



CHAPTER 23

SNMP SNMPUTIL and SNTTP System Messages

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SNMP Messages

This section contains Simple Network Management Protocol (SNMP) messages.

Error Message `SNMP-0-DS_INIT_FAILED: initialiseDSForEventLogInSnmp : Failed to create avl tree.`

Explanation The system has failed to create an AVL tree.

Recommended Action None.

Error Message `%SNMP-0-SOCKET_OPER_FAILED: [chars] operation failed on a socket descriptor.`

Explanation A socket failure has occurred.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message SNMP-0-TIMER_INIT_FAILED: Failed to initialise timer.

Explanation The system has failed to initialize the timer.

Recommended Action None.

Error Message SNMP-0-TRAP_INDEX_FAIL: Failed to get %s for Mac address %02x:%02x:%02x:%02x:%02x:%02x, failed to send %s trap.

Explanation The system could not send a trap because it failed to get the correct MAC address.

Recommended Action None.

Error Message SNMP-0-TRAP_NOTIF_FAIL: Failed to send %s trap.

Explanation The system has failed to send a notification for a trap.

Recommended Action None.

Error Message SNMP-0-TRAP_VARBIND_FAIL: Failed to get varbind for %s, failed to send %s trap.

Explanation The system has failed to get a varbind in order to send a trap.

Recommended Action None.

Error Message %SNMP-3-AVL_CREATE_FAILED: initialiseDSForEventLogInSnmplib : Failed to create avl tree

Explanation The system has failed to create the AVL tree for the event log.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SNMP-3-INIT_FAILED: Failure occurred during initialization. [chars].
Action: [chars].

Explanation One or more failures have occurred during SNMP agent initialization.

Recommended Action None.

Error Message %SNMP-3-INVALID_TX_INTF: Invalid transmit interface.
snmpdTI ([dec], [dec], [dec], [dec], [dec]) !=
snmpdTI_local ([dec], [dec], [dec], [dec], [dec]).

Explanation The interface used for transmitting an SNMP response is invalid.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SNMP-3-MSGTAG001: Timer could not be started

Explanation The timer could not be started.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SNMP-3-MSGTAG002: initialiseDSForEventLogInSnmp : Failed to create avl tree

Explanation initialiseDSForEventLogInSnmp: The system failed to create the AVL tree.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SNMP-3-MSGTAG003: initialiseDSForEventLogInSnmp : Failed to initialise timer

Explanation initialiseDSForEventLogInSnmp: The system failed to initialize the timer.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SNMP-3-MSGTAG005: Failed to get varbind for [chars], failed to send [chars] trap.

Recommended Action The system has failed to get varbind for [chars], and failed to send a [chars] trap.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SNMP-3-MSGTAG006: Failed to send [chars] trap.

Explanation The system has failed to send a [chars] trap.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SNMP-3-MSGTAG007: Failed to get [chars] for Mac address [hex]:[hex]:[hex]:[hex]:[hex]:[hex], failed to send [chars] trap.

Explanation The system has failed to get [chars] for the MAC address [hex]:[hex]:[hex]:[hex]:[hex]:[hex], and failed to send a [chars] trap.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SNMP-3-PDU_PARSE_FAILED: Failed to parse an incoming SNMP PDU. [chars].

Explanation The system has detected an error when parsing an incoming SNMP PDU.

Recommended Action No action is required.

Error Message %SNMP-4-MSGTAG004: Failed to get [chars] for Mac address [hex]:[hex]:[hex]:[hex]:[hex]:[hex], for [chars] trap.

Explanation The system has failed to get [chars] for the MAC address [hex]:[hex]:[hex]:[hex]:[hex]:[hex], and for [chars] the trap.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SNMP-4-MSGTAG008: Failed to get [chars] for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex], API return code: [dec].

Explanation The system has failed to get [chars] for the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex], and an API return code: [dec].

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

SNMPUTIL Messages

This section contains Simple Network Management Protocol utility (SNMPUTIL) messages.

Error Message %SNMPUTIL-3-CONF_NOT_FOUND: Error retrieving the configuration file [chars].

Explanation An error has occurred when retrieving the SNMP configuration from NVRAM.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

<http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message SNMPUTIL-3-SEM_CREATE_ERR: Could not create semaphore %s.

Explanation The system is unable to allocate a lock for handling operations on the internal database which could lead to data corruption. The system might become unstable.

Recommended Action None.

SNTP Messages

This section contains Simple Network Time Protocol (SNTP) messages.

Error Message %SNTP-3-FATAL_ERROR_OCCURED: Fatal error: [chars].

Explanation A fatal error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SNTP-3-FILE_WRITE_FAILED: Failed to write the file [chars] into NV Memory.

Explanation The system has failed to write the file into the NV memory.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SNTP-3-LOAD_CONFIG_FAILED: Unable to load SNMP configuration

Explanation The system is unable to load the SNMP configuration.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SNTP-3-MSG_TYPE_UNKNOWN: The message type received ([dec]) is unknown.

Explanation The message type received is unknown.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SNTP-3-PKT_LEN_INVALID: The NTP packet received on the socket [dec] has invalid length [dec].

Explanation The NTP packet received on a socket has an invalid length.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SNTP-3-SOCK_OPT_FAILED: Failed to set the socket option [chars] on the socket.

Explanation The system has failed to set the socket option on the socket.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SNTP-3-SWITCH_PORT_WRONG: The NTP packet received from wrong switchport, [dec].Dropping

Explanation The NTP packet has been received from the wrong switchport.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SNTP-4-ANOMALOUS_ERROR: Anomalously high error [int] > [int], but < [int].

Explanation An anomalously high error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SNTP-4-HIGH_ERROR: Excessively high error [int] > [int] > [int].

Explanation An excessively high error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SNTP-4-PKT_REJECTED: [chars].NTP packet rejected on socket [dec].

Explanation An NTP packet has been rejected on a socket.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SNTP-4-RESET_ERROR: [chars]

Explanation The system is resetting due to an error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SNTP-6-HOST_RESOLV_FAILED: Failed to resolve the hostname:[chars].

Explanation The system has failed to resolve the hostname.

Recommended Action No action is required.

Error Message %SNTP-7-NO_ACCEPTABLE_PKTS: No acceptable packets received.

Explanation No acceptable packets have been received.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SNTP-7-RECV_TIME_OUT: Failed to receive data on the socket after [dec] seconds.

Explanation The system has failed to receive data on the socket.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SNTP-7-SELECT_FAILED: The select system call failed. Error code: [dec]

Explanation The select system call has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SNTP-7-SET_HW_TIME: Setting hardware time to [dec] [dec] [dec] [dec]:[dec]:[dec]

Explanation The system is setting the hardware time.

Recommended Action No action is required.

Error Message %SNTP-7-TOO_MANY_BAD_PKTS: Too many bad or lost packets.

Explanation The system has detected too many bad or lost packets.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Socket Messages

This section contains the socket messages.

Error Message %SOCKET_TASK-1-SOCK_OPER_FAILED: Socket [chars] operation failed on [int]

Explanation An internal error has caused a socket processing failure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SOCKET_TASK-3-DATA_TOO_SHORT: Received only [int] bytes on protocol socket [int]

Explanation An internal error has caused a truncated packet to be received on this socket.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SOCKET_TASK-3-INVALID_ENCAPHDR: Invalid encapsulation header

Explanation An internal error has caused invalid data to be passed in the encapsulation header from the data path.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SOCKET_TASK-6-DATA_PROCESSING_FAILED: Failed to process [int] bytes on protocol socket [int]

Explanation An error has occurred and the packet handling code cannot process a received frame.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SOCKET_TASK-6-STARTING: Starting socket task for protocol [int]
(callback [address])

Explanation The system is starting the socket task for a particular protocol.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.