter that is not configured.

Recommended Action Execute the **show rule all** command to check for configured parameters.

Error Message `SE-RULES-2-412004:default switch in <procedure>.`

Explanation Encountered an invalid pattern type.

Recommended Action Check the rule configuration. Contact Cisco TAC if this problem persists.

Error Message `SE-RULES-2-412005:<procedure> error: invalid else.`

Explanation The pattern type is neither SRC_IP or DST_IP.

Recommended Action Check the rule configuration. Contact Cisco TAC if this problem persists.

Error Message `SE-RULES-2-412006:error allocating new pattern table.`

Explanation The system failed to allocate memory for a new pattern table.

Recommended Action Contact Cisco TAC.

Error Message `SE-RULES-2-412007:Error allocating new action table.`

Explanation The system failed to allocate memory for a new action table.

Recommended Action Contact Cisco TAC.

Error Message SE-RULES-2-412008:error allocating new Rule table.

Explanation The system failed to allocate memory for a new rule table.

Recommended Action Contact Cisco TAC.

Error Message SE-RULES-2-412009:rule_of_port_sort() error: NULLP.

Explanation The argument passed a null pointer for sorting.

Recommended Action Check the rule configuration for configured destination ports. Contact Cisco TAC if this problem persists.

Error Message SE-RULES-2-412010:Rule:pattern_match_request: failed to alloc memory.

Explanation The system failed to allocate memory for a new pattern list.

Recommended Action Contact Cisco TAC.

Error Message SE-RULES-2-412011:rule_show_stat(); Internal error.

Explanation The rule statistics entry is null.

Recommended Action Check the rule configuration. Contact Cisco TAC if this problem persists.

Error Message SE-RULES-2-412012:[procedure]: Unable to allocate memory for rule_sequence.

Explanation The system failed to allocate memory for the new rule.

Recommended Action Contact Cisco TAC.

Error Message SE-RULES-2-412013:[procedure]: Memory allocation failed for [description].

Explanation A memory allocation failure.

Recommended Action Reload SE. If problem persists, contact Cisco TAC.

Error Message SE-RULES-3-413001:<procedure>: Can't create new list.

Explanation The system failed to allocate memory for a new list.

Recommended Action Contact Cisco TAC.

Error Message `SE-RULES-3-413002:rule_add_port(): new_list_head is NULL.`

Explanation The system failed to allocate memory for a new port list.

Recommended Action Contact Cisco TAC.

Error Message `SE-RULES-3-413003:rule_add_port(): cur_list NULL.`

Explanation The system failed to allocate memory for a new port list.

Recommended Action Contact Cisco TAC.

Error Message `SE-RULES-3-413004:rule_create_port_list(): failed to malloc new_list_head.`

Explanation The system failed to allocate memory for a new port list.

Recommended Action Contact Cisco TAC.

Error Message `SE-RULES-3-413005:rule_create_ip_list() new_list is NULL.`

Explanation The system failed to allocate memory for a new IP list.

Recommended Action Contact Cisco TAC.

Error Message `SE-RULES-3-413006:rule_del_ip(): error creating new list.`

Explanation The system failed to allocate memory for a new IP list.

Recommended Action Contact Cisco TAC.

Error Message `SE-RULES-3-413007:rule_add_regex(): failed to create new list.`

Explanation The system failed to allocate memory for a new regex list.

Recommended Action Contact Cisco TAC.

Error Message `SE-RULES-3-413008:rule_create_regex_list(): memory allocation failed.`

Explanation The system failed to allocate memory for a new regex list.

Recommended Action Contact Cisco TAC.

Error Message `SE-RULES-3-413009:rule_create_regex_list() can't allocate regex.`

Explanation The system failed to allocate memory for a new regex list.

Recommended Action Contact Cisco TAC.

Error Message `SE-RULES-3-413010:rule_del_regex(): failed to create new list.`

Explanation The system failed to allocate memory for a new regex list.

Recommended Action Contact Cisco TAC.

Error Message `SE-RULES-3-413011:[member] is null.`

Explanation The member in the response header might have a null value.

Recommended Action No action is required because the system might purposely check for this null value.

Error Message `SE-RULES-3-413012:error allocation new action table.`

Explanation The system failed to allocate memory for a new action table.

Recommended Action Contact Cisco TAC.

Error Message `SE-RULES-3-413013:Malloc for action_sel failed.`

Explanation The system failed to allocate memory.

Recommended Action Contact Cisco TAC.

Error Message `SE-RULES-3-413014:rule_process_verif_msg(): <filename> <line_no> <ds_get_verification_info call failed> errno = <error_no>.`

Explanation The ds_get_verification_info call failed with error number <error_no> in file <filename> line <line_no>.

Recommended Action Contact Cisco TAC.

Error Message `SE-RULES-3-413015:register_verifier(): <filename> <line_no> <register_verifier failed for item> <item>.`

Explanation The register_verifier call failed for item <item> in file <filename> line <line_no>.

Recommended Action Contact Cisco TAC.

Error Message `SE-RULES-3-413016:rule_server_main(): ERROR request processing timed out.`

Explanation The request timed out.

Recommended Action Contact Cisco TAC if this message appears frequently.

Error Message `SE-RULES-3-413017:rule_server_rpc_main(): RpcUdsServer_new() returned NULL server.`

Explanation Launching of new rule_server might have failed.

Recommended Action Reload the SE. Contact Cisco TAC if this problem persists.

Error Message `SE-RULES-3-413018:rules_daemon : RpcUdsServer_accept returned a NULL client.`

Explanation The RpcUdsServer_accept returned a null client.

Recommended Action No action is required. Contact Cisco TAC if this message appears frequently.

Error Message `SE-RULES-3-413019:rules_daemon() client_thread_create failed err = <error_no>.`

Explanation Creation of new client thread failed with an error number <error_no>.

Recommended Action No action is required. Contact Cisco TAC if this message appears frequently.

Error Message `SE-RULES-3-413020:rule_init_cfg() Failed to bind to sysdb.`

Explanation Failed to bind to the data server. The Cache process is automatically restarted.

Recommended Action No action is required. Contact Cisco TAC if this message appears frequently.

Error Message `SE-RULES-3-413021:rule_init_cfg() Failed to get the list from sysdb.`

Explanation Failed to get the list from the data server. A new connection is opened to retry the operation.

Recommended Action No action is required. Contact Cisco TAC if this message appears frequently.

Error Message `SE-RULES-5-415001:Ignoring invalid URL rewrite original URL=<old_url> new URL=<new_url>.`

Explanation Ignores invalid URL rewrite.

Recommended Action No action is required.

Error Message `SE-RULES-5-415002:Ignoring invalid URL transformation URL=<old_url> new URL=<new_url>.`

Explanation Ignores invalid URL transformation.

Recommended Action No action is required.

Error Message SE-RULES-5-415003:rule_show_stat(); Error opening tty.

Explanation Failed to open the terminal for writing rules statistics.

Recommended Action No action is required.

Error Message SE-RULES-5-415004:rule_check_request(): [info] NULL.

Explanation Some information in the rule may be null.

Recommended Action No action is required.

Error Message SE-RULES-6-416001:rule_del_port(): old_list is NULL.

Explanation The old port list might be empty.

Recommended Action No action is required.

Error Message SE-RULES-6-416002:send_verif_ack(): error building ack, error = <error_no>.

Explanation An error occurred in building the acknowledgment message.

Recommended Action No action is required.

Error Message SE-RULES-6-416003:rule_process_verif_msg(): unknown event = <sysdb_info.event>.

Explanation An unknown event was encountered while receiving the rule process verification message.

Recommended Action No action is required.

Error Message SE-RULES-6-416004:rule_process_notif_msg(): <file_name> <line_no> <ds_get_notification_info call failed>errno = <error_no>.

Explanation An error <error_no> occurred in file <file_name> in line <line_no> while receiving the rule process notification message.

Recommended Action No action is required.

Error Message SE-RULES-6-416005:rule_process_notif_msg(): <file_name> <line_no> ds_free_ven_resource failed.

Explanation An error occurred in file <file_name> line <line_no> when the data server tries to free the resource.

Recommended Action No action is required.

Error Message `SE-RULES-6-416006:Failed to get the full message from the ds.`

Explanation The rule process failed to receive the complete message from the data server.

Recommended Action No action is required.

Error Message `SE-RULES-6-416007:rule_register_notifier(): <file_name> <line_no> <rule_register_notifier failed for item> <rule_action_notif_tuple> Err <error_no>.`

Explanation Error <error_no> occurred in file <file_name> in line <line_no> for item <rule_action_notif_tuple> when the rule process registers notification.

Recommended Action No action is required.

Error Message `SE-RULES-6-416008:rule_register_notifier(): <file_name> <line_no> <rule_register_notifier failed for item> <rule_pattern_notif_tuple>.`

Explanation An error occurred in file <file_name> in line <line_no> for item <rule_pattern_notif_tuple> when the rule process registers notification.

Recommended Action No action is required.

Error Message `SE-RULES-6-416009:rule_register_notifier(): <file_name> <line_no> <rule_register_notifier failed for item> <rule_pattern_delta_tuple>.`

Explanation An error occurred in file <file_name> in line <line_no> for item <rule_pattern_delta_tuple> when the rule process registers notification.

Recommended Action No action is required.

Error Message `SE-RULES-6-416010:rule_register_notifier(): <file_name> <line_no> <rule_register_notifier failed for item> <rule_debug_notif_tuple>.`

Explanation An error occurred in file <file_name> in line <line_no> for item <rule_debug_notif_tuple> when the rule process registers notification.

Recommended Action No action is required.

Error Message `SE-RULES-6-416011:rule_register_notifier(): <file_name> <line_no> <rule_register_notifier failed for item> <rule_action_delta_tuple>.`

Explanation An error occurred in file <file_name> in line <line_no> for item <rule_action_delta_tuple> when the rule process registers notification.

Recommended Action No action is required.

Error Message SE-RULES-6-416012:Rule Item Not found in the Sequence.

Explanation The rule item is not found in the fetched sequence.

Recommended Action No action is required.

Error Message SE-RULES-6-416013:rule_daemon : Bind failed in sysdb.

Explanation The data server failed to bind the socket.

Recommended Action Contact Cisco TAC if this message appears frequently.

Error Message SE-RULES-6-416014:send_verif_ack(): error sending ack, error = <error_no>.

Explanation An error is in the acknowledgment message.

Recommended Action No action is required.

Error Message SE-RULES-6-416015:rule_process_notif_msg (): Unknown Event.

Explanation An unknown event occurred when sending the rule process notification message.

Recommended Action No action is required.

SCHED Messages

Error Message SE-SCHED-2-189000:Missing scheduler working thread.

Explanation One of the worker threads that the scheduler uses for assigning work has unexpectedly terminated. The SE web proxy cache attempts to recover by restarting itself.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message SE-SCHED-4-189002:Scheduler CLI memory allocation failure.

Explanation Upon receiving a command to perform an action to modify the behavior of the scheduler, a memory resource allocation failed, which might result in some commands failing.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message SE-SCHED-4-189003:Scheduler CLI file open failure on [description].

Explanation Upon receiving a command to perform an action to modify the behavior of the scheduler, a file could not be opened, which might result in some commands failing.

Recommended Action Contact Cisco TAC if this problem persists.

SERMON Messages

Error Message `SE-SERMON-7-690300:<debug message>.`

Explanation This is a debug message from the Service Monitor process.

Recommended Action No action is required.

Error Message `SE-SERMON-6-690301:<info message>.`

Explanation This is an information message from the Service Monitor process.

Recommended Action No action is required.

Error Message `SE-SERMON-4-690302:Unable to perform Data Server operations.`

Explanation The Service Monitor process failed to get data from the data server. This can indicate a major system problem if it is persistent.

Recommended Action No action is required. If this problem is persistent, reboot the system.

SNMP Messages

Error Message `SE-SNMP-2-430001:bind_data server_sock() failed: <return value>.`

Explanation Cannot connect to the data server. If this message is seen, the SNMP Agent cannot accept configurations from the CLI, send traps, or retrieve any *CISCO-CONTENT-ENGINE-MIB* statistics.

Recommended Action Re-enable SNMP. Contact Cisco TAC if this problem persists.

Error Message `SE-SNMP-5-430002:ds_edm_register() failed: <item name return value>.`

Explanation EDM registration failed with the data server <return value>.

Recommended Action If this message is seen, usually the SNMP Agent recovers from it. Execute the **show snmp event** command to see if this CLI is functioning properly. Re-enable SNMP. Contact Cisco TAC if this problem persists.

Error Message `SE-SNMP-5-430003:ds_verification_register() failed: <str>.`

Explanation Verification registration failed with the data server.

Recommended Action If this message is seen, the user is unable to configure SNMP-related features. Re-enable SNMP. Contact Cisco TAC if this problem persists.

Error Message SE-SNMP-5-430004:ds_notification_register() failed: <str>.

Explanation Notification registration with the data server failed.

Recommended Action If this message is seen, the SNMP Agent might not be able to generate traps. Re-enable SNMP. Contact Cisco TAC if this problem persists.

Error Message SE-SNMP-3-430005:[Procedure]:Failed open [filename]. errno: [dc], [str].

Explanation An error occurred while opening the [filename] file.

Recommended Action Re-enable SNMP. Contact Cisco TAC if this problem persists.

Error Message SE-SNMP-3-430006:[Procedure]: Failed to read [filename]. errno: [dc], [str].

Explanation Encountered an error while reading a procedure file.

Recommended Action Re-enable SNMP. Contact Cisco TAC if this problem persists.

Error Message SE-SNMP-3-430007:[Procedure]: Failed to read [filename]. End-of-file.

Explanation Encountered unexpected end-of-file in a procedure file.

Recommended Action Re-enable SNMP. Contact Cisco TAC if this problem persists.

Error Message SE-SNMP-2-430008:[filename] has more data than SNMP Agent expects:possible kernel version and SNMP Agent application code mismatch.

Explanation An unexpected number of data fields were found in a procedure file.

Recommended Action Re-enable SNMP. Contact Cisco TAC if this problem persists.

Error Message SE-SNMP-2-430009:Incorrect number of data items found in [filename].

Explanation An unexpected number of data fields were found in a procedure file.

Recommended Action Re-enable SNMP. Contact Cisco TAC if this problem persists.

Error Message SE-SNMP-2-430010: / proc/net/snmp header line has unexpected format. Possible kernel version and SNMP Agent application code mismatch.

Explanation Unknown header information was found in */proc/net/arp*.

Recommended Action Re-enable SNMP. Contact Cisco TAC if this problem persists.

Error Message `SE-SNMP-2-430011: / proc/net/snmp sscanf parsing error STAT_NET_ICMP`
`entry.num_items read = <dc>, num_items expected = 26.`

Explanation An unknown number of data fields were found in */proc/net/snmp*.

Recommended Action Re-enable SNMP. Contact Cisco TAC if this problem persists.

Error Message `SE-SNMP-2-430012: / proc/net/snmp has more data than SNMP Agent`
`expects: chars read = [dc] chars processed = [dc] possible kernel version and snmp`
`application code mismatch.`

Explanation An unknown number of data fields were found in */proc/net/snmp*.

Recommended Action Re-enable SNMP. Contact Cisco TAC if this problem persists.

Error Message `SE-SNMP-2-430013:snmp Agent process terminated.`

Explanation An SNMP Agent process terminated due to connection failure with the data server.

Recommended Action The SNMP Agent process restarts by the node manager process. Re-enable
SNMP. Contact Cisco TAC if this problem persists.

Error Message `SE-SNMP-3-430014:SNMP server could not set Contact data item in Data`
`Server (error code).`

Explanation A change was made in the SNMP server contact information, but the change could not
be recorded in the data server.

Recommended Action Try setting the contact data item again. Re-enable SNMP. Contact Cisco TAC
if this problem persists.

Error Message `SE-SNMP-3-430015:SNMP server could not set Location data item in Data`
`Server (error code).`

Explanation A change was made in the SNMP server location information, but the change could not
be recorded in the data server.

Recommended Action Try setting the location data item again. Re-enable SNMP. Contact Cisco TAC
if this problem persists.

Error Message `SE-SNMP-5-430016:SNMP server is resetting the connection with the Data`
`Server.`

Explanation Due to a previous data server communication error, the SNMP server is going to reset
the data server connection.

Recommended Action No action is required.

Error Message `SE-SNMP-2-430018:SNMP server:malloc error. <size> <function_name>.`

Explanation   Memory allocation error.

Recommended Action   Re-enable SNMP and then reload the device. Contact Cisco TAC if this problem persists.

Error Message `SE-SMARTD-0/1/2/3/4/5/6-435000:[failure-description].`

Explanation   The native Linux SMARTD code exposes error or notice or information.

Recommended Action   SMARTD log messages mean disk health-related attributes have changed, which might indicate a possible disk failure in the near future. When you receive SMARTD error messages, take proper action (such as backing up data) on the concerned disks, as they are expected to fail later.

SR Messages

Error Message `SE-SR-3-180101:Memory allocation failure - [description].`

Explanation   The SR failed to allocate memory from the system. This failure can cause the SR to function improperly and might affect other software modules in the system. This message should appear whenever a memory allocation failure of the SR occurs. This problem can be caused by a software error and requires investigation. The system should restart the SR if a failure occurs and reboot the device if necessary.

Recommended Action   Execute the **show process memory** command to confirm that the system memory has been used up. Restarting the system provides an immediate workaround in most cases. To help debug this problem, gather the output of the **show content-routing route**, **show statistics content-routing all**, and **show process memory** commands. Also, turn on debug logging by executing the **debug content-routing all** and **logging disk priority debug** commands for when this problem occurs. Send the output of the commands and all syslog files to Cisco TAC for further analysis.

Error Message `SE-SR-5-180102:Routing table is rebuilt for the config file changes: [chars].`

Explanation   The routing table of the SR has been rebuilt because of configuration changes. This message is informational only and should appear whenever a configuration change has occurred and information level logging is enabled.

Recommended Action   No action is required.

Error Message `SE-SR-5-180201:Service Engine '<ce name>' is up (keepalives have` `started or resumed).`

Explanation The SR has started to receive keepalives from the SE whose name is in the message. The liveness state of the SE has changed as a result. This message is informational only and should appear whenever keepalives are received that cause a change in the liveness state, and when information level logging is enabled.

Recommended Action No action is required.

Error Message `SE-SR-4-180202:Service Engine '<ce name>' is down (keepalives have` `stopped).`

Explanation The SR has stopped receiving keepalives from the SE whose name is in the message. The liveness state of the SE changed to "down" as a result, and no client requests are routed to it until the SR once again receives keepalives from the SE. This message is notice level only and should appear whenever notice level logging is enabled and an SE state change occurs because the SR stops receiving keepalives from the SE.

Recommended Action Check the network connectivity between the SE and the SR. Use a Sniffer network analyzer to verify that DNS traffic is passing from the SE to the SR and is successfully received by the SR. If the connectivity is satisfactory, check the state of the SE on the CDSM to see if it is online and check the Content Distribution Manager syslog file for messages that might indicate why the SE went down. Finally, execute the **show process memory** command on the SE to see if a *crka-start.pl* process is running. If you can find no reason for the error message, send all syslog files on the SE and the output of the **show cms info** and **show cms database context xml** commands to Cisco TAC for further assistance.

Error Message `SE-SR-3-180301:Failed to open a connection to the data server after` `<num> tries.`

Explanation The SR cannot communicate with the data server module that stores system-wide configuration data. This can cause commands related to service routing to fail, including the **show content-routing**, **clear statistics content-routing**, **show statistics content-routing**, and **debug content-routing** commands. This message requires immediate attention and only appears when the SR starts up.

Recommended Action Send all syslog files to Cisco TAC for further analysis.

Error Message `SE-SR-4-180302:Failed to close a connection to the data server at` `<string> <string>.`

Explanation The SR failed to close a connection to the data server. This message only appears if the service routing module fails to close a connection to the data server. No serious consequences result from this error.

Recommended Action Send all syslog files to Cisco TAC for further analysis if some service routing-related commands cannot be executed.

Error Message   SE-SR-3-180303:Failed to register notifications at <string> - <string>.

Explanation   The SR failed to register with the data server to be notified when any of the **debug content-routing** commands are executed. After this message appears, the SR keeps trying to register every 60 seconds. This message only occurs when the SR starts up. This message is a notice level message if the problem occurs fewer than five times and is escalated to an error level message if it occurs more than five times. Ignoring this error message can cause failure of the **debug content-routing** commands.

Recommended Action   Restarting the node provides a temporary workaround. Send all syslog files to Cisco TAC for further analysis.

Error Message   SE-SR-4-180304:Failed to unregister notifications.

Explanation   The SR failed to unregister from the data server to be notified when the **debug content-routing** commands are executed. This error message occurs when the SR exits or when it tries to reregister after a communication error has occurred.

Recommended Action   No serious consequences result from this error. Send all syslog files to Cisco TAC for further analysis if some **service routing-related** commands cannot be executed.

Error Message   SE-SR-3-180305:Failed to receive notifications from the data server at <string> - <string>.

Explanation   The SR failed to receive data from the data server when the **debug content-routing** commands are executed. This error message appears when the **debug content-routing** commands are executed and an error occurs in the communication process. If this message appears only occasionally, it is an informational message. Otherwise, its appearance requires investigation, and the **debug content-routing** commands will always fail.

Recommended Action   If the **debug content-routing** commands always fail, restarting the system should provide a temporary workaround. Send all syslog files to Cisco TAC for further analysis.

Error Message   SE-SR-3-180306:Failed to create thread at <string>.

Explanation   This message appears whenever the SR starts up and fails to create a thread. This error can significantly affect normal functioning of the SR and requires immediate attention.

Recommended Action   Restarting the system might provide a temporary workaround. Send all syslog files to Cisco TAC for further analysis.

Error Message   SE-SR-4-180307:Failed to free resources at <string> - <string>.

Explanation   The SR failed to free resources when executing the **debug content-routing** commands. This message appears every time the **debug content-routing** commands are executed. The message might indicate failure of those commands and might affect subsequent execution of other **service routing-related** commands.

Recommended Action   Restarting the system might provide a temporary workaround. Send the output of the **show process memory** command and all syslog files to Cisco TAC for further analysis.

Error Message `SE-SR-4-180308:Failed to receive entire message at <string> -`
`<string>.`

Explanation   The SR failed to receive data from the data server when executing commands related to service routing. This message appears whenever **service routing-related** commands are executed. The message might indicate failure of the commands and might affect subsequent execution of other **service routing-related** commands.

Recommended Action   Restarting the system might provide a temporary workaround. Send the output of the **show process memory** command and all syslog files to Cisco TAC for further analysis.

Error Message `SE-SR-5-180309:Failed to register to with data server - <string>.`

Explanation   The SR failed to register with the data server for service routing-related commands other than the **debug content-routing** commands. The SR then tries to register every 60 seconds. This message only appears when the SR starts up. This message should be treated as a notice level message only if it appears fewer than five times. It should be escalated to a critical level message if it appears more than five times in a row. Ignoring this error message can cause service routing-related commands other than the **debug content-routing** commands to fail.

Recommended Action   Restarting the system might provide a temporary workaround. Send the output of the **show process memory** command and all syslog files to Cisco TAC for further analysis.

Error Message `SE-SR-4-180310:Failed to unregister from data server at <string> -`
`<string>.`

Explanation   The SR failed to unregister from the data server for service routing-related commands other than the **debug content-routing** commands. This error message appears when the SR exits or when it tries to reregister after a communication error.

Recommended Action   No serious consequences result from this error. Send the output of the **show process memory** command and all syslog files to Cisco TAC for further analysis.

Error Message `SE-SR-3-180311:Failed to get CLI action information from data server`
`at <string> - <string>.`

Explanation   The SR failed to receive data from the data server when executing service routing-related commands other than the **debug content-routing** commands. This message appears whenever a single service routing-related command other than the **debug content-routing** commands is executed and there is an error in communication. If this message appears only occasionally, it is an information level message. Otherwise, its appearance requires investigation, and service routing-related commands other than the **debug content-routing** commands will always fail.

Recommended Action   If **service routing-related** commands other than the **debug content-routing** commands always fail, restarting the system should provide a temporary workaround. Send the output of the **show process memory** command and all syslog files to Cisco TAC for further analysis.

Error Message `SE-SR-3-180312:Failed to build response to data server at <string> -` `<string>.`

Explanation The SR failed to build a response to the data server when executing service routing-related commands other than **debug content-routing** commands. This message appears whenever a service-routing related command other than **debug content-routing** is executed and an error occurs in building a response. If this message appears only occasionally, it is an informational message. Otherwise, its appearance requires investigation, and service routing-related commands other than the **debug content-routing** commands will always fail.

Recommended Action If service routing-related commands other than the **debug content-routing** commands always fail, restarting the system should provide a temporary workaround. Send the output of the **show process memory** command and all syslog files to Cisco TAC for further analysis.

Error Message `SE-SR-3-180313:Failed to send response to data server at <string> -` `<string>.`

Explanation The SR failed to send a response to the data server when executing service routing-related commands other than the **debug content-routing** commands. This message appears whenever a single service routing-related command other than **debug content-routing** is executed and an error occurs in responding to the data server. This error message is informational only if it occurs occasionally. Otherwise, its appearance requires investigation, and service routing-related commands other than the **debug content-routing** commands will always fail.

Recommended Action If service routing-related commands other than the **debug content-routing** commands always fail, restarting the system should provide a temporary workaround. Send the output of the **show process memory** command and all syslog files to Cisco TAC for further analysis.

Error Message `SE-SR-5-180501:Service router lastresort domain: <string>.`

Explanation The SR's lastresort configuration is used when the client IP address does not match the coverage zone's subnets that are configured, or when all configured SEs are overloaded.

Recommended Action Add the client subnet to the coverage zone. Also check the SE's capacity.

Error Message `SE-SR-5-180502:Service router lastresort domain: <string> and file:` `<string>.`

Explanation The SR's lastresort configuration is used when the client IP address does not match the coverage zone's subnets that are configured.

Recommended Action Add the client subnet to the coverage zone. Also check the SE's capacity.

SSHD Messages

Error Message `SE-SSHD-3-440001: read [ssh_session_file] failed,`
`errno=[err_code]([failure-description]).`

    Explanation The SSH service fails in reading *ssh_session_file*.

    Recommended Action If this message occurs occasionally, ignore it. If this message appears frequently, contact Cisco TAC.

Error Message `SE-SSHD-3-440002:write [ssh_session_file] failed,`
`errno=[err_code]([failure-description]).`

    Explanation The SSH service fails in writing *ssh_session_file*.

    Recommended Action If this message occurs occasionally, ignore it. If this message appears frequently, contact Cisco TAC.

Error Message `SE-SSHD-3-440003:lseek [ssh_session_file] failed,`
`errno=[err_code]([failure-description]).`

    Explanation The SSH service fails in seeking *ssh_session_file*.

    Recommended Action If this message occurs occasionally, ignore it. If this message appears frequently, contact Cisco TAC.

Error Message `SE-SSHD-3-440004:can't open [ssh_session_file],`
`errno=[err_code]([failure-description]).`

    Explanation The SSH service fails in opening *ssh_session_file*.

    Recommended Action If this message occurs occasionally, ignore it. If this message appears frequently, contact Cisco TAC.

Error Message `SE-SSHD-3-440005:can't create [ssh_session_file],`
`errno=[err_code]([failure-description]).`

    Explanation The SSH service fails in creating *ssh_session_file*.

    Recommended Action If this message occurs occasionally, ignore it. If this message appears frequently, contact Cisco TAC.

Error Message `SE-SSHD-3-440006:failed to start /usr/sbin/sshd,`
`[failure-description].`

    Explanation The SSH service fails in starting the SSHD process.

    Recommended Action Retry the **related ssh** command, restart SSH service, and reboot the device. Contact Cisco TAC if this message appears frequently.

Error Message `SE-SSHD-3-440007:usr/sbin/sshd did not exit, [failure-description].`

Explanation The SSH service fails because the SSHD process did not exit.

Recommended Action Retry the **related ssh** command, restart SSH service, and reboot the device. Contact Cisco TAC if this message appears frequently.

Error Message `SE-SSHD-3-440008:ssh session failed, possibly because of incorrect login.`

Explanation The active SSH session fails, possibly because of an incorrect login, or because of internal SSHD errors.

Recommended Action Retry the SSH login with correct the username or password.

Error Message `SE-SSHD-3-440009:ssh session succeeded.`

Explanation The active SSH session proceeded successfully.

Recommended Action No action is required.

Error Message `SE-SSHD-3-440010:Internal error: Could not change owner (error).`

Explanation SSH could not be enabled due to an internal error.

Recommended Action Contact Cisco TAC.

SSRV Messages

Error Message `SE-SSRV-4-678400:The stream bitrate(bitrate) is greater than limit, refuse the request.`

Explanation The stream bitrate is greater than the incoming or outgoing limit. The request is refused.

Recommended Action No action is required.

Error Message `SE-SSRV-4-678401:The live session bitrate(bitrate) is greater than limit, not starting it.`

Explanation The live session bitrate is greater than the incoming or outgoing limit. The streaming server refuses to create it.

Recommended Action No action is required.

STATS Messages

Error Message `SE-STATS-4-600000:register_edm: edm reg err (ret = [error_code]).`

Explanation The statistics provider application could not register with the data server.

Recommended Action Contact Cisco TAC if this message appears frequently.

Error Message `SE-STATS-4-600001:ds_connect: ds connect err (ret = [error_code]).`

Explanation The statistics provider application could not connect to the data server.

Recommended Action Contact Cisco TAC if this message appears frequently.

Error Message `SE-STATS-4-600002:msg get err (ret=[error_code]).`

Explanation The statistics provider application could not retrieve a message from the data server.

Recommended Action Contact Cisco TAC if this message appears frequently.

Error Message `SE-STATS-4-600003:get edm info err (ret=[error_code])`

Explanation The statistics provider application could not retrieve information from the data server.

Recommended Action Contact Cisco TAC if this message appears frequently.

Error Message `SE-STATS-3-600004:Failed to open /proc/net/netstat.`

Explanation The statistics provider application could not open the proc interface.

Recommended Action   Check the CLI again. Contact Cisco TAC if this problem persists.

Error Message `SE-STATS-3-600005: / proc/net/netstat header line has unexpected format. Possible kernel version and cache application code mismatch. header line = [line], cache expects line = [line].`

Explanation The */proc/net/netstat* format and the format expected by the statistics provider application vary.

Recommended Action Contact Cisco TAC.

Error Message `SE-STATS-3-600006: / proc/net/netstat had sscanf parsing error. num_items read = %d, num_items expected = 65.`

Explanation The */proc/net/netstat* format and the format expected by the statistics provider application vary.

Recommended Action Contact Cisco TAC.

Error Message SE-STATS-3-600007:Failed to open /proc/net/snmp. errno: [error], [description].

Explanation The statistics provider application could not open the proc interface.

Recommended Action Contact Cisco TAC.

Error Message SE-STATS-3-600008:Failed to read /proc/net/snmp. errno: [error], [description].

Explanation The statistics provider application could not read the proc interface.

Recommended Action Contact Cisco TAC.

Error Message SE-STATS-3-600009:Failed to read /proc/net/snmp. End-of-file.

Explanation The statistics provider application could not read the proc interface. No data was read.

Recommended Action Contact Cisco TAC.

Error Message SE-STATS-3-600010: / proc/net/snmp has more data than cache expects: possible kernel version and cache application code mismatch.

Explanation The format of the */proc/net/snmp* interface varies from the expected format.

Recommended Action Contact Cisco TAC.

Error Message SE-STATS-3-600011: / proc/net/snmp header line has unexpected format. Possible kernel version and cache application code mismatch. ix = [itemno], header line = [header], cache expects line = [expected].

Explanation The format of the */proc/net/snmp* interface varies from expected the format.

Recommended Action Contact Cisco TAC.

Error Message SE-STATS-3-600012: / proc/net/snmp sscanf parsing error STAT_NET_IP entry. num_items read = %d, num_items expected = 19.

Explanation The format of the */proc/net/snmp* interface varies from expected the format.

Recommended Action Contact Cisco TAC.

Error Message SE-STATS-3-600013: / proc/net/snmp sscanf parsing error STAT_NET_ICMP entry. num_items read = %d, num_items expected = 26.

Explanation The format of the */proc/net/snmp* interface varies from the expected format.

Recommended Action Contact Cisco TAC.

Error Message `SE-STATS-3-600014: / proc/net/snmp sscanf parsing error STAT_NET_TCP entry. num_items read = %d, num_items expected = 21.`

Explanation   The format of the */proc/net/snmp* interface varies from the expected format.

Recommended Action   Contact Cisco TAC.

Error Message `SE-STATS-3-600015: / proc/net/snmp sscanf parsing error STAT_NET_UDP entry num_items read = %d, num_items expected = 4.`

Explanation   The format of the */proc/net/snmp* interface varies from the expected format.

Recommended Action   Contact Cisco TAC.

Error Message `SE-STATS-3-600016: / proc/net/snmp has more data than cache expects: chars read = [chars read] chars processed = [chars processed] possible kernel version and cache application code mismatch.`

Explanation   The format of the */proc/net/snmp* interface varies from the expected format.

Recommended Action   Contact Cisco TAC.

Error Message `SE-STATS-6-600018:Returning IP/ICMP/UDP/TCP stats.`

Explanation   Statistics for the specified protocol were returned.

Recommended Action   No action is required.

Error Message `SE-STATS-6-600019:Clearing IP/ICMP/UDP/TCP stats.`

Explanation   Statistics for the specified protocol were cleared.

Recommended Action   No action is required.

Error Message `SE-STATS-5-600020:Statistics thread startup notice.`

Explanation   Logs the thread and process IDs of the statistics thread of the SR.

Recommended Action   No action is required.

Error Message `SE-STATS-5-600021:Statistics thread stack space notice.`

Explanation   Logs the location of the thread stack space for the statistics thread of the SR.

Recommended Action   No action is required.

Error Message `SE-STATS-3-600022:Failed to create Service Router statistics thread.`

Explanation The SR statistics thread could not be created for some reason. Statistics are not gathered.

Recommended Action The device should be restarted because such a problem might be indicative of a system-wide memory shortfall. Contact Cisco TAC if this problem persists.

STDBY Messages

Error Message `SE-STDBY-3-522001:Standby item protection semaphore open/write/signal/close error.`

Explanation The standby process encountered a problem while trying to access the semaphore that protects the standby data server item.

Recommended Action Contact Cisco TAC.

Error Message `SE-STDBY-4-522002:Interface <interface> is down.`

Explanation The standby process has found that the interface <interface> is down.

Recommended Action Check the cable, switch configuration, and the SE's interface configuration for any problems. Execute the **shut** and **no shut** commands on the SE interface. If the interface is still down, contact Cisco TAC.

Error Message `SE-STDBY-4-522003:Unable to reach the gateway.`

Explanation The standby process has found that the SE is no longer able to reach the default gateway.

Recommended Action Manually ping the default gateway. If the ping does not work, look for any network problems and the router configuration. If the ping works, contact Cisco TAC.

Error Message `SE-STDBY-4-522004:Interface <interface> has seen more errors than allowed.`

Explanation The standby process has found that the currently active interface is experiencing excessive input and output errors.

Recommended Action Look for any problems in the switch and SE interface configurations. If you find any problems, contact Cisco TAC.

Error Message `SE-STDBY-7-522005:Standby group <group no> is up on <interface>.`

Explanation The standby group is currently active on the interface <interface>.

Recommended Action No action is required.

Error Message SE-STDBY-3-522006:Standby group <group no> can't be brought up.

Explanation No member interfaces can be brought up in the specified standby group.

Recommended Action Check the syslog files for failures on the related member interfaces.

Error Message SE-STDBY-3-522007:Error <err no> when raising alarm <alarm item>(<alarm description>).

Explanation The standby process failed to raise the specified alarm.

Recommended Action Check the syslog files for other alarm-related failures. Alarm information on the device could be inconsistent and a reload of the device might be required for recovery.

Error Message SE-STDBY-3-522008:Error <err no> when clearing alarms in module <module name>.

Explanation The standby process failed to clear raised alarms in the group. The standby group name is represented in <module name>.

Recommended Action Check the syslog files for other alarm-related failures. Alarm information on the device could be inconsistent and a reload of the device might be required for recovery.

Error Message SE-STDBY-3-522009:Error <err no> when binding to nodehealthds.

Explanation The standby process failed to bind to the node health monitor database.

Recommended Action Check the syslog files for more specific failures on the node health monitor database.

Error Message SE-STDBY-3-522010:[Standby interface CLI bin Debug].

Explanation This is a debug message for standby interface configuration.

Recommended Action No action is required.

SYS Messages

Error Message SE-SYS-[priority]-900000:[Kernel Message].

Explanation These messages are generated by the kernel and might be useful for debugging a problem that is encountered. More severe priorities (0 is the highest, 7 the lowest) are more likely to be of concern.

Recommended Action Give these messages to Cisco TAC when a problem is encountered.

Error Message `SE-SYS-5-900001:[system bootup messages].`

Explanation These are system bootup messages.

Recommended Action These messages are mostly informational, but could be of help when debugging certain bootup problems.

Error Message `SE-SYS-5-900002:[system bootup messages].`

Explanation These are system bootup messages (from system initialization until syslogd is started).

Recommended Action These messages are mostly informational, but could be of help when debugging certain bootup problems.

Error Message `SE-SYS-5-900003:[Kernel crash analysis messages].`

Explanation These messages indicate that the kernel crashed in the past and contain information that might help in diagnosing the problem.

Recommended Action Contact Cisco TAC.

SYSMON Messages

Error Message `SE-SYSMON-3-445000:Error in read the req, errno: [error].`

Explanation The System Fault Monitor could not read a request, so it was skipped.

Recommended Action No action is required.

Error Message `SE-SYSMON-3-445001:Failed to set NONBLOCK for new_fd, ret [status], errno [error no].`

Explanation The System Fault Monitor could not set the NONBLOCK attribute on a request, so it was skipped.

Recommended Action No action is required.

Error Message `SE-SYSMON-3-445002:select: ret = [status], errno = [error no].`

Explanation The select call within the System Fault Monitor failed.

Recommended Action Contact Cisco TAC if this message appears frequently.

Error Message `SE-SYSMON-3-445003:Incorrect system id [system identifier].`

Explanation An unknown system identifier was received by the System Fault Monitor.

Recommended Action Contact Cisco TAC.

Error Message `SE-SYSMON-3-445004:Incorrect device id [device id].`

Explanation An unknown device identifier was received by the System Fault Monitor.

Recommended Action Contact Cisco TAC.

Error Message `SE-SYSMON-3-445005:Incorrect timestamp [timestamp].`

Explanation An improper time stamp was received by the System Fault Monitor.

Recommended Action Contact Cisco TAC.

Error Message `SE-SYSMON-3-445006:Incorrect severity [severity level].`

Explanation An unknown severity level was received by the System Fault Monitor.

Recommended Action Contact Cisco TAC.

Error Message `SE-SYSMON-3-445007:error [error code] when binding to data server.`

Explanation The System Fault Monitor could not make a connection to the data server. A fault might not be reported.

Recommended Action Reload the device. Contact Cisco TAC if this problem persists.

Error Message `SE-SYSMON-3-445008:error [error code] when setting [data item name].`

Explanation The System Fault Monitor could not set a value for the specified data server item name. A fault might not be reported.

Recommended Action Reload the device. Contact Cisco TAC if this problem persists

Error Message `SE-SYSMON-5-445009:sysmon: entering start_loop.`

Explanation The System Fault Monitor is starting up.

Recommended Action No action is required.

Error Message `SE-SYSMON-3-445010:Fault detected: [description].`

Explanation The System Fault Monitor has detected a fault.

Recommended Action Take corrective action to fix the fault. If no fault actually exists, contact Cisco TAC.

Error Message `SE-SYSMON-5-445011:Fault cleared: [description].`

Explanation The System Fault Monitor has cleared a fault.

Recommended Action No action is required.

Error Message `SE-SYSMON-1-445012:disk[%02d] has a serious file system problem. Please reload the system to recover from this failure.`

Explanation A disk has a serious but recoverable file system-related problem.

Recommended Action Reload the system.

Error Message `SE-SYSMON-3-445013:Failed to turn off journaling on num:num.`

Explanation A disk has a serious but recoverable file system-related problem.

Recommended Action Reload the system. Contact Cisco TAC if this problem persists.

Error Message `SE-SYSMON-3-445014:Could not add num:num to the list of failed partitions(s).`

Explanation A disk has a serious but recoverable file system-related problem.

Recommended Action Reload the system.

SYSUTL Messages

Error Message `SE-SYSUTL-5-800006:File removed <filename> And other <number> file(s) removed Core file(s) removed <filename>.`

Explanation SYSFS space is low. The system starts to automatically remove certain files.

Recommended Action Execute the **show sysfs volumes** command to check the SYSFS usage. Remove any old files if SYSFS is over 80 percent used.

TFTP Messages

Error Message `SE-TFTP-7-450001:tftpd: <various tftpd debug messages>.`

Explanation   This debug ID is used for debugging TFTP code.

Recommended Action   No action is required.

Error Message `SE-TFTP-3-450002:tftpd: Cannot create transaction logs: <error_code>.`

Explanation   The system could not create a TFTP transaction-log socket.

Recommended Action   No action is required.

Error Message `SE-TFTP-3-450003:tftpd: Unable to send transaction log data: return= <return-code> errno= <error-no> errstr= <error-string>.`

Explanation   The system was unable to send the data to the TFTP transaction-log socket.

Recommended Action   Check if the **transaction log** command is enabled. If it is not enabled, then enable it.

Error Message `SE-TFTP-3-450004:tftp main(): Failed to bind to SysDB-Root with error <error_code>.`

Explanation   The system was unable to bind to the data from SysDB.

Recommended Action   Contact Cisco TAC if this problem persists.

Error Message `SE-TFTP-3-450005:tftp main(): SYSDB returned NULL tftp_ptr.`

Explanation   The system was successful in reading the item from SysDB, but the item has a null value assigned to it.

Recommended Action   No action is required.

Error Message `SE-TFTP-3-450006:tftp main(): Item not found on the data server.`

Explanation   The system was unable to find the data on SysDB. sysdb_itm_get() failed with a return code as SYSDB_ERROR_NOTFOUND.

Recommended Action   Contact Cisco TAC if this problem persists.

Error Message `SE-TFTP-3-450007:tftp main(): sysdb_item_get failed with error code`
`<error_code>.`

> **Explanation** sysdb_item_get() failed with an error code.

> **Recommended Action** Contact Cisco TAC if this problem persists.

Error Message `SE-TFTP-5-450008:NO TFTP-access-list is configured: A <read or write>`
`request denied for client <client-ip> for file <file-name>.`

> **Explanation** For TFTP to be functional, a TFTP server access list must be configured on the SE.

> **Recommended Action** Configure a TFTP server access list and Standard Access List on the SE.

Error Message `SE-TFTP-5-450009:NO Valid access-list is configured for access-list#`
`<#> A <read or write> request denied for client <client-ip> for file <file-name>.`

> **Explanation** For TFTP to be functional, a Standard Access List is needed.

> **Recommended Action** Configure a Standard Access List for TFTP on the SE.

Error Message `SE-TFTP-5-450010:Failed to open tftp config file.`

> **Explanation** The TFTP daemon could not open the */etc/tftpd.conf* file.

> **Recommended Action** Contact Cisco TAC if this problem persists.

Error Message `SE-TFTP-3-450011:tftpd: ioctl call failed: <error details>.`

> **Explanation** The TFTP daemon ioctl (FIONBIO) call to open the configuration file failed.

> **Recommended Action** Contact Cisco TAC if this problem persists.

Error Message `SE-TFTP-3-450012:tftpd: recvfrom() failed: <error details>.`

> **Explanation** The TFTP daemon call to recvfrom() returned an error.

> **Recommended Action** Contact Cisco TAC if this problem persists.

Error Message `SE-TFTP-3-450013:tftpd: fork failed: <error details>.`

> **Explanation** The TFTP daemon call to fork() failed.

> **Recommended Action** Contact Cisco TAC if this problem persists.

Error Message `SE-TFTP-2-450014:tftpd: can't drop root privileges: <error details>.`

Explanation The TFTP daemon has to keep root privileges to allow files to be created.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message `SE-TFTP-3-450015:tftpd: socket creation to peer failed: <error details>.`

Explanation The TFTP daemon call to socket() failed.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message `SE-TFTP-3-450016:tftpd: socket bind to peer failed: <error details>.`

Explanation The TFTP daemon call to bind() failed.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message `SE-TFTP-4-450017:tftpd: Cannot access base file system.`

Explanation The TFTP daemon could not access the */local* directory.

Recommended Action No action is required.

Error Message `SE-TFTP-4-450018:tftpd: Invalid default directory: <default directory>.`

Explanation The TFTP daemon could not access the default directory to search the requested file.

Recommended Action   Verify the default directory exists, and create it if it does not.

Error Message `SE-TFTP-4-450019:tftpd: Blocked illegal request for <filename>.`

Explanation The TFTP daemon cannot access the parent directory.

Recommended Action No action is required.

Error Message `SE-TFTP-3-450022:tftpd: ACK send error: <error details>.`

Explanation There was a TFTP daemon error while sending the acknowledgement to the client.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message `SE-TFTP-3-450023:tftpd: Read error: <error details>.`

Explanation There was a TFTP daemon error while reading the data from the client.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message `SE-TFTP-3-450024:tftpd: NAK error: <error details>.`

Explanation There was a TFTP daemon error while sending the NAK (negative acknowledgment).

Recommended Action Contact Cisco TAC if this problem persists.

UNILOG Messages

Error Message `SE-UNILOG-2-650001:failed to bind data server to.`

Explanation Failed to bind to the data server.

Recommended Action Contact Cisco TAC if this message appears frequently.

Error Message `SE-UNILOG-2-650002:logger daemon to exit!`

Explanation Unable to initialize data server connection; logger daemon to exit.

Recommended Action Contact Cisco TAC if this message appears frequently.

Error Message `SE-UNILOG-2-650003:Cannot open logd.conf file, exiting!`

Explanation Unable to open *logd.conf* file; logger daemon to exit.

Recommended Action Contact Cisco TAC if this message appears frequently.

Error Message `SE-UNILOG-2-650004:Exiting, failed to register notifier on item [item name].`

Explanation Failed to register notifier on item; logger daemon to exit.

Recommended Action Contact Cisco TAC if this message appears frequently.

Error Message `SE-UNILOG-2-650005:log dir is not a directory.`

Explanation The log directory is not a directory; logger daemon to exit.

Recommended Action Contact Cisco TAC if this message appears frequently.

Error Message `SE-UNILOG-3-650006:Error: log directory cannot be created, errno = [description].`

Explanation The log directory cannot be created.

Recommended Action Contact Cisco TAC if this message appears frequently.

Error Message `SE-UNILOG-3-650007:Error: log directory cannot be accessed. errno =`
`[description]`

Explanation   The log directory cannot be accessed.

Recommended Action   Contact Cisco TAC if this message appears frequently.

Error Message `SE-UNILOG-3-650008:cannot start translog service.`

Explanation   The translog service cannot be started.

Recommended Action   Contact Cisco TAC if this message appears frequently.

UPG Messages

Error Message `SE-UPG-3-300001:<text>.`

Explanation   Invalid command-line parameters were passed. Another program in CDS has incorrectly invoked this software.

Recommended Action   Reboot and retry the installation. If this error prevents you from installing an image, contact Cisco TAC.

Error Message `SE-UPG-3-300002:<text>.`

Explanation   An invalid component number was specified on the command line. Most likely this means that another program in CDS incorrectly invoked this program.

Recommended Action   Reboot and retry the installation. If this error prevents you from installing an image, contact Cisco TAC.

Error Message `SE-UPG-3-300003:<text>.`

Explanation   An invalid component number was specified on the command line. Most likely this means that another program in CDS incorrectly invoked this program.

Recommended Action   Reboot and retry the installation. If this error prevents you from installing an image, contact Cisco TAC.

Error Message `SE-UPG-3-300004:<text>.`

Explanation   A program was requested to write a component file to a terminal. The program output should be directed to a file. Another program in CDS has incorrectly invoked this program.

Recommended Action   Reboot and retry the installation. If this error prevents you from installing an image, contact Cisco TAC.

Error Message SE-UPG-3-300005:<text>.

Explanation Internal error processing command-line arguments.

Recommended Action Reboot and retry the installation. If this error prevents you from installing an image, contact Cisco TAC.

Error Message SE-UPG-3-300006:<text>.

Explanation Unable to open specified image file.

Recommended Action Ensure the path to the image file is correct. If automated software is generating this message, it might indicate a bug or an operational problem on the device. Contact Cisco TAC.

Error Message SE-UPG-3-300007:<text>.

Explanation Unable to get file status for a specified input file.

Recommended Action This is an internal problem on the device. Contact Cisco TAC.

Error Message SE-UPG-3-300008:<text>.

Explanation The input file was 0 bytes.

Recommended Action Ensure the *input .bin* file is a proper CDS image and is not truncated or corrupt. Check the MD5 checksum. If necessary, download a new image file from Cisco.com.

Error Message SE-UPG-2-300009:<text>.

Explanation Received an unexpected error while reading an image file header (see message the text for details).

Recommended Action Contact Cisco TAC.

Error Message SE-UPG-3-300010:<text>.

Explanation Received an unexpected end-of-file error while reading an image file header.

Recommended Action Ensure the *input .bin* file is a proper CDS image and is not truncated or corrupt. Check the MD5 checksum. If necessary, download a new image file from Cisco.com.

Error Message SE-UPG-3-300011:<text>.

Explanation There is an incomplete header on the image file (missing MANIFEST-CHECKSUM line).

Recommended Action Ensure the input .bin file is a proper CDS image and is not truncated or corrupt. Check the MD5 checksum. If necessary, download a new image file from Cisco.com.

Error Message `SE-UPG-3-300012:<text>.`

Explanation There is an incomplete header on the image file (missing RUBY-MANIFEST-VERSION line).

Recommended Action Ensure the input .bin file is a proper CDS image and is not truncated or corrupt. Check the MD5 checksum. If necessary, download a new image file from Cisco.com.

Error Message `SE-UPG-3-300013:<text>.`

Explanation The image file is not compatible with this software release.

Recommended Action If attempting to downgrade, use the special downgrade image to downgrade.

Error Message `SE-UPG-3-300014:<text>.`

Explanation The image file header contains invalid characters in a checksum string.

Recommended Action Ensure the input .bin file is a proper CDS image and is not truncated or corrupt. Check the MD5 checksum. If necessary, download a new image file from Cisco.com.

Error Message `SE-UPG-3-300015:<text>.`

Explanation The image file header contains a checksum string of incorrect length.

Recommended Action Ensure the input .bin file is a proper CDS image and is not truncated or corrupt. Check the MD5 checksum. If necessary, download a new image file from Cisco.com.

Error Message `SE-UPG-3-300016:<text>.`

Explanation The page file header checksum was bad (possibly a corrupt or edited file).

Recommended Action Ensure the input .bin file is a proper CDS image and is not truncated or corrupt. Check the MD5 checksum. If necessary, download a new image file from Cisco.com.

Error Message `SE-UPG-2-300017:<text>.`

Explanation Failed to allocate memory.

Recommended Action Retry the installation. If necessary, reboot the system and retry the installation. Contact Cisco TAC if this problem persists.

Error Message `SE-UPG-3-300018:<text>.`

Explanation The image file header has a syntax error.

Recommended Action Ensure the input .bin file is a proper CDS image and is not truncated or corrupt. Check the MD5 checksum. If necessary, download a new image file from Cisco.com.

Error Message SE-UPG-3-300019:<text>.

Explanation The image file header contains a checksum string that contains an invalid character.

Recommended Action Ensure the input .bin file is a proper CDS image and is not truncated or corrupt. Check the MD5 checksum. If necessary, download a new image file from Cisco.com.

Error Message SE-UPG-3-300020:<text>.

Explanation The image file header contains a checksum string of length not equal to 32 characters.

Recommended Action Ensure the input .bin file is a proper CDS image and is not truncated or corrupt. Check the MD5 checksum. If necessary, download a new image file from Cisco.com.

Error Message SE-UPG-3-300021:<text>.

Explanation A component of the image file failed to match its checksum in the image header.

Recommended Action Ensure the input .bin file is a proper CDS image and is not truncated or corrupt. Check the MD5 checksum. If necessary, download a new image file from Cisco.com.

Error Message SE-UPG-2-300022:<text>.

Explanation Failed to seek to desired file offset on input file.

Recommended Action This error indicates an internal error in the logic of the program. Contact Cisco TAC.

Error Message SE-UPG-2-300023:<text>.

Explanation An error occured while reading an image component. This might be due to transient network failure (interrupted download). Alternatively, it might indicate a serious operational problem on the device, such as a failed disk drive.

Recommended Action Retry the installation. Contact Cisco TAC if this problem persists.

Error Message SE-UPG-3-300024:<text>.

Explanation Reached end of file while reading an image component.

Recommended Action Ensure that the image file is not truncated or otherwise corrupted. You might need to obtain a new image file from Cisco.com. Contact Cisco TAC if this problem persists.

Error Message SE-UPG-2-300025:<text>.

Explanation Failed to write component data to disk (see the message text for cause). This could be because an internal error caused a system-use file system to fill up. Alternatively, the disk drive with system-use file systems (typically *disk00*) might be failing.

Recommended Action Contact Cisco TAC and provide syslog messages logged by default to the file */local1/syslog.txt*.

Error Message SE-UPG-2-300026:<text>.

Explanation Failed to write data to component output file.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message SE-UPG-2-300027:<text>.

Explanation Failed to open an existing component file on the disk. More information about this failure is in the message text. This could be a hardware problem, such as a failed disk drive.

Recommended Action Check the disk drives and cables. Contact Cisco TAC if this problem persists.

Error Message SE-UPG-2-300028:<text>.

Explanation Failed to create a temporary lock file. More information about this failure is in the message text.

Recommended Action Contact Cisco TAC.

Error Message SE-UPG-3-300029:<text>.

Explanation Failed to lock the lock file. This means another upgrade is in progress.

Recommended Action Wait for the other upgrade to finish. Contact Cisco TAC if this problem persists.

Error Message SE-UPG-2-300030:<text>.

Explanation Failed to read a directory listing to examine existing components. More information about this failure is in the message text.

Recommended Action Contact Cisco TAC.

Error Message SE-UPG-2-300031:<text>.

Explanation Failed to open an existing component file on the disk. More information about this failure is in the message text. This could be a hardware problem, such as a failed disk drive.

Recommended Action Check the disk drives and cables. Contact Cisco TAC if this problem persists.

Error Message   SE-UPG-2-300032:<text>.

Explanation   Failed to read an existing component file on disk. More information about this failure is in the message text. This could be a hardware problem, such as a failed disk drive.

Recommended Action   Check the disk drives and cables. Contact Cisco TAC if this problem persists.

Error Message   SE-UPG-2-300033:<text>.

Explanation   Failed to create the manifest file on the disk. More information about this failure is in the message text. This could be a hardware problem, such as a failed disk drive.

Recommended Action   Check the disk drives and cables. Contact Cisco TAC if this problem persists.

Error Message   SE-UPG-2-300034:<text>.

Explanation   Failed to write to the manifest file on the disk. More information about this failure is in the message text. This could be a hardware problem, such as failed disk drive. Check the disk drives and cables.

Recommended Action   Check the disk drives and cables. Contact Cisco TAC if this problem persists.

Error Message   SE-UPG-2-300035:<text>.

Explanation   The image that is being installed is a partial image and is not compatible with the software already installed on the device.

Recommended Action   Ensure that the image you are trying to install is the proper image.

Error Message   SE-UPG-2-300036:<text>.

Explanation   At boot time, the program "install-to-sw" failed to exit. More information is available in the boot log messages in the syslog file.

Recommended Action   Contact Cisco TAC.

Error Message   SE-UPG-2-300038:<text>.

Explanation   Failed to open file */etc/MODEL*. More information is in the message text.

Recommended Action   Contact Cisco TAC.

Error Message   SE-UPG-2-300039:<text>.

Explanation   The image to be installed is not compatible with the current device model type.

Recommended Action   Ensure that the image you are installing is the desired image. Contact Cisco TAC if this problem persists.

Error Message `SE-UPG-2-300041:<text>`.

Explanation Failed to create a temporary file to hold the pre-install script. This error indicates an operational error on the device. More information about this failure is in the message text.

Recommended Action Reboot and retry the installation. Contact Cisco TAC if this problem persists.

Error Message `SE-UPG-2-300042:<text>`.

Explanation Failed to change working directory to */swstore* (an internal directory used for storing image file components). More information about this failure is in the message text.

Recommended Action Execute the **show disk details** command and verify that the system-use disk space shows up on the first disk drive (typically *disk00*). If nothing shows up, you might need to execute the **disk recover** command and reinstall. Contact Cisco TAC if this problem persists.

Error Message `SE-UPG-2-300043:<text>`.

Explanation Failed to create the flag file */swstore/GOOD*. More information about this failure is in the message text.

Recommended Action Contact Cisco TAC.

Error Message `SE-UPG-2-300044:<text>`.

Explanation Checksum failed for an image file after it was written to disk. More information about this failure is in the message text. This could be a hardware problem, such as a failed disk drive.

Recommended Action Check the disk drives and cables. Contact Cisco TAC if this problem persists.

Error Message `SE-UPG-2-300045:<text>`.

Explanation *fsync/close* failed for an image file after it was written to disk. More information about this failure is in the message text. This could be a hardware problem, such as a failed disk drive. Check the disk drives and cables.

Recommended Action Check the disk drives and cables. Contact Cisco TAC if this problem persists.

Error Message `SE-UPG-2-300090:<text>`.

Explanation The pre-install script failed to exit. It probably performed an illegal operation and was terminated by the system.

Recommended Action Contact Cisco TAC.

Error Message SE-UPG-3-300091:<text>.

Explanation The pre-install script found an invalid CDSM IP address specified.

Recommended Action Check the metadata file or other CDSM IP address source and ensure the address is syntactically correct.

Error Message SE-UPG-3-300092:<text>.

Explanation The pre-install script observed that system-use file systems were not mounted.

Recommended Action Ensure that the disk configuration is correct. Contact Cisco TAC if this problem persists.

Error Message SE-UPG-3-300093:<text>.

Explanation The pre-install script could not detect any SYSFS file systems on the device.

Recommended Action Ensure that the device has non-zero disk space allocated to SYSFS. If necessary, execute the **disk config** command, specifying non-zero SYSFS along with your other desired file system type amounts, and reboot to have the SYSFS file systems created.

Error Message SE-UPG-3-300094:<text>.

Explanation The **device-mode** command has been used to make this device operate in a non-SE mode.

Recommended Action Remove the **device-mode** configuration before downgrading.

Error Message SE-UPG-3-300095:<text>.

Explanation The pre-install script prompted the user on the terminal to continue, and the user decided to exit the installation.

Recommended Action Proceed with the installation when ready.

Error Message SE-UPG-3-300096:<text>.

Explanation The pre-install script could not understand the internal file system layout on the disk drive with system-use file systems (typically *disk00*).

Recommended Action Contact Cisco TAC.

Error Message SE-UPG-3-300097:<text>.

Explanation An internal error occurred with the pre-install script.

Recommended Action Contact Cisco TAC.

Error Message `SE-UPG-3-300098:<text>.`

Explanation The wrong product is being installed.

Recommended Action   Download the correct CDS or Wide Area File Server (WAFS) image.

Error Message `SE-UPG-3-300099:<text>.`

Explanation The network module with WAFS requires at least an 80GB-disk.

Recommended Action   Check the disk size on the module.

Error Message `SE-UPG-3-300100:<text>.`

Explanation This specific disk model is not supported by the network module.

Recommended Action   Proceed with the installation when ready.

Error Message `SE-UPG-3-300101:<text>.`

Explanation The network module running WAFS requires 512 MB of RAM.

Recommended Action   Proceed with the installation when ready.

Error Message `SE-UPG-2-300140:<text>.`

Explanation The installer script failed to exit. It probably performed an illegal operation and was terminated by the system.

Recommended Action   Contact Cisco TAC.

Error Message `SE-UPG-3-300141:<text>.`

Explanation The installer failed to reclaim some unused flash sectors.

Recommended Action   Contact Cisco TAC.

Error Message `SE-UPG-3-300142:<text>.`

Explanation The installer failed to install a phase 3 bootloader to flash.

Recommended Action   Contact Cisco TAC.

Error Message `SE-UPG-3-300143:<text>.`

Explanation The installer failed to write the flash system image to the flash device.

Recommended Action   Contact Cisco TAC.

Error Message SE-UPG-3-300144:<text>.

Explanation The installer failed to write the upgrade or downgrade parameter packet to flash.

Recommended Action Contact Cisco TAC.

Error Message SE-UPG-3-300145:<text>.

Explanation The installer failed to install the new rescue image to flash.

Recommended Action Contact Cisco TAC.

Error Message SE-UPG-3-300200:<text>.

Explanation The program was invoked with incorrect command-line arguments. This error probably indicates a bug in another part of the CDS software.

Recommended Action Reboot and retry the installation. If this error prevents you from installing an image, contact Cisco TAC.

Error Message SE-UPG-3-300201:<text>.

Explanation Failed to log in to the FTP server.

Recommended Action Check that the supplied username and password are correct, and that the specified FTP server is the desired server. Try a manual FTP transfer to verify.

Error Message SE-UPG-3-300202:<text>.

Explanation Failed to set BINARY FTP MODE.

Recommended Action Check that the FTP server is RFC-compliant.

Error Message SE-UPG-3-300203:<text>.

Explanation Failed to change the directory to the desired directory on the FTP server.

Recommended Action Check that the specified directory is the desired directory, and that it exists and is accessible on the FTP server. A manual transfer can help confirm this.

Error Message SE-UPG-3-300204:<text>.

Explanation Failed to invoke the FTP GET operation on the FTP server.

Recommended Action Check that the server and network between the device and the FTP server is operating correctly.

Error Message SE-UPG-2-300208:<text>.

Explanation Failed to allocate memory.

Recommended Action Retry the installation. Contact Cisco TAC if this problem persists.

Error Message SE-UPG-2-300215:<text>.

Explanation Failed to create a pipe. See the message text for more details.

Recommended Action Retry the installation. Contact Cisco TAC if this problem persists.

Error Message SE-UPG-2-300216:<text>.

Explanation Failed to fork. See the message text for more details.

Recommended Action Retry the installation. Contact Cisco TAC if this problem persists.

Error Message SE-UPG-2-300217:<text>.

Explanation Failed to exec the **ruby_upgrade** program. See the message text for more details.

Recommended Action Retry the installation. Contact Cisco TAC if this problem persists.

Error Message SE-UPG-3-300218:<text>.

Explanation The ruby_upgrade program exited before downloading the entire image.

Recommended Action See the other syslog messages for why the ruby_upgrade program exited.

Error Message SE-UPG-2-300219:<text>.

Explanation The ruby_upgrade program failed to exit. This might indicate a bug in the software.

Recommended Action Contact Cisco TAC.

Error Message SE-UPG-3-300220:<text>.

Explanation The download timed out waiting for data from the remote FTP/HTTP server.

Recommended Action Verify that the server is operational, and that the network between the device and the remote server is operating properly.

Error Message `SE-UPG-2-300221:<text>.`

Explanation CDS software failed to automatically convert the startup configuration in a suitable form for the intended target image.

Recommended Action Try saving the running-config to startup-config again. After the reload, some of the configurations might need to be re-entered. Contact Cisco TAC.

URLFLT Messages

Error Message `SE-URLFLT-2-490201:CDNFS out of space [related information].`

Explanation The UNS ran out of disk space.

Recommended Action Execute the **show stat cdnfs** command to check the CDNFS usage. Execute the **cdnfs cleanup** command to reclaim unused space. Check if CDNFS has sufficient space and allocate more disk space if necessary.

WMT Messages

Error Message `SE-WMT-2-512000:Error with fork() [description].`

Explanation A fork operation failed. The system might be in an unstable state.

Recommended Action Re-enable the service that is causing this error. Reboot the system if it does not work. Contact Cisco TAC if this problem persists.

Error Message `SE-WMT-2-512004:System call error: <err msg>.`

Explanation The system call failed. The system might be in an unstable state.

Recommended Action Re-enable the service that caused this error. Reboot the system if it does not work. Contact Cisco TAC if this problem persists.

Error Message `SE-WMT-2-512010:Configuration error: [description].`

Explanation The configured maximum sessions or bandwidth is higher than the platform-supported limit.

Recommended Action Change the maximum sessions or bandwidth configuration to be within the platform limits.

Error Message `SE-WMT-2-512020:Unable to get WMT statistics region <error_msg>.`

Explanation The shared memory that stored WMT statistics cannot be accessed.

Recommended Action Make sure the system is not experiencing major problems that caused this. Re-enable (disable and then enable) WMT service.

Error Message `SE-WMT-2-512030:Unable to get WMT status region, terminating.`

Explanation The shared memory that stores WMT internal data cannot be accessed. WMT service is terminating.

Recommended Action Make sure the system is not experiencing a major problem that caused this. Re-enable (disable and then enable) WMT service.

Error Message `SE-WMT-2-512035:WMT Server unable to allocate free memory.`

Explanation Malloc failed.

Recommended Action Check the system status and see if some processes are using excessive memory. Reduce the load if the device is under a high load.

Error Message `SE-WMT-2-512045:WMT multicast process cannot create socket.`

Explanation A socket cannot be created by the WMT multicast process. The system might be in an unstable state. This is a system level problem.

Recommended Action Reboot the device. Contact Cisco TAC if this problem persists.

Error Message `SE-WMT-2-512048:WMT setsockopt error: <which option>.`

Explanation The socket option cannot be set by the WMT process. The system might be in an unstable state. This is a system level problem.

Recommended Action Reboot the device. Contact Cisco TAC if this problem persists.

Error Message `SE-WMT-2-512070:WMT initiation to backend failed <client type> <errno>.`

Explanation The WMT server cannot initiate a connection with the backend daemon. The client type could be UNS, Rule, or UrlFiltering. The reason for this problem is likely that the backend daemon process is not functioning correctly.

Recommended Action Re-enable WMT service. If it does not work, reboot it.

Error Message SE-WMT-2-512071:[Procedure] error case: server flags <err_msg>.

Explanation This message is caused by invalid server flags.

Recommended Action Re-enable WMT service. Contact Cisco TAC if the problem persists.

Error Message SE-WMT-2-512073:[Procedure] called with invalid data.

Explanation Invalid data was passed to the function.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message SE-WMT-2-512076:[Procedure] unable to open log pipe.

Explanation Failed to open log pipe.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message SE-WMT-2-512077:WMT is not enabled, so multicast process terminating.

Explanation WMT is not enabled to perform multicasting.

Recommended Action Contact Cisco TAC if this problem persists.

Error Message SE-WMT-3-513010:WMT Multicast to open/write an .nsc file. <Error code>.

Explanation This is an internal error. Creating or writing a temporary file has failed.

Recommended Action No action is required because this only affects one request. Contact Cisco TAC if this problem persists.

Error Message SE-WMT-3-513011:Failed to get wmt multicast station name.

Explanation Failed to obtain WMT multicast station name.

Recommended Action No action is required if this is a transient error. Contact Cisco TAC if this problem persists.

Error Message SE-WMT-3-513015:[Procedure]: called without status.

Explanation Wrong arguments were passed.

Recommended Action Pass the correct arguments. Contact Cisco TAC if this problem persists.

Error Message `SE-WMT-3-513016:show_multicast_station(): Internal error` `[description].`

Explanation Either the proper station name is not set, or failed to contact dataserver to fetch the WMT item.

Recommended Action Check if the OS is active and if the station name is valid. Contact Cisco TAC if this problem persists.

Error Message `SE-WMT-3-513020:Failed to clear wmt statistics.`

Explanation Failed to clear Windows Media statistics.

Recommended Action Retry the command later. Contact Cisco TAC if this problem persists.

Error Message `SE-WMT-3-513030:Needs to accept the wmt license agreement before` `enabling.`

Explanation Tried to enable WMT without accepting the WMT license agreement.

Recommended Action Accept the WMT license agreement and then enable WMT.

Error Message `SE-WMT-3-513031:Failed to disable the evaluation of wmt license` `agreement.`

Explanation Failed to disable the WMT evaluation upon installation of a valid license key.

Recommended Action No action is required. Contact Cisco TAC if this problem persists.

Error Message `SE-WMT-3-513032:Failed to accept the wmt license agreement.`

Explanation Failed to accept the WMT license agreement.

Recommended Action Retry the command later. Contact Cisco TAC if this problem persists.

Error Message `SE-WMT-3-513040:Failed to update the configuration.`

Explanation Failed to open or update or read the configuration file.

Recommended Action Retry the configuration later. Contact Cisco TAC if this problem persists.

Error Message `SE-WMT-3-513041:Failed to start/stop WMT.`

Explanation Failed to start or stop WMT.

Recommended Action Enter the command later. Contact Cisco TAC if this problem persists.

Error Message   SE-WMT-3-513042:Failed to disable WMT.

Explanation   Failed to disable WMT.

Recommended Action   Enter the command later. Contact Cisco TAC if this problem persists.

Error Message   SE-WMT-3-513045:Wrong number of arguments.

Explanation   The wrong number of arguments were passed.

Recommended Action   Pass the correct number of arguments.

Error Message   SE-WMT-3-513046:Wrong media file size.

Explanation   The wrong media file size.

Recommended Action   No action is required. Contact Cisco TAC if this problem persists.

Error Message   SE-WMT-3-513048:[Procedure] Failed to create symbolic link for wmt
logs dir.

Explanation   Failed to create a symbolic link for the WMT logs directory.

Recommended Action   Retry the command. Contact Cisco TAC if this message appears frequently.

Error Message   SE-WMT-3-513049:[Procedure] Failed to start/stop wmt multicast
station.

Explanation   Failed to start or stop the WMT multicast station.

Recommended Action   Retry the command. Contact Cisco TAC if this message appears frequently.

Error Message   SE-WMT-3-513050:sysdb error.

Explanation   An error occurred while connecting to sysdb.

Recommended Action   No action is required.

Error Message   SE-WMT-3-513051:wmt multicast station ipaddress [ip] is already inuse
by station: [station].

Explanation   The WMT multicast station IP address is already in use by another station.

Recommended Action   Choose another IP address for the new station.

Error Message `SE-WMT-4-514001:Disallowed all protocols.`

Explanation Disallowed all the protocol. The WMT server or proxy is not able to serve the request.

Recommended Action No action is required.

Error Message `SE-WMT-4-514005:Unknown client protocol used in IncrementProtocol.`

Explanation The protocol should be negotiated by this stage. If you receive an unknown protocol at this point, it is probably an error. Executing the **show stat wmt stream live** command might show incorrect results.

Recommended Action Execute the **show stat wmt streamstat incoming** or **show stat wmt streamstat outgoing** command.

Error Message `SE-WMT-5-515000:Information regarding WMT Server status.\ Normally shows starting/terminating status.`

Explanation Shows the WMT server status, such as starting or terminating.

Recommended Action No action is required. This message is informational only.

Error Message `SE-WMT-5-515001:Disabled the evaluation of wmt license agreement.`

Explanation Disabled the WMT evaluation upon installation of a valid license key.

Recommended Action No action is required.

Error Message `SE-WMT-5-515005:[Schedule(s)] for <station_name> [added/removed].`

Explanation Added or removed some or all of the WMT multicast station schedules.

Recommended Action No action is required.

Error Message `SE-WMT-5-515008:Updated the configuration information.`

Explanation Updated the configuration information.

Recommended Action No action is required.

Error Message `SE-WMT-5-515011:Default and maximum bandwidth information.`

Explanation Default and maximum bandwidth information.

Recommended Action No action is required.

Error Message SE-WMT-5-515020:Preload TOS bits changed to: [description].

Explanation Preload TOS bits changed.

Recommended Action No action is required.

Error Message SE-WMT-7-517000:WMT Debug message.

Explanation These are debug messages from WMT.

Recommended Action No action is required.

XXX Messages

Error Message SE-XXX-7-100000: <various messages>.

Explanation Debug messages are logged to syslog file because of the **debug** command.

Recommended Action No action is required.