



System Messages

This section lists messages alphabetically by facility and mnemonic.

AAA Messages

This section contains authentication, authorization, and accounting messages.

AAA-2

Error Message %AAA-2-UNAVAILABLE: %s(%08X): Acct db for Id %08X absent

Explanation AAA internal 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAA-2-UNAVAILABLE: Cannot fork process %s

Explanation Attempted to fork a process and 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

AAA-3

Error Message %AAA-3-UNAVAILABLE: %s %s: Can not apply configuration to ISDN channel: %s

Explanation Configuration can not be applied to individual ISDN channels.

Recommended Action You need virtual-profiles and virtual-access interfaces to apply configuration to ISDN. Refer to the section on Configuring virtual profiles by AAA Configuration in the Cisco IOS Dial Technologies Configuration Guide

Error Message %AAA-3-UNAVAILABLE: %s :Peruser Could not sort the %s attributes

Explanation Sorting of the attributes received from AAA server 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAA-3-UNAVAILABLE: AAA ACCT process suspended : low I/O memory

Explanation AAA ACCT process has been suspended due to insufficient IO 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAA-3-UNAVAILABLE: AAA ID %u

Explanation Resource 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAA-3-UNAVAILABLE: AAA unable to create UID for incoming calls due to insufficient processor memory

Explanation Stop creating the AAA UID, due to LOW processor 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAA-3-UNAVAILABLE: AAA unable to handle accounting requests due to insufficient memory. So, we trash all queued accounting requests, which may worry customer. Please upgrade your memory or plan to get more free memory by optimizing your configuration.

Explanation Dropping the accounting request as there is not enough processor 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAA-3-UNAVAILABLE: Accounting record dropped, send to server failed:
%s

Explanation An attempt to send an accounting record to a server failed.

Recommended Action Check that the server (TACACS+ or RADIUS) is operational. Next, check the NAS is configured properly. Finally, check that the NAS can communicate with the server

Error Message %AAA-3-UNAVAILABLE: Attribute with unknown format %d

Explanation An attribute was found with an invalid format

Recommended Action Attribute with unknown format in definition, call your technical support representative

Error Message %AAA-3-UNAVAILABLE: Authorization method list 's' is not defined.
Please define it.

Explanation A given method list was listed in a command without defining it first. The method list should be defined before use.

Recommended Action Define the method list before using it.

Error Message %AAA-3-UNAVAILABLE: Cannot process %s method %s

Explanation A method list function encountered a method type that was unknown, or could not be handled.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAA-3-UNAVAILABLE: Cannot process %s method %u

Explanation A method list function encountered a method list that was unknown, or could not be handled.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAA-3-UNAVAILABLE: Cannot process %s server type %s

Explanation A method list function encountered a server type that was unknown, or could not be handled. This may be due to a server misconfiguration.

Recommended Action Research the cause of the misconfiguration and attempt to correct it, otherwise take the following 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAA-3-UNAVAILABLE: Data structure failed magic number sanity check

Explanation A corrupted data structure has been found which was stored internally

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAA-3-UNAVAILABLE: Error(%d) parser is unable to parse %s per-user command

Explanation All attempts to parse this per_user unconfigure command failed.

Recommended Action The given unconfigure command was not unconfigured. Report it to your technical support representative.

Error Message %AAA-3-UNAVAILABLE: Failed to fork process for %s.

Explanation Quite likely, we ran out of memory. Other explanations are possible.

Recommended Action If this message recurs, call your technical support representative for assistance.

Error Message %AAA-3-UNAVAILABLE: Invalid use of ip_pid(%u)

Explanation This message means a process sent an illegal message to IP which IP has not subscribed for

Recommended Action If this message recurs, call your technical support representative for assistance.

Error Message %AAA-3-UNAVAILABLE: Null cursor

Explanation A AAA client has provided a non-existent attribute cursor to AAA.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAA-3-UNAVAILABLE: Null vrf entry

Explanation A NULL vrf entry found while comparing the AAA VRF attributes.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAA-3-UNAVAILABLE: RADIUS process is unable to handle the requests due to insufficient low I/O memory

Explanation RADIUS process unable to handle request due to insufficient IO memory. Hence returning 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAA-3-UNAVAILABLE: Radius I/O buffer has overflowed

Explanation An unusually large number of Radius attributes has caused AAA to overflow its Radius I/O buffer

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAA-3-UNAVAILABLE: Server '*i*': %s

Explanation This is an internal software error in the AAA server group subsystem.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAA-3-UNAVAILABLE: Unknown protocol %u

Explanation The AAA subsystem encountered an unknown protocol type.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAA-3-UNAVAILABLE: Unknown service %u

Explanation The AAA subsystem encountered an unknown service type.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAA-3-UNAVAILABLE: invalid cursor index %d max %d service %s protocol %s

Explanation A AAA client has provided an invalid attribute cursor to AAA.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAA-3-UNAVAILABLE: invalid hdl AAA ID %u, hdl %x, %s

Explanation A AAA client has provided an invalid attribute list handle to AAA.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAA-3-UNAVAILABLE: invalid list AAA ID %u

Explanation A AAA client has provided an invalid attribute list to AAA.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAA-3-UNAVAILABLE: invalid parameter was used when accessing AAA function

Explanation A AAA client tried to use a AAA function with an invalid parameter.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAA-3-UNAVAILABLE: method list '%s'

Explanation This is an internal software error. An AAA client attempted to add too many methods to a method list.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAA-3-UNAVAILABLE: method list '%s': %s

Explanation This is an internal software 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAA-3-UNAVAILABLE: server group '%s': %s

Explanation This is an internal software error in the AAA server group subsystem.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

AAA-6

Error Message %AAA-6-UNAVAILABLE: Accounting-Session-ID %d exceeded max value allowed

Explanation Accounting-Session-ID value exceeded max value allowed

Recommended Action This is informational only, not a error.

Error Message %AAA-6-UNAVAILABLE: Enable view requires to be authenticated by non-none methods,Please use the appropriate method with the login authentication

Explanation None method authentication is not allowed in CLI

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at

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AAAA Messages

This section contains TACACS+ authentication, authorization, and accounting security messages.

AAAA-3

Error Message %AAAA-3-UNAVAILABLE: %% AAA: Bad state for %s list name (%d)

Explanation A AAA method list is neither default nor named. This is bad.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAAA-3-UNAVAILABLE: %s

Explanation Administrative process has been enabled but somehow could not run

Error Message %AAAA-3-UNAVAILABLE: %% AAA: No free %s lists for %s

Explanation You have reached the maximum number of possible authentication lists for this method.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAAA-3-UNAVAILABLE: %% AAA: bad %s list %s

Explanation One of the AAA methods does not seem to have a list associated with it.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAAA-3-UNAVAILABLE: %% AAA: bad argument (%0#4x)

Explanation We tried to NVGEN a non-existent AAA command.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAAA-3-UNAVAILABLE: %% AAA: invalid %s list %d.

Explanation One of the AAA methods lists has inconsistent settings

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAAA-3-UNAVAILABLE: %s AUTHOR/%s: Internal state is invalid: astruct 0x%x ustruct 0x%x

Explanation One of the two mentioned data-structures is not set, but is needed here. This is an internal software 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAAA-3-UNAVAILABLE: %s

Explanation This is an internal software 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAAA-3-UNAVAILABLE: %s method %d has no registry!

Explanation An internal 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAAA-3-UNAVAILABLE: %s: no method list-name.

Explanation An internal software 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAAA-3-UNAVAILABLE: AAA/ACCT/TIMER: No periodic update but timer set.

Explanation We are trying to free a timer, but the update method is not PERIODIC, and so no timer should exist.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAAA-3-UNAVAILABLE: AAA/ACCT/TIMER: Periodic update but no timer.

Explanation We are trying to free a timer, and the method is PERIODIC, but no timer seems to exist.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAAA-3-UNAVAILABLE: Accounting record dropped due to a full aaa accounting queue: %s-%s %s %s

Explanation An accounting record was dropped because there are too many accounting packets enqueued.

Recommended Action Disable periodic accounting if it is on. The accounting queue may have grown to be large, which is usually due to a non-responsive AAA server. Use 'show radius statistics' or 'show tacacs' to see if the number of timeouts is increasing or if the response delay is unusually high.

Error Message %AAAA-3-UNAVAILABLE: Accounting record dropped due to low memory: %s-%s %s %s

Explanation An accounting record dropped due to low memory.

Recommended Action Disable periodic accounting if it is on. Try to reduce the load on the router.

Error Message %AAAA-3-UNAVAILABLE: Accounting record dropped, send to server failed: %s-%s %s %s

Explanation An attempt to send an accounting record to a server failed.

Recommended Action Check that the server (TACACS+ or RADIUS) is operational. Next, check the NAS is configured properly. Finally, check that the NAS can communicate with the server

Error Message %AAAA-3-UNAVAILABLE: Bad Subtype %d for %s (%d)

Explanation An internal software 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAAA-3-UNAVAILABLE: Bad accounting data: %s

Explanation During AAA accounting operations, the internal database of accounting information for a user was found to be corrupt. In all cases, this indicates an internal software error, and that accounting information for a particular user session has been lost.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAAA-3-UNAVAILABLE: Bad authentication data: %s

Error Message %AAAA-3-UNAVAILABLE: Could not establish port information

Explanation This message indicates an internal software error. AAA could not determine a valid port string based on the information provided to it via a client.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs..

Error Message %AAAA-3-UNAVAILABLE: Duplicate free of server group 0x%x

Explanation This is an internal software 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAAA-3-UNAVAILABLE: Failed to create periodic accounting timer for user %s. This user may not generate periodic accounting records.

Explanation Failed to malloc a timer struct for periodic accounting.

Recommended Action Free up some memory and have user re-authenticate.

Error Message %AAAA-3-UNAVAILABLE: Failed to fork process for %s.

Explanation Quite likely, we ran out of memory. Other explanations are possible.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAAA-3-UNAVAILABLE: Failed to start AAA process. AAA requests may not be processed.

Explanation Failed to create the AAA process.

Recommended Action Free up some memory.

Error Message %AAAA-3-UNAVAILABLE: Failed to start accounting process. Accounting records may not be sent.

Explanation Failed to create the accounting process.

Recommended Action Free up some memory.

Error Message %AAAA-3-UNAVAILABLE: Failed to start periodic accounting process. Periodic accounting records may not be sent.

Explanation Failed to create the periodic accounting process.

Recommended Action Free up some memory.

Error Message %AAAA-3-UNAVAILABLE: Illegal %s %s name %s rejected

Explanation A method-list name should not be the same as a method name. Please choose a different name for the method list.

Recommended Action Pick a different method-list name, that is not also a method-name.

Error Message %AAAA-3-UNAVAILABLE: Illegal registry call.

Explanation An internal 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAAA-3-UNAVAILABLE: Illegal server-group name %s (type %s).

Explanation The given server-group name is a name that could conflict with internally chosen lists.

Recommended Action Please pick a different server-group name.

Error Message %AAAA-3-UNAVAILABLE: Invalid request to create periodic accounting timer for user %s. Timer already exists.

Explanation Invalid client usage of timer struct for periodic accounting.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %AAAA-3-UNAVAILABLE: No name for servergroup in method %s

Explanation An internal 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAAA-3-UNAVAILABLE: No server-group passed through parser.

Explanation An internal 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAAA-3-UNAVAILABLE: Overwrote internal buffer space %s

Explanation An internal software 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAAA-3-UNAVAILABLE: The list %d for %s is NULL. This should never be.

Explanation One of the method-lists, created at startup, wasn't created. This may cause a reload

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAAA-3-UNAVAILABLE: Trying config command but should not be.

Explanation An internal 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAAA-3-UNAVAILABLE: accounting for null user

Explanation This message indicates an internal software error. During shutdown of a line or interface, the system tried to send accounting information via AAA, but could not find the user to which the accounting information belonged. The most likely reason for this error is trying to do accounting twice for the same event. This error message can occur without any loss of accounting information.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAAA-3-UNAVAILABLE: accounting record dropped, output record queue full: %s-%s %s %s

Explanation An accounting record was dropped. The record could not be enqueued because the number of records in the output queue has exceeded the system limit.

Recommended Action Disable periodic accounting if it is on. **[no] aaa accounting update newinfo periodic**

Error Message %AAAA-3-UNAVAILABLE: sanity check in re-login %s to %s

Explanation A software or hardware error occurred.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %AAAA-3-UNAVAILABLE: str_create overwrote its internal buffer.

Explanation An internal buffer, used to assemble a string, was exceeded, thus possibly corrupting other 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

AAAA-4

Error Message %AAAA-4-UNAVAILABLE: %% AAA: Unsupported option wait-start mapped to start-stop.

Explanation wait-start accounting is not supported. It is being mapped to start-stop

Recommended Action wait-start accounting is not supported. It is being mapped to start-stop

Error Message %AAAA-4-UNAVAILABLE: Bad %s method-list name %s (this is only a warning)

Explanation A method-list name should not be the same as a method name. Please choose a different name for the method list.

Recommended Action Pick a different method-list name, that is not also a method-name.

Error Message %AAAA-4-UNAVAILABLE: Bad server-group name %s (type %s).

Explanation The given server-group name either doesn't exist or the given type does not match the defined server-group.

Recommended Action Verify that the group exists and has the same type.

Error Message %AAAA-4-UNAVAILABLE: Server-group %s is not of type %s.

Explanation The given server-group name does not match the specified type

Recommended Action Verify that the group exists and has the same type.

Error Message %AAAA-4-UNAVAILABLE: The aaa cache process is not created. Please configure aaa cache profile first

Explanation Cache was listed in a method-list without defining it first. Cache profile should be defined before use.

Recommended Action Define the cache profile before using it.

Error Message %AAAA-4-UNAVAILABLE: The server-group %s is not a tacacs+ server group. Please define %s as a tacacs+ server group.

Explanation The protocol used by the server-group doesn't support the configured aaa action.

Recommended Action Use a tacacs+ server-group.

Error Message %AAAA-4-UNAVAILABLE: The server-group %s is not defined. Please define it.

Explanation A given server-group was listed in a method-list without defining it first. Server-groups should be defined before use.

Recommended Action Define the server-group before using it.

Error Message %AAAA-4-UNAVAILABLE: Warning: DNIS group %s is not defined.

Explanation The DNIS group was used without defining it first. It should be defined before use.

Recommended Action Define the DNIS group before using it.

Error Message %AAAA-4-UNAVAILABLE: Warning: Server %i is not defined.

Explanation The given server is not on the master-list, and should be defined, or unexpected things might happen.

Recommended Action Please define the server on the appropriate master-list as soon as possible.

Error Message %AAAA-4-UNAVAILABLE: Warning: Server %i:%d,%d is not part of server group %s.

Explanation The server does not belong to the specified server group

Recommended Action Please check that the specified server belongs to the server group

Error Message %AAAA-6-UNAVAILABLE: %s %s: %s

Explanation This administrative message was passed to the NAS from the AAA server

Recommended Action No action need be taken, but the message may contain usefull information regarding some event on the server

Error Message %AAAA-6-UNAVAILABLE: %s %s: %s

Explanation This message was passed to the NAS from the AAA server

Recommended Action No action need be taken, but the message may contain usefull information regarding some event on the server

Error Message %AAAA-6-UNAVAILABLE: %s

Explanation A AAA accounting start message.

Recommended Action This information is for information only.

Error Message %AAAA-6-UNAVAILABLE: %s

Explanation A AAA accounting stop message.

Recommended Action This information is for information only.

Error Message %AAAA-6-UNAVAILABLE: %s

Explanation A AAA accounting watchdog/update message.

Recommended Action This information is for information only.

AAL-5

Error Message %AAL5-1-UNAVAILABLE: %s: No buffer available for size %d bytes

Explanation There is no memory available for buffer allocation.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAL5-1-UNAVAILABLE: %s

Explanation There is no memory available for allocation from heap. The error message contains text which can be used to help identify the nature of the problem.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAL5-1-UNAVAILABLE: msgtxt_nomemory

Explanation An operation could not be accomplished because of a low-memory condition. The current system configuration, network environment, or possibly a software error might have exhausted or fragmented the system's memory.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a configuration that has more memory.

Error Message %AAL5-2-UNAVAILABLE: %s

Explanation AAL5 datapath has encountered a critical software error. The error message contains text which can be used to help identify the nature of the problem.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAL5-3-UNAVAILABLE: %s

Explanation AAL5 datapath has encountered an internal software error. The error message contains text which can be used to help identify the nature of the problem.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAL5-3-UNAVAILABLE: %s

Explanation The AAL5 subsystem encountered an internal software error. The error message contains text which can be used to help identify the nature of the problem.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAL5-3-UNAVAILABLE: %x, orig %x, port=%s

Explanation This message is only seen during AAL5 debug. It is used for debugging AAL5 errors

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAL5-3-UNAVAILABLE: Flow Hdr: (%d) %s

Explanation AAL5 datapath has received a large packet it cannot handle or there are no more buffers available. So the packet is dropped. The error message contains text which can be used to help identify the nature of the problem.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAL5-3-UNAVAILABLE: Flow Hdr: (%d) %s

Explanation AAL5 datapath has received a packet with AAL5 checksum error. So the packet is dropped. The error message contains text which can be used to help identify the nature of the problem.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AAL5-3-UNAVAILABLE: Input Interface %s: %s

Explanation AAL5 datapath has received a packet with invalid encapsulation for packet type (DATA, CNTL,...). The packet is dropped. The error message contains text which can be used to help identify the nature of the problem.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

AAA_CACHE Messages

This section contains authentication, authorization, and accounting cache messages.

Error Message %AAA_CACHE-3-UNAVAILABLE: Cache Tree pointer is of null value

Explanation The cache tree pointer is of null value.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

AC Messages

Error Message %AC-3-UNAVAILABLE: %s

Explanation An error was encountered during Attachment Circuit [un]provisioning.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AC-3-UNAVAILABLE: %s

Explanation An error was encountered during Attachment Circuit configuration which caused problems in the setting or restoration of the interface vectors.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AC-3-UNAVAILABLE: %s

Explanation An error was encountered during Attachment Circuit sub-block creation or removal.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AC-3-UNAVAILABLE: Circuit info missing in %s message.

Explanation AC Manager received message with missing circuit info

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AC-3-UNAVAILABLE: Corrupted L2SS handle [%x].

Explanation An internal L2SS Manager 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AC-3-UNAVAILABLE: Encountered a NULL context in %s

Explanation Encountered a NULL context in L2SS Manager.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AC-3-UNAVAILABLE: Received %s

Explanation Attachment Circuit Manager receives invalid message.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AC-3-UNAVAILABLE: Received invalid %s handle

Explanation Attachment Circuit Manager receives invalid handle.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AC-3-UNAVAILABLE: Received unexpected %s message

Explanation L2SS receive unexpected message.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AC-3-UNAVAILABLE: Wrong set of keys in %s message

Explanation SIP sends a wrong set of keys to L2SS Manager.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ACCESS_IE Messages

Error Message %ACCESS_IE-3-UNAVAILABLE: Caller passed in invalid handle - traceback to follow.

Explanation An invalid handle was encountered in the Access IE library.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ACE Messages

This section contains access control encryption messages.

ACE-2

Error Message %ACE-2-UNAVAILABLE: Crypto engine error: %s (%d)

Explanation A crypto engine operation did not complete. This error condition can indicate that the crypto engine cannot bind or unbind an interface to a crypto engine. It can also indicate that the crypto engine cannot query an interface ID.

Recommended Action Remove the cryptomap set from the interface by issuing **no crypto map** command. Then reattach the cryptomap set to the interface using **crypto map** command. Although removing and reattaching the crypto map might fix the cryptographic engine operation failure, report the failure to your technical support representative along with the sequence of commands that lead to the failure.

Error Message %ACE-2-UNAVAILABLE: Internal %s table error: %s

Explanation Internal table operation fails. This means the state of the module is mostly like inconsistent.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ACE-3

Error Message %ACE-3-UNAVAILABLE: %s: %s NAK trans 0x%x; opcode 0x%x; param 0x%x

Explanation An negative acknowledge occurred in the indicated control transaction.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ACE-3-UNAVAILABLE: %s: %s of invalid %s trans id %d

Explanation An invalid transaction ID of for the indicated transaction type was encountered

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ACE-3-UNAVAILABLE: %s: %s trans 0x%x; opcode 0x%x (%s); param 0x%x; error 0x%x (%s); retry cnt %d

Explanation An error occurred in the indicated control transaction.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ACE-3-UNAVAILABLE: %s: %s trans 0x%x; opcode 0x%x (%s); param 0x%x; too many retries

Explanation An error occurred in the indicated control transaction.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ACE-3-UNAVAILABLE: %s: %s trans 0x%x; opcode 0x%x; param 0x%x; error 0x%x; retry cnt %d

Explanation An error occurred in the indicated control transaction.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ACE-3-UNAVAILABLE: %s: Received truncated HAPI message (tlen=%d, actual=%d)

Explanation The received ACE control packet was smaller than the size field indicated

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ACE-3-UNAVAILABLE: %s: boot error: %s

Explanation The ACE completed booting, but with an error status code. ACE will not operate and it will not register with the crypto subsystem.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ACE-3-UNAVAILABLE: %s: crashdump retrieval error: %s %s

Explanation An error occurred during crashdump file retrieval from ACE.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ACE-3-UNAVAILABLE: %s: crashdump retrieval initiated to file %s

Explanation The ACE crashed and was rebooted. Upon reboot, a crashdump file was detected and uploaded to the sup-bootflash filesystem.

Recommended Action Report the crash and transfer the crashdump file to your technicalsupport representative.

Error Message %ACE-3-UNAVAILABLE: %s: initialization failed (%s)

Explanation ACE initialization sequence 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ACE-3-UNAVAILABLE: %s: out of %s transactions

Explanation Transaction pool for the indicated transaction type was exhausted.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ACE-3-UNAVAILABLE: ACE %s failed to register.

Explanation The ACE failed to register with CEAL

Recommended Action Reset the hw module

Error Message %ACE-3-UNAVAILABLE: Interface %s has no crypto engine slot

Explanation An IKE SA was requested for a given interface, but no crypto engine slot was assigned to that interface

Recommended Action Configure the interface in question with the 'crypto engine [sub]slot' command

Error Message %ACE-3-UNAVAILABLE: Too many %s in the system. Cannot allocate a new one

Explanation All VPN-accelerator resources of a particular are in used and thus this allocation request fails.

Recommended Action Remove the crypto map set from the interface. Reduce the number of that resource in the system. For ACL, reduce the number of ACL permit ACE in the system. For cryptomap, reduce thenumber of cryptomaps in the system. For SPD and SPD map, reduce the number of interface with cryptomap set attached.

Error Message %ACE-3-UNAVAILABLE: Too may %s IDs in the system. Cannot allocate a new one

Explanation All the IDs of the specified type are in use

Recommended Action Reduce the traffic load, number of IPSec tunnels and/or frequency of re-key.If this message was seen under light loading conditions, then copy the error message exactly as it appears, and report it to your technical support representative.

ACE-6

Error Message %ACE-6-UNAVAILABLE: %s has been moved from %s to %s to relieve congestion

Explanation The congestion manager has moved a tunnel from a congested crypto engine to an uncongested crypto engine

Recommended Action System performance is not affected. No customer action is necessary.

Error Message %ACE-6-UNAVAILABLE: %s: %s

Explanation This is informational message from ACE

Recommended Action This is informational message from ACE. This occurs in normal operation.

Error Message %ACE-6-UNAVAILABLE: %s: boot info: %s

Explanation The ACE completed booting, but with a non-zero informational status code. This does not indicate an error and ACE will run normally.

Recommended Action No action is necessary.

Error Message %ACE-6-UNAVAILABLE: %s: crashdump retrieval complete

Explanation The ACE crashed and was rebooted. Upon reboot, a crashdump file was detected and uploaded to the sup-bootflash filesystem.

Recommended Action Report the crash and transfer the crashdump file to your technicalsupport representative.

Error Message %ACE-6-UNAVAILABLE: %s: received unexpected IPsec packet: src IP: %i; dst IP: %i; firsthop/lasthop = %s/%s (count=%d)

Explanation An IPsec packet was unexpectedly forwarded to the RP

Recommended Action If this message was seen in the context of the router booting, enabling the hardware crypto accelerator, or with an invalid peer IP address then this message is normal and can be safely ignored. Otherwise, please copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %ACE-6-UNAVAILABLE: %s: received unexpected IPsec packet: src: %s; dst: %s; (count=%d)

Explanation An IPsec packet was unexpectedly forwarded to the RP

Recommended Action If this message was seen in the context of the router booting, enabling the hardware crypto accelerator, then this message is normal and can be safely ignored. Otherwise, please copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %ACE-6-UNAVAILABLE: All crypto engines are congested, assigning %s to %s

Explanation The congestion manager has assigned a new tunnel to an already congested crypto engine. All crypto engines have indicated congestion, the least congested engine was selected for the tunnel

Recommended Action Packets may be lost on some tunnels, either reduce bandwidth used by existing tunnels or install additional crypto engines

Error Message %ACE-6-UNAVAILABLE: VPN-SPA switchover: %d/%d has been %s %d/%d

Explanation A blade to blade switchover has occurred. System performance is not affected.

Recommended Action System performance is not affected. No customer action is necessary.

ACLMGR-2

Error Message %ACLMGR-2-UNAVAILABLE: Cannot create ACL Manager data structures for VLAN Map %s

Explanation The ACL Manager could not allocate the data structures needed to describe a VLAN Map in a form that can be loaded into hardware. Probably caused by lack of free 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ACLMGR-2-UNAVAILABLE: Cannot create VMR data structures for access list %s

Explanation The ACL Manager could not allocate the data structures needed to describe an ACL in a form that can be loaded into hardware. Probably caused by lack of available memory.

Recommended Action Use a less complicated configuration that requires less memory.

Error Message %ACLMGR-2-UNAVAILABLE: Cannot create memory block for VLAN %d

Explanation The ACL Manager was unable to save per-VLAN information needed for its correct operation. Some per-interface features, such as access groups or VLAN maps, will not be configured correctly.

Recommended Action Use a less complicated configuration that requires less memory.

ACLMGR-3

Error Message %ACLMGR-3-UNAVAILABLE: %s ACL merge error %d (%s) on %s label %d

Explanation The ACL Manager was unable to complete the merge of the configured features into a form suitable for loading into the hardware. Packets potentially affected by this feature will be sent to the CPU for processing instead. The most likely cause is specifying an ACL that is too large or too complex for the system to handle.

Recommended Action Try specifying a smaller and less complicated configuration.

Error Message %ACLMGR-3-UNAVAILABLE: Acl Tcam Full! Software Forwarding packets on %s label %d on %s %s

Explanation There are too many Acl configuration for the platform specific ACL Tcam Table to support.

Recommended Action Reduce the number IP or MAC access lists to be configured to interfaces.

Error Message %ACLMGR-3-UNAVAILABLE: Augmenting of access-map %s on %s label %d failed

Explanation The system ran out of CPU DRAM when attempting to merge internally required elements with the configured access map(s).

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ACLMGR-3-UNAVAILABLE: Cannot allocate %s label for vlan-id %d

Explanation The ACL Manager was unable to allocate a label for the features on this interface. This means that the hardware cannot be programmed to implement the features, and packets for this interface will be filtered in software. There is a limit of 256 labels per direction.

Recommended Action Allocate more space to the relevant section of the TCAM and reboot, or else use a simpler configuration. Use the same ACLs on multiple interfaces, if possible.

Error Message %ACLMGR-3-UNAVAILABLE: Insert of access-map %s #%d into %s label %d failed

Explanation The system ran out of CPU DRAM when trying to merge sections of an access map.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ACLMGR-3-UNAVAILABLE: Reloading %s label %d feature

Explanation The ACL Manager was able to fit more of the configured features on this label into the hardware. One or more features had previously been unloaded because of lack of space.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ACLMGR-3-UNAVAILABLE: Too many (%d) levels of recursion while merging ACLs (code %d).

Explanation The configuration is too complicated for the platform specific ACL merge code to support. Most likely cause is including too many separate access lists in a single VLAN map or policy map.

Recommended Action Reduce the number IP or MAC access lists (considered separately) in any one VLAN or policy map to fewer than the number of levels reported by this log message.

Error Message %ACLMGR-3-UNAVAILABLE: Unknown VMR access group action 0x%x

Explanation An internal software 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ACLMGR-3-UNAVAILABLE: Unloading %s label %d feature

Explanation The ACL Manager was unable to fit the complete configuration into the hardware, so some features will have to be applied in software. This prevents some or all of the packets in a VLAN from being forwarded in hardware, and requires them to be forwarded by the CPU. Multicast packets may be dropped entirely instead of being forwarded.

Recommended Action Allocate more space to the relevant section of the TCAM and reboot, or else use a simpler configuration. Use the same ACLs on multiple interfaces, if possible.

ACL_HDL_HA_API-3

Error Message %ACL_HDL_HA_API-3-UNAVAILABLE: %s

Explanation A run-time module could not obtain the resources that are required to complete a task. The failure most likely occurred because of a software error or a lack of system memory. Additional details on the nature of the error are specified in the message text on the console or in the system log. The system state between the active and standby units might not be properly synchronized.

Recommended Action If you determine that this condition was caused by a lack of system memory, reduce system activity to ease memory demands, or if conditions warrant, upgrade to a larger memory configuration. Otherwise, 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ACL_HDL_HA_API-3-UNAVAILABLE: Failed to register with %s, rc =%d

Explanation A redundancy client could not be registered. An internal failure associated with client registration occurred in the run-time module specified in the message output. The return code that is specified in the message output identifies the type of failure that was detected. The failure most likely occurred because of a software error. The system state between the active and standby units might not be properly synchronized.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ACL_HDL_HA_API-3-UNAVAILABLE: Failed to send %s message to active for %s, rc=%d

Explanation The specified synchronization message, which is an internal IPC message, could not be sent to the active unit in the specified run-time module. The failure most likely occurred because of a software error. Additional details on the nature of the error are specified in the message text on the console or in the system log. The system state between the active and standby units might not be properly synchronized.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ACL_HDL_HA_API-3-UNAVAILABLE: Failed to send %s message to standby for %s, rc=%d

Explanation The specified synchronization message, which is an internal IPC message, could not be sent to the standby unit in the specified run-time module. The failure most likely occurred because of a software error. The numeric error code in the message output identifies the type of failure. The system state between the active and standby units might not be properly synchronized.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs..

Error Message %ACL_HDL_HA_API-3-UNAVAILABLE: Invalid %s message received

Explanation A message that is used for state synchronization was not received correctly. An internal data structure for a message could not be retrieved. The failure most likely occurred because of a software error. The system state between the active and standby units might not be properly synchronized.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ACL_HDL_HA_API-3-UNAVAILABLE: Invalid checkpointing status code received, rc=%d

Explanation An invalid checkpoint status code has been detected. An internal status code that is associated with checkpointing was found to be invalid. The return code that is specified in the message output identifies the invalid code that was detected. The failure most likely occurred because of a software error. The system state between the active and standby units might not be properly synchronized.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ACL_HDL_HA_API-3-UNAVAILABLE: No checkpointing buffer for %s, rc=%d

Explanation A message data buffer that is used for state synchronization could not be obtained. An internal data structure could not be allocated for synchronization in the run-time module specified in the message output. The return code that is specified in the message output identifies the type of failure. The failure most likely occurred because of a software error or a lack of system memory. The system state between the active and standby units might not be properly synchronized.

Recommended Action If you determine that this condition was caused by a lack of system memory, reduce system activity to ease memory demands, or if conditions warrant, upgrade to a larger memory configuration. Otherwise, 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs..

Error Message %ACL_HDL_ISSU-2-UNAVAILABLE: ACL handle ISSU client encountered unexpected client nego_done. Error: %d (%s)

Explanation An ISSU-compliant client transitions through a series of internal states. The ACL handle ISSU client encountered a 'client negotiation done' state that was unexpected. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

Recommended Action Show issu session and show issu negotiated capability)

Error Message %ACL_HDL_ISSU-2-UNAVAILABLE: ACL handle ISSU client failed to get buffer for message. Error: %d (%s)

Explanation The ACL handle ISSU client failed to get buffer space for building a negotiation message. A negotiation message cannot be sent to the standby device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

Recommended Action Show logging and show checkpoint client. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Recommended Action

Error Message %ACL_HDL_ISSU-2-UNAVAILABLE: ACL handle ISSU client failed to register session information. Error: %d (%s)

Explanation The ACL handle ISSU client failed to register session information. If a problem occurs with the ISSU session registration, the standby device cannot be brought up properly.

Recommended Action Show issu capability entries, issu session and show issu negotiated capability. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ACL_HDL_ISSU-2-UNAVAILABLE: ACL handle ISSU client failed to send negotiation message. Error: %d (%s)

Explanation The ACL handle ISSU client failed to send a session negotiation message to the peer device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

Recommended Action Show logging and show checkpoint client. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ACL_HDL_ISSU-2-UNAVAILABLE: ACL handle ISSU client initialization failed to %s. Error: %d (%s)

Explanation The ACL handle ISSU client could not be initialized. This initialization failure must be addressed before in-service software upgrade or downgrade can be performed successfully. If you do not address this failure, there will be downtime during software upgrade or downgrade.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ACL_HDL_ISSU-3-UNAVAILABLE: 'Message Type %d' is not supported by ACL handle ISSU client at peer

Explanation The ACL handle ISSU client at the peer supervisor is not compatible for this message type. The ACL handle client will be marked as incompatible with the peer.

Recommended Action Show issu capability entries, issu session and show issu negotiated capability. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl.

If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ACL_HDL_ISSU-3-UNAVAILABLE: ACL handle ISSU client %s transform failed for 'Message Type %d'. Error: %d (%s)

Explanation The ACL handle ISSU client could not transform the specified message type. If the transmit transformation failed, the checkpoint message was not sent to the standby device. If the receive transformation failed, the checkpoint message was not applied on the standby device. In both cases, the ACL handle state between the active device and the standby device is not identical.

Recommended Action Show issu session and show issu negotiated version. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ACL_HDL_ISSU-3-UNAVAILABLE: ACL handle ISSU client 'Message Type %d' is not compatible

Explanation The ACL handle ISSU client received an incompatible message from the peer device. The message cannot be processed.

Recommended Action Show issu session and show issu negotiated version. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ACL_HDL_ISSU-3-UNAVAILABLE: ACL handle ISSU client capability exchange result incompatible.

Explanation The Switch Vlam ISSU client capability exchange have negotiated as incompatible with the peer.

Recommended Action Show issu capability entries, issu session and show issu negotiated capability. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ACL_HDL_ISSU-3-UNAVAILABLE: ACL handle ISSU client capability list is empty.

Explanation The ACL handle ISSU client capability exchange list size is invalid.

Recommended Action LShow issu capability entries, issu session and show issu negotiated capability. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ACL_HDL_ISSU-3-UNAVAILABLE: ACL handle ISSU client does not have a valid registered session.

Explanation The ACL handle ISSU client does not have a valid registered session.

Recommended Action Show issu session and show issu negotiated version. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ACL_HDL_ISSU-3-UNAVAILABLE: ACL handle ISSU client failed to get the MTU for Message Type %d.Error: %d (%s)

Explanation The ACL handle ISSU client failed to calculate the MTU for the specified message. The ACL handle ISSU client is not able to send the message to the standby device.

Recommended Action Show issu session and show issu negotiated version. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ACL_HDL_ISSU-3-UNAVAILABLE: ACL handle ISSU client failed to unregister session information. Error: %d (%s)

Explanation The ACL handle ISSU client failed to unregister session information.

Recommended Action Show issu session and show issu negotiated version. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ADJ Messages

This section contains adjacency (ADJ) subsystem messages.

ADJ-3

Error Message %ADJ-3-UNAVAILABLE: Adj bundles: %s

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ADJ-3-UNAVAILABLE: Adj resolve request: %s %s %s

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ADJ-3-UNAVAILABLE: Adj stack2 error %s: %s

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ADJ-3-UNAVAILABLE: Adjacency distribution client: %s

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ADJ-3-UNAVAILABLE: Adjacency mac address for %s overflowed by %d bytes

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ADJ-3-UNAVAILABLE: Adjacency mac string for %s not byte aligned, offset %x, length %x

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ADJ-3-UNAVAILABLE: Allocating adj when adj subsystem down

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ADJ-3-UNAVAILABLE: Bundle type %s must be ISSU aware to send to slot(s) %s

Explanation The given bundle type is not ISSU aware so cannot be distributed to a slot with which ISSU negotiation has occurred. This indicates a design problem which requires code changes to fix.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ADJ-3-UNAVAILABLE: CEF Interface not found - %s

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ADJ-3-UNAVAILABLE: Failed to allocate an adjacency

Explanation An internal software error occurred. This is probably because not enough memory was available.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ADJ-3-UNAVAILABLE: Failed to allocate an adjacency debug filter block

Explanation An internal software error occurred. This is probably because not enough memory was available.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ADJ-3-UNAVAILABLE: Failed to allocate an adjacency interest list subblock

Explanation An internal software error occurred. This is probably because not enough memory was available.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ADJ-3-UNAVAILABLE: Failed to allocate an adjacency summary event block

Explanation An internal software error occurred. This is probably because not enough memory was available.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ADJ-3-UNAVAILABLE: Failed to allocate memory %s

Explanation An internal software error occurred. This is probably because not enough memory was available.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ADJ-3-UNAVAILABLE: Failed to deallocate an adjacency interest list subblock

Explanation An internal software error occurred. This is probably because not enough memory was available.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ADJ-3-UNAVAILABLE: Failed to deallocate memory %s

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ADJ-3-UNAVAILABLE: Failed to dispatch a refresh adjacency summary event

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ADJ-3-UNAVAILABLE: Failed to enqueue an adjacency summary event block

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ADJ-3-UNAVAILABLE: Failed to initialise adjacency RP broker facility

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ADJ-3-UNAVAILABLE: Failed to initialise adjacency interest list facility

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ADJ-3-UNAVAILABLE: Failed to initialise adjacency subblock facility

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ADJ-3-UNAVAILABLE: Generation of encapsulation string for %s failed

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ADJ-3-UNAVAILABLE: Illegal arguments - %s

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ADJ-3-UNAVAILABLE: Unexpected state transition from %s to %s

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ADJ-3-UNAVAILABLE: Using an unsupported address type %d when trying to add/delete/modify/find an adjacency

Explanation An internal software error occurred. An attempt to reference an adjacency with an unsupported address type has been made.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ADJ-3-UNAVAILABLE: Using an unsupported linktype %s when trying to add/delete/modify/find an adjacency

Explanation An internal software error occurred. An attempt to reference an adjacency with an unsupported address type has been made.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ADJ-3-UNAVAILABLE: Zero address length detected distributing adj %s

Explanation An internal software error occurred. An attempt to reference an adjacency with an unsupported address type has been made.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ADJ-3-UNAVAILABLE: adjacency %s is followed by bad magic

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ADJ-3-UNAVAILABLE: adjacency mac string end %x not %s aligned

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ADJ-5

Error Message %ADJ-5-UNAVAILABLE: Midchain parent maintenance for %s - %s

Explanation A midchain adjacency failed to stack onto output chain because a loop was detected. Traffic through the adjacency will be dropped until the adj is restacked. This condition is typically transient and is rectified by the control plane driving stacking. E.g. if an ip tunnel destination resolves through the tunnel transiently this message would appear. The situation would be rectified either by learning the tunnel destination through an interface other than the tunnel itself or by bringing the tunnel down

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

AGGMGR

Error Message %AGGMGR-0-UNAVAILABLE: No space left for creator %s to add data item to agg list (items %d max %d remaining %d)

Explanation An attempt was made to add an item to an aggregation list that had just been successfully created but for some reason the add failed. This situation should never occur. If it does occur, then it is the result of a program error which would be found during development and considered an internal error. There is no work around.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

AIP

Error Message %AIP-3-UNAVAILABLE: %s Failed to setup vc %d (Cause: %s)

Explanation The AIP driver failed to set up a virtual circuit.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AIP-3-UNAVAILABLE: Interface %s, Failed to setup vc %d (Cause: %s) Expected range [%d .. %d]Kbps for AIP Average Rate Metering. Average Rate=Peak Rate= %d Kbps turns Average Rate Metering OFF

Explanation A software or hardware error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ALARM

Error Message %ALARM-1-UNAVAILABLE: CRITICAL alarm condition detected

Explanation An critical alarm event has happened, it will cause the serious result, and needs immediate attention and to be fixed. Syetem will shut down within two minutes.

Recommended Action Check the source of the critical alarms to take corresponding actions. Don't turn on power unless the situation is corrected. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ALARM-2-UNAVAILABLE: Major alarm condition detected

Explanation An major alarm event has happened, it will affect the system service, and needs attention or fix.

Recommended Action Check the source of the major alarms to take corresponding actions. This situation should be corrected or be aware of. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ALARM-3-UNAVAILABLE: Attempt to change alarm status for undefined type

Explanation The alarm subsystem has no record of this type of alarm. The type has either not been registered or has been deleted.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ALARM-3-UNAVAILABLE: Attempt to set alarm status for undefined source

Explanation The alarm subsystem has no record of this alarm source. The source has either not been registered or has been deleted.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ALARM-3-UNAVAILABLE: Max number of alarm sources exceeded

Explanation Too many alarm sources were added by the system

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ALARM-3-UNAVAILABLE: Minor alarm condition detected

Explanation An minor alarm event has happened, it does not affect the system service, but needs attention.

Recommended Action Check the source of the minor alarms to avoid the situation getting worse. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ALARM-3-UNAVAILABLE: No alarm messages left

Explanation There we no more alarm messages available in the message cache

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ALARM-3-UNAVAILABLE: OUT of Memory: %s

Error Message %ALARM-3-UNAVAILABLE: Unknown Alarm Severity Class

Explanation The alarm status tables contain an alarm entry with an unknown alarm severity class.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs..

Error Message %ALIGN-3-UNAVAILABLE: %s

Explanation A trace that shows where the previous ALIGN error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ALIGN Messages

This section contains ALIGN messages.

ALIGN-3

Error Message %ALIGN-3-UNAVAILABLE: -Traceback= %08x %08x %08x %08x %08x %08x %08x %08x

Explanation A trace that shows where the previous ALIGN error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs..

Error Message %ALIGN-3-UNAVAILABLE: -Traceback= %s

Explanation A trace that shows where the previous ALIGN error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ALIGN-3-UNAVAILABLE: Alignment correction made at %s %sing %s

Explanation A software component within the router needs memory optimization.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ALIGN-3-UNAVAILABLE: Alignment correction made at 0x%x %sing 0x%x

Explanation A software component within the router needs memory optimization.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ALIGN-3-UNAVAILABLE: Alignment log is full - no new entries will be recorded

Explanation The router identified more software components in need of memory optimization than it can record.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ALIGN-3-UNAVAILABLE: Spurious memory access made at %s reading %s

Explanation An attempted but illegal access to a low memory address within a software component in the router has been temporarily blocked.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the **show alignment** command to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show alignment** output, call your Cisco technical support representative and provide the representative with the gathered information.

Error Message %ALIGN-3-UNAVAILABLE: Spurious memory access made at 0x%x reading 0x%x

Explanation An attempted but illegal access to a low memory address within a software component in the router has been temporarily blocked.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the **show alignment** command to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show alignment** output, call your Cisco technical support representative and provide the representative with the gathered information.

Error Message %ALIGN-3-UNAVAILABLE: Spurious memory access made at 0x%x reading 0x%x

Explanation An error was identified (and temporarily corrected) within a software component in the router.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ALIGN-3-UNAVAILABLE: Warning : read access failed at %s, still continuing

Explanation In ls1010 read access failures do not make the box reload. They can be caused by either a bad register value in the asp ver 3.3 or earlier or a real problem in the hardware

Recommended Action If the ASP version is 3.3 or more, report it to your technical support representative.

Error Message %ALPS-3-UNAVAILABLE: ALPS: Assertion failed: %s

Explanation An internal software 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ALPS Messages

This section contains Airline Product Set (ALPS) messages.

ALPS-3

Error Message %ALPS-3-UNAVAILABLE: ALPS: Assertion failed: %s

Explanation An internal software 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ALPS-3-UNAVAILABLE: ASCU %02x on interface %s has an internal FSM error.

Explanation Internal error.

Recommended Action Turn debug flags on, capture traces & contact Cisco technical support

Error Message %ALPS-3-UNAVAILABLE: Polling for ASCU %02x on interface %s is stalled.

Explanation The polling mechanism for an ALPS interface has become stuck.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ALPS-5

Error Message %ALPS-5-ASCU_DISABLED_ASCU_STUCK: ASCU [hex] on interface [chars] has been disabled since 4 consecutive messages were received from same SID.

Explanation An ALPS agent set control unit (ASCU) has been automatically disabled.

Recommended Action No action is required.

Error Message %ALPS-5-ASCU_DOWN: ASCU [hex] on interface [chars] is down.

Explanation An ALPS agent set control unit (ASCU) has transitioned from up to down.

Recommended Action No action is required.

Error Message %ALPS-5-ASCU_UP: ASCU [hex] on interface [chars] is up.

Explanation An ALPS agent set control unit (ASCU) has transitioned from down to up.

Recommended Action No action is required.

Error Message %ALPS-5-CIRCUIT_CLOSED: Circuit [chars] changed state to closed, rsn = [chars].

Explanation An ALPS circuit has transitioned from open to closed

Recommended Action No action is required.

Error Message %ALPS-5-CIRCUIT_OPEN: Circuit [chars] changed state to open.

Explanation An ALPS circuit has transitioned from closed to open.

Recommended Action No action is required.

Error Message %ALPS-5-PEER_CLOSED_DYNAMIC_INACTIVITY: Peer ([IP_address], [chars]) closed due to inactivity.

Explanation An ALPS peer connection is now closed due to inactivity.

Recommended Action No action is required.

Error Message %ALPS-5-PEER_CONN_ID_CHANGE: Peer ([IP_address], [chars]) ID modified to ([IP_address], [chars]).

Explanation An ALPS peer connection identifier has changed.

Recommended Action No action is required.

Error Message %ALPS-5-PEER_OPEN: Peer ([IP_address], [chars]) changed state to open.

Explanation An ALPS peer connection is now open.

Recommended Action No action is required.

Error Message %ALIGN-3-UNAVAILABLE: Warning : read access failed at %s, still continuing

Explanation In ls1010 read access failures do not make the box reload. They can be caused by either a bad register value in the asp ver 3.3 or earlier or a real problem in the hardware

Recommended Action If the ASP version is 3.3 or more, report it to your technical support representative.

ALPS-5

Error Message %ALPS-5-UNAVAILABLE: ASCU %02x on interface %s has been disabled since 4 consecutive messages were received from same SID.

Explanation An ALPS ASCU has been automatically disabled.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ALPS-5-UNAVAILABLE: ASCU %02x on interface %s is down.

Explanation An ALPS ASCU has transitioned from up to down.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ALPS-5-UNAVAILABLE: ASCU %02x on interface %s is up.

Explanation An ALPS ASCU has transitioned from down to up.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ALPS-5-UNAVAILABLE: Circuit %s changed state to closed, rsn = %s.

Explanation An ALPS circuit has transitioned from open to closed

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ALPS-5-UNAVAILABLE: Circuit %s changed state to open.

Explanation An ALPS circuit has transitioned from closed to open.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ALPS-5-UNAVAILABLE: Peer (%i, %s) ID modified to (%i, %s).

Explanation An ALPS peer connection identifier has changed.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ALPS-5-UNAVAILABLE: Peer (%i, %s) changed state to closed.

Explanation An ALPS peer connection is now closed.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ALPS-5-UNAVAILABLE: Peer (%i, %s) changed state to open.

Explanation An ALPS peer connection is now open.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ALPS-5-UNAVAILABLE: Peer (%i, %s) closed due to inactivity.

Explanation An ALPS peer connection is now closed due to inactivity.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ALPS-6

Error Message %ALPS-6-UNAVAILABLE: Circuit %s has entered a congested state.

Explanation An ALPS circuit is experiencing congestion.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ALPS-6-UNAVAILABLE: Circuit %s received a Circuit Open Confirm with a list of rejected ascus

Explanation An ALPS circuit sent a Circuit Open Request message and received a Circuit Open Confirm with a list of rejected ascus.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ALPS-6-UNAVAILABLE: Circuit %s received a Circuit Open Failed message, rsn = %s.

Explanation An ALPS circuit sent a Circuit Open Request message and received a Circuit Open Failed message as a reply.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ALPS-6-UNAVAILABLE: Circuit %s received a Circuit Open Failed message, rsn = %s.

Explanation An ALPS circuit sent a Circuit Update message and received a Circuit Open Failed message as a reply.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ALPS-6-UNAVAILABLE: Host unresponsive on X.25 VC for circuit %s

Explanation The X.25 or EMTX host is not advancing the transmit window for extended periods of time. This may be indicative of a temporary problem with the host application. An X.25 Reset is sent to reset the transmit and receive windows to allow communication to proceed.

Recommended Action None

Error Message %ALPS-6-UNAVAILABLE: Peer (%i, %s) has entered a congested state.

Explanation An ALPS peer connection is experiencing congestion.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ALPS-6-UNAVAILABLE: Peer (%i, %s) has exited a congested state.

Explanation An ALPS peer connection is no longer experiencing congestion.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ALPS-6-UNAVAILABLE: Peer (%i, %s) open failed, rsn = %s

Explanation An ALPS peer connection attempted to open, but failed to open.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ALPS-7

Error Message %ALPS-7-UNAVAILABLE: Circuit %s has exited a congested state.

Explanation An ALPS circuit is no longer experiencing congestion.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ALPS-7-UNAVAILABLE: Threshold exceeded for TCP Queue overflow peer drops for peer (%i, %s).

Explanation The number of ALPS peer drops due to queue overflow exceeds the ALPS peer threshold value.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ALPS-7-UNAVAILABLE: Threshold exceeded for X.25 VC Reset drops for circuit %s

Explanation The number of ALPS circuit drops due to X.25 VC Reset exceeds the ALPS circuit threshold value.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ALPS-7-UNAVAILABLE: Threshold exceeded for circuit disabled drops for circuit %s

Explanation The number of ALPS circuit drops due to circuit disabled exceeds the ALPS circuit threshold value.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ALPS-7-UNAVAILABLE: Threshold exceeded for invalid ASCU drops for circuit %s

Explanation The number of ALPS circuit drops due to invalid ASCU identifier exceeds the ALPS circuit threshold value.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ALPS-7-UNAVAILABLE: Threshold exceeded for lifetime timer expiration drops for circuit %s

Explanation The number of ALPS circuit drops due to lifetime timer expiration exceeds the ALPS circuit threshold value.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ALPS-7-UNAVAILABLE: Threshold exceeded for maximum size exceeded drops for peer (%i, %s).

Explanation The number of ALPS peer drops due to maximum size exceeded exceeds the ALPS peer threshold value.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ALPS-7-UNAVAILABLE: Threshold exceeded for peer unreachable peer drops for peer (%i, %s).

Explanation The number of ALPS peer drops due to a peer unreachable condition exceeds the ALPS peer threshold value.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ALPS-7-UNAVAILABLE: Threshold exceeded for queue overflow drops for circuit %s

Explanation The number of ALPS circuit drops due to queue overflow exceeds the ALPS circuit threshold value.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ALPS-7-UNAVAILABLE: Threshold exceeded for version mismatch peer drops for peer (%i, %s).

Explanation The number of ALPS peer drops due to version mismatch exceeds the ALPS peer threshold value.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

AMDP2-FE-1

Error Message %AMDP2_FE-1-UNAVAILABLE: %s CSR%d=0x%04x

Explanation The interface could not access system resources for a long time. This problem may occur under very heavy loads.

Recommended Action The system should recover. No action is required. If the message recurs, call your technical support representative for assistance.

Error Message %AMDP2_FE-1-UNAVAILABLE: %s CSR%d=0x%04x

Explanation The software failed to initialize/restart an Ethernet/Fast Ethernet interface.

Recommended Action Try resetting the interface by doing a **shutdown** followed by a **no shutdown**. If the message recurs, try reseating the Port Adaptor. If reseating also does not work call your technical support representative for assistance.

Error Message %AMDP2_FE-1-UNAVAILABLE: %s MII transceiver not connected

Explanation The MII transceiver was disconnected while the MII port was selected.

Recommended Action Connect the transceiver and enter the **shut** and **no shut** commands for the interface in the configuration menu.

Error Message %AMDP2_FE-1-UNAVAILABLE: %s, Init failed, CSR%d=0x%04x

Explanation The software failed to initialize/restart an Ethernet/Fast Ethernet interface.

Recommended Action Clear the interface. If the message recurs, call your technical support representative for assistance.

Error Message %AMDP2_FE-1-UNAVAILABLE: %s, Memory error, CSR%d=0x%04x

Explanation The interface could not access system resources for a long time. This problem may occur under very heavy loads.

Recommended Action The system should recover. No action is required. If the message recurs, call your technical support representative for assistance.

Error Message %AMDP2_FE-1-UNAVAILABLE: 2FE PA not supported on NPE100, shutting down bay

Explanation 2FE PA is not supported on a 7200 with NPE100.

Recommended Action NPE150 or better is needed for 2FE PA.

Error Message %AMDP2_FE-1-UNAVAILABLE: Only found %d interfaces on bay %d, shutting down bay

Explanation The software could not identify the interface card.

Recommended Action Power down, reseal the interface card, and reboot. If the message recurs, call your technical support representative for assistance.

AMDP2-FE-2

Error Message %AMDP2_FE-2-UNAVAILABLE: %s hardware does not support ISL

Explanation The interface cannot be configured as an ISL trunk.

Recommended Action Check the configuration.

Error Message %AMDP2_FE-2-UNAVAILABLE: Interface %s does not support ISL

Explanation The interface cannot be configured as an ISL trunk.

Recommended Action Check the configuration.

AMDP2-FE-3

Error Message %AMDP2_FE-3-UNAVAILABLE: %s packet buffer, pak=0x%x

Explanation The software detected an error in descriptor ownership.

Recommended Action Try a later version of the software. If the message recurs, call your technical support representative for assistance.

Error Message %AMDP2_FE-3-UNAVAILABLE: %s spurious chip init, CSR%d=0x%04x

Explanation An illegal condition indicating initialization done has occurred.

Recommended Action Clear the interface. If this message recurs, call your technical support representative for assistance.

Error Message %AMDP2_FE-3-UNAVAILABLE: %s transmit error

Explanation While transmitting a frame, the controller chip's local buffer received insufficient data because data could not be transferred to the chip fast enough to keep pace with its output rate. Normally, such a problem is temporary, depending on transient peak loads within the system.

Recommended Action The system should recover. No action is required.

Error Message %AMDP2_FE-3-UNAVAILABLE: %s, Spurious chip interrupt, CSR%d=0x%04x

Explanation An illegal condition indicating initialization done has occurred.

Recommended Action Clear the interface. If this message recurs, call your technical support representative for assistance.

Error Message %AMDP2_FE-3-UNAVAILABLE: %s, packet buffer, pak=0x%x

Explanation The software detected an error in descriptor ownership.

Recommended Action Try a later version of the software. If the message recurs, call your technical support representative for assistance.

Error Message %AMDP2_FE-3-UNAVAILABLE: %s, transmit error

Explanation While transmitting a frame, the controller chip's local buffer received insufficient data because data could not be transferred to the chip fast enough to keep pace with its output rate. Normally, such a problem is temporary, depending on transient peak loads within the system.

Recommended Action The system should recover. No action is required.

Error Message %AMDP2_FE-3-UNAVAILABLE: Bad packet with %d particles, pak=0x%x

Explanation The software detected an invalid packet.

Recommended Action Try a later version of the software. If the message recurs, call your technical support representative for assistance.

Error Message %AMDP2_FE-3-UNAVAILABLE: Slot %d device ID seen as %x, expected %x

Explanation The software could not recognize the interface chips.

Recommended Action Power down, reseal the interface card, and reboot. If the message recurs, call your technical support representative for assistance.

AMDP2-FE-4

Error Message %AMDP2_FE-4-UNAVAILABLE: %s transmit problem, CSR0=%x

Explanation The transmitter has been on the channel longer than the timetaken to transmit the largest frame

Recommended Action The system should recover. No action is required.

Error Message %AMDP2_FE-4-UNAVAILABLE: %s, Spurious interrupt error, CSR0=%x

Explanation An illegal condition encountered during initialization.

Recommended Action The system should recover. No action is required.

Error Message %AMDP2_FE-4-UNAVAILABLE: %s, transmit problem, CSR0=%x

Explanation The transmitter has been on the channel longer than the time taken to transmit the largest frame.

Recommended Action The system should recover. No action is required.

AMDP2-FE-5

Error Message %AMD79C971_FE-5-UNAVAILABLE: Failed to suspend the amd79c971 chip

Explanation Failed to suspend the amd79c971 chip

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AMDP2_FE-5-UNAVAILABLE: %s cable/transceiver problem?

Explanation The cable and/or transceiver is not connected.

Recommended Action Connect the cable and/or transceiver.

Error Message %AMDP2_FE-5-UNAVAILABLE: %s transmit error

Explanation Late collisions occurred on the Ethernet/Fast Ethernet interface. When a collision occurs after the preamble has been transmitted then such a collision is called a LATE collision. The packet will be retransmitted, but this condition could also indicate that another device is failing to detect when the network is in use.

Recommended Action If the interface is Fast Ethernet, verify that both peers are in the same duplex mode. For regular Ethernet, the system should recover. No action is required.

Error Message %AMDP2_FE-5-UNAVAILABLE: %s, Excessive collisions, TDR=%d, TRC=%d.

Explanation Ethernet/Fast Ethernet is seeing multiple collisions. This may occur under heavy loads.

Recommended Action The system should recover. No action is required.

Error Message %AMDP2_FE-5-UNAVAILABLE: %s, lost carrier. cable/transceiver problem?

Explanation The cable and/or transceiver is not connected.

Recommended Action Connect the cable and/or transceiver.

Error Message %AMDP2_FE-5-UNAVAILABLE: %s, transmit error

Explanation Late collisions occurred on the Ethernet/Fast Ethernet interface.

Recommended Action If the interface is Fast Ethernet, verify that both peers are in the same duplex mode. For regular Ethernet, the system should recover. No action is required.

Error Message %AMDP2_FE-5-UNAVAILABLE: The Internal Ethernet Interface is not configurable

Explanation The internal ethernet is for system use only.

Recommended Action No action is required.

AMDP2-FE-6

Error Message %AMDP2_FE-6-UNAVAILABLE: %s TDR=%d, TRC=%d

Explanation Ethernet/Fast Ethernet is seeing multiple collisions. This may occur under heavy loads.

Recommended Action The system should recover. No action is required.

Error Message %AP-1-UNAVAILABLE: Distributed DOS attack

Explanation This message indicates that the auth-proxy router is possibly under a Distributed DOS attack. It has received more than 512 HTTP connections with no data.

Recommended Action This is a potential DDOS attack.

AP Messages

This section contains Authentication Proxy (AP) messages.

AP-1

Error Message %AP-1-UNAVAILABLE: IP-address %i has exceeded the maximum retry limit
AUDITSESSID=%s

Explanation This message indicates that a host has exceeded the maximum allowed limit for login-attempts. The host may be infected by a virus which is continuously sending HTTP requests.

Recommended Action This maybe a potential DOS attack and the source should be shunned. It may also be a false alarm wherein the user is making legitimate attempts to log in.

Error Message %AP-1-UNAVAILABLE: POLICY=%s | POLICYNAME=%s | IP=%i | ERROR=
AUDITSESSID=%s

Explanation This message indicates that the specified policy was not applied for the given host IP due to the reason specified as Error.

Recommended Action In case of HOST ACL policy verify if an input access list is defined and configured on interface. While for URL REDIRECT ACL policy needs url-redirect VSA to have an associated access control list url-redirect-acl VSA, that is used to determine HTTP redirect criteria. HTTP packets matching the access control list will be subjected to redirection. In case the 'url-redirect-acl' access control list is not specified or is not configured, the host will not be setup for HTTP redirection.

Error Message %AP-1-UNAVAILABLE: Possible DOS attack from source IP-address %i |
AUDITSESSID=%s

Explanation This message indicates that a host is continuously opening HTTP connections through the auth-proxy without sending data on them. This can potentially be a DOS attack.

Recommended Action This is a potential DOS attack the source should be shunned. It may also be a false alarm wherein a user is connecting to an HTTP server via a telnet like program to port 80.

AP-4

Error Message %AP-4-UNAVAILABLE: Exceeded maximum limit (%d) on entires in
authentication proxy posture cache in initializing state

Explanation This message indicates that the number of entires in authentication proxy posture cache which are in INIT state has exceeded the maximum limit.

Recommended Action This may be a potential Denial of Service attack.

Error Message %AP-4-UNAVAILABLE: Sufficient memory was not available to %s

Explanation There was no encough memory to perform the specified operation.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

AP-5

Error Message %AP-5-UNAVAILABLE: Event=AAA %s. HOST=%i | POLICY %s=%s. |
AUDITSESSID=%s

Explanation This messages notifies that AAA servers defined by the methodlist are unreachable for the given host and the policy being applied.

Recommended Action The failure is due to unreachable AAA servers.

AP-6

Error Message %AP-6-UNAVAILABLE: %s %s (%s) policy for host (%i)

Explanation This message specifies the policy enforced or removed for the specified host. The policy could be either an access control list or a URL to which any intercepted HTTP traffic would be redirected.

Recommended Action This is an informational message and no action is required

Error Message %AP-6-UNAVAILABLE: IP=%i | Interface=%s | AUDITSESSID=%s

Explanation This message indicates the router has created an entry for the host in authentication proxy posture cache and has initiated posture validation process.

Recommended Action This is an informational message and no action is required

Error Message %AP-6-UNAVAILABLE: IP=%i | MAC=%u | PROFILE_NAME=%s | EVENT=%s | AUDITSESSID=%s

Explanation This message indicates a fallback to authproxy has been initiated/terminated for the given host.

Recommended Action No action required

Error Message %AP-6-UNAVAILABLE: IP=%i | STATE=%s | AUDITSESSID=%s

Explanation This message indicates the change of posture validation state of the specified host in the authentication proxy posture validation cache.

Recommended Action This is an informational message and no action is required

Error Message %AP-6-UNAVAILABLE: Send AAA request to download (%s) named access control list

Explanation This message indicates the router has send a request to AAA to get the contents of the specified downloadable access control list.

Recommended Action This is an informational message and no action is required

Error Message %AP-6-UNAVAILABLE: initiator (%i) send %u packets %u bytes; duration time %s | AUDITSESSID=%s

Explanation This message documents the transaction log of network activities of auth-proxy. The message is issued at the stop of each auth-proxy cache and it records the source addresses, the number of bytes transmitted by the client, and the cache duration time.

Recommended Action This message is for informational purposes only, and can be used to collect the basic accounting for the proxied caches.

Error Message %AP-6-UNAVAILABLE: initiator (%i) start | AUDITSESSID=%s

Explanation This message documents the transaction log of network activities of auth-proxy. The message is issued at the start of each auth-proxy cache and it records the source addresses.

Recommended Action This message is for informational purposes only, and can be used to collect the basic accounting for the proxied sessions.

APS Messages

This section contains Automatic Protection Switching (APS) messages.

APS-1

Error Message %APS-1-UNAVAILABLE: No Active Port In Group %s

Explanation After an active interface failure, the system switches over to the standby interface if APS has been enabled. This message is posted if after a switchover the system finds no active interface, i.e. both working and protection interfaces are found to be nonoperational.

Recommended Action Isolate the cause of failure on both working and protection interfaces.

APA-2

Error Message %APS-2-UNAVAILABLE: %s %d

Explanation APS software detected an internal 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %APS-2-UNAVAILABLE: %s

Explanation A software error occurred during initialization of the APS subsystem

Recommended Action Check for sufficient processor memory. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %APS-2-UNAVAILABLE: Group %s: Channel Config Mismatch

Explanation Working and Protection interfaces do not point to the same path on local and remote network elements

Recommended Action Configure working and protection interfaces to point to the same path on local and remote network elements

Error Message %APS-2-UNAVAILABLE: Group %s: Channel Mismatch - %s

Explanation This message is posted by the local network element, if the received bridged channel number (in the REVERSE-REQUEST from the remote network element) does not match the request channel number in the APS request sent by the local network element. This message is relevant only for bidirectional operation. For 1+1 APS, this message should normally be not posted unless a) the transmit bridged channel number in the REVERSE-REQUEST from remote is somehow corrupted or b) there is a bug in the APS software itself.

Recommended Action Check for any failures on the APS communication channel. If APS communication channel is operational, contact Cisco TAC.

Error Message %APS-2-UNAVAILABLE: Group %s: Far End Prot Failure - %s

Explanation This message is posted by the local network element if it detects a Far End Protection Failure condition. The Far End Protection Failure condition is detected if the Far End Protection Defect count exceeds a threshold. A Far End Protection Defect is detected when the local network element receives a remote APS message with request set to SF (Signal Fail) and request channel set to 0 (NULL or Protection channel).

Recommended Action Isolate the cause of failure on the protection channel on the remote network element.

Error Message %APS-2-UNAVAILABLE: Group %s: Mode Mismatch - %s

Explanation This message is posted by the local network element if the local APS group has been configured for bidirectional operation but the associated remote APS group has been configured for unidirectional operation. This message indicates that a mismatch in mode (unidirectional or bidirectional) has been detected.

Recommended Action Configure the remote APS group for bidirectional operation.

Error Message %APS-2-UNAVAILABLE: Group %s: Prot Switch Byte Failure - %s

Explanation This message is posted by the local network element if a Protection Switch Byte Failure is detected. A Protection Switch Byte Failure is detected when the Protection Switch Byte defect count exceeds a threshold. A Protection Switch Byte Defect is detected when one of the following happens: 1) The remote APS request is not one of the supported requests. 2) The remote APS request channel number is invalid. For 1+1 APS, the channel number must be 0 or 1. 3) Operation is bidirectional and neither local nor remote network element is sending a REVERSE-REQUEST, and the remote APS request is of lower priority than the local APS request. 4) Operation is bidirectional and the sequence number in the remote APS REVERSE-REQUEST does not match the sequence number of the most recent APS request sent by the local network element. This error is posted if a)

the APS request is somehow corrupted, or b) there is a bug in the APS software itself or c) if the APS communication between two network elements is broken, e.g. local network element can send and receive, whereas the remote network element can send but not receive.

Recommended Action Check for failures on the APS communication channel. Isolate the cause for such failures and restore the communication channel to working condition.

APS-3

Error Message %APS-3-UNAVAILABLE: %s Port Fail On %s

Explanation This message is posted when APS subsystem receives a port fail indication from the driver subsystem. This message indicates that the specified interface has detected a failure condition (e.g. Loss Of Light).

Recommended Action Isolate the cause of the failure and restore the interface to normal operational condition.

APS-6

Error Message %APS-6-UNAVAILABLE: Auto-Failover - Group %s

Explanation This message is posted if APS hardware successfully switched over to the standby interface after the failure of the active interface. This is informational only.

Recommended Action Isolate the cause of failure of the previous active interface and restore it to a working condition.

Error Message %APS-6-UNAVAILABLE: Disable Auto-Failover On %s

Explanation APS has disabled auto-failover for the indicated group

Recommended Action Show aps group.

Error Message %APS-6-UNAVAILABLE: Enable Auto-Failover On %s

Explanation This message is posted when APS software enables hardware to perform APS actions for failures detected by the hardware. This is informational only.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %APS-6-UNAVAILABLE: Group %s - %s channel is now ACTIVE

Explanation This message is posted when a previously standby channel becomes the active channel. This is informational only.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %APS-6-UNAVAILABLE: Group %s: Mode Mismatch - %s

Explanation This message is posted by the local network element if the local APS group has been configured for bidirectional operation but the associated remote APS group has been configured for unidirectional operation. This message is posted after the local network element detects the mismatch and changes the operation to unidirectional.

Recommended Action Configure the remote APS group for bidirectional operation.

Error Message %APS-6-UNAVAILABLE: Group %s: Remote Request - %s

Explanation This message is posted by the local network element after an APS switchover that is triggered by an APS request from the remote network element. This is informational only.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ARAP Messages

ARA0-0

Error Message %ARAP-0-UNAVAILABLE: TTY %d

Explanation An internal software error occurred.

Recommended Action Report this error to your technical support representative.

Error Message %ARAP-0-UNAVAILABLE: TTY %d

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ARAP-0-UNAVAILABLE: TTY %d: VS queued error

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ARAP-0-UNAVAILABLE: TTY %d: arg msg bad %x

Explanation The router received an invalid packet during ARAP MNP4 connection setup phase.

Recommended Action Check for excessive line noise. Check the ARAP client software configuration for possible problems.

ARAP-2

Error Message %ARAP-2-UNAVAILABLE: TTY %d: Could not malloc log

Explanation Memory not available for internal MNP4 logging.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ARAP-3

Error Message %ARAP-3-UNAVAILABLE: TTY %d: Bad packet type in arap_send_msg

Explanation Internal data structures are corrupted.

Recommended Action Check for abnormally high CPU usage.

Error Message %ARAP-3-UNAVAILABLE: TTY %d: arap callback aborted

Explanation An unexpected message was received during the Microcom Networking Protocol version 4 (MNP4) link setup.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ARAP-3-UNAVAILABLE: TTY %d: arap expected message timeout

Explanation The software timed out during the MNP4 link setup.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ARAP-3-UNAVAILABLE: TTY %d: arap input error

Explanation ARAP connection was terminated without a known cause.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ARAP-3-UNAVAILABLE: TTY %d: unhandled configuration command

Explanation A configuration command was not recognized.

Recommended Action Check the configuration file on the server for any invalid configuration commands.

ARAP-4

Error Message %ARAP-4-UNAVAILABLE: TTY %d: ARAP connection failed: %s

Explanation The ARA protocol client was denied access, probably due to a configuration problem on the server. The error message should indicate the problem. This message does not indicate access denials due to bad passwords.

Recommended Action Investigate the problem reported in the error message.

Error Message %ARAP-4-UNAVAILABLE: TTY %d: arap TACACS is configured but extended TACACS is not.

Explanation Terminal Access Controller Access Control System (TACACS) authentication failed because extended TACACS is not configured.

Recommended Action Configure extended TACACS.

ARAP-5

Error Message %ARAP-5-UNAVAILABLE: TTY %d: ARAP invalid packet received

Explanation A corrupted packet reached the ARA protocol code.

Recommended Action Check for excessive CPU usage or excessive line noise.

Error Message %ARAP-5-UNAVAILABLE: TTY %d: ARAP unexpected initialization packet %s

Explanation The startup negotiation between a client and the ARA protocol server fell out of order. If this message is received sporadically, it indicates line noise.

Recommended Action If this message recurs, reinstall the ARA client software.

ARAP-6

Error Message %ARAP-6-UNAVAILABLE: TTY %d

Explanation The router repeated resending of MNP4 packets as the Macintosh client failed to acknowledge previously resent packets.

Recommended Action If this error message persists for several ARAP connections report it to your technical support representative.

Error Message %ARAP-6-UNAVAILABLE: TTY %d

Explanation The router resent MNP4 packets maximum number of times without receiving an acknowledgement.

Recommended Action To determine the cause of the disconnection, correlate the receipt of this message with the user problem reports.

Error Message %ARAP-6-UNAVAILABLE: TTY %d: ARAP ended for user %s; address %A; %d seconds connected

Explanation This message appears only when ARA protocol logging is configured. The message notes that an ARA protocol user has logged out.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ARAP-6-UNAVAILABLE: TTY %d: ARAP started for user %s; address %d.%d

Explanation This message appears only when ARA protocol logging is configured. The message notes that an ARA protocol user has logged in.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ARAP-6-UNAVAILABLE: TTY %d: MNP4 input disconnect

Explanation This indicates that the router received disconnect request from the remote Macintosh client.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ARAP-6-UNAVAILABLE: TTY %d: MNP4 timeout error

Explanation The router is dropping the connection after doing maximum resends.

Recommended Action To determine the cause of the disconnection, correlate the receipt of this message with the user problem reports.

Error Message %ARAP-6-UNAVAILABLE: TTY %d: Rcv giant. dropping frame

Explanation The router received an oversized MNP4 frame.

Recommended Action Check for excessive line noise. Check the ARAP client software configuration for possible problems.

Error Message %ARAP-6-UNAVAILABLE: TTY %d: Receive getbuffer failure. dropping frame

Explanation No buffer exists for an incoming packet.

Recommended Action Examine buffer usage statistics. Possibly more memory is required.

Error Message %ARAP-6-UNAVAILABLE: TTY %d: Received LT in CONNECTION PHASE

Explanation The router received an invalid packet during ARA connection setup phase.

Recommended Action Check for excessive line noise. Check the ARAP client software configuration for possible problems.

Error Message %ARAP-6-UNAVAILABLE: TTY %d: T401 %d baud rate %d

Explanation This message indicates that the router received MNP4 connection request. MNP4 acknowledgement timer value is also indicated.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ARAP-6-UNAVAILABLE: TTY %d: exited user %s: %s

Explanation A user was disconnected from ARA protocol at an unexpected time. The disconnection may be due to modems dropping, server error, client problems, or any number of other difficulties.

Recommended Action To determine the cause of the disconnection, correlate the receipt of this message with the user problem reports.

Error Message %ARAP-6-UNAVAILABLE: TTY %d: exited user %s: Other side stopped answering ARAP tickles (mnp4 pak resent %d mnp4 pak sent %d last %d now %d)

Explanation The router disconnected as the remote Macintosh client stopped sending ARAP tickle or data packets.

Recommended Action To determine the cause of the disconnection, correlate the receipt of this message with the user problem reports.

ARCHIVE_CONFIG Messages

This section contains ARCHIVE_CONFIG messages.

ARCHIVE_CONFIG-4

Error Message %ARCHIVE_CONFIG-4-UNAVAILABLE: Archive of router configuration was skipped due to a previous initiation.

Explanation Only one archive can be created at a time. Two or more simultaneous archives in progress is not allowed. This could occur for example if two users attempt to create an archive simultaneously.

Recommended Action Retry the archive creation later, when the previous archive has finished being written.

Error Message %ARCHIVE_CONFIG-4-UNAVAILABLE: Delete of a previously saved archive of the router configuration could not be completed.

Explanation The router could not delete a file that was previously written. The file that was being deleted file contains an archive of the router configuration. This could occur for example if the file was manually deleted.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ARCHIVE_CONFIG-6

Error Message %ARCHIVE_CONFIG-6-UNAVAILABLE: Could not create an archive of the router configuration on the standby RP.

Explanation The router could not create an archive file on the standby RP. The file that was being created contains an archive of the router configuration. This could occur for example if the active RP cannot communicate with the standby RP.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ARCHIVE_CONFIG-6-UNAVAILABLE: Delete of a previously saved archive of the router configuration could not be completed on the standby RP.

Explanation The router could not delete a file that was previously written on the standby RP. The file that was being deleted file contains an archive of the router configuration. This could occur for example if the file was manually deleted. Alternatively, the file could not be deleted when the active RP cannot communicate with the standby RP.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ARCHIVE_DIFF Messages

This section contains ARCHIVE_DIFF messages.

ARCHIVE_DIFF-3

Error Message %ARCHIVE_DIFF-3-UNAVAILABLE: Could not initialize the Config Diff and Rollback subsystem

Explanation An internal software error occurred during initialization. Config Diff and Rollback cannot be used as a result of this 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ARCHIVE_DIFF-3-UNAVAILABLE: Failed to register the special case %s command:%s during initialization. Config Diff and Rollback cannot be used as a result of this error.

Explanation An internal software error occurred during initialization - Config Diff and Rollback cannot be used as a result of this 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ARCHIVE_DIFF-5

Error Message %ARCHIVE_DIFF-5-UNAVAILABLE: Backing up current running config to %s

Explanation The current running config is saved so that when the timer expires, if no confirmation has been received from user to confirm what they've configured, the system will rollback to the saved config.

Recommended Action This message DOES NOT denote any error condition. It is a part of the normal operation of the rollback confirmed change.

Error Message %ARCHIVE_DIFF-5-UNAVAILABLE: Failed to acquire configuration lock. Rollback did not start. Schedule to retry in 5 minutes

Explanation Failed to acquire configuration lock. Rollback did not start. In this case retry will be scheduled.

Recommended Action This message DOES NOT denote any error condition. It is a part of the normal operation of the rollback confirmed change.

Error Message %ARCHIVE_DIFF-5-UNAVAILABLE: Start rolling to: %s

Explanation The timer for Rollback Confirmed Change has expired. System will rollback to the previously saved config.

Recommended Action This message DOES NOT denote any error condition. It is a part of the normal operation of the rollback confirmed change.

Error Message %ARCHIVE_DIFF-5-UNAVAILABLE: System will rollback to config %s in one minute. Enter configure confirm if you wish to keep what you've configured

Explanation Rollback will start in one minute. User could enter configure confirm if they wish to keep what they've configured.

Recommended Action This message DOES NOT denote any error condition. It is a part of the normal operation of the rollback confirmed change.

Error Message %ARCHIVE_DIFF-5-UNAVAILABLE: User %s on tty %d has been idle for %lu minutes. System will rollback to config %s in oneminute if it continues to be idle. Enter configure confirm if you wish to keep what you've configured

Explanation Rollback will start in one minute. User could enter configure confirm if they wish to keep what they've configured.

Recommended Action This message DOES NOT denote any error condition. It is a part of the normal operation of the rollback confirmed change.

Error Message %ARCHIVE_DIFF-5-UNAVAILABLE: User: %s Reset Rollback Confirmed Change timer(idle) to %lu minute

Explanation Reset Rollback Confirmed Change timer(idle) to a new value

Recommended Action This message DOES NOT denote any error condition. It is a part of the normal operation of the rollback confirmed change.

Error Message %ARCHIVE_DIFF-5-UNAVAILABLE: User: %s: Confirm the configuration change

Explanation The configuration change is confirmed. The timer for rolling to the previously saved config is cancelled

Recommended Action This message DOES NOT denote any error condition. It is a part of the normal operation of the rollback confirmed change.

Error Message %ARCHIVE_DIFF-5-UNAVAILABLE: User: %s: Reset Rollback Confirmed Change timer(absolute) to %lu minute

Explanation Reset Rollback Confirmed Change timer(absolute) to a new value

Recommended Action This message DOES NOT denote any error condition. It is a part of the normal operation of the rollback confirmed change.

Error Message %ARCHIVE_DIFF-5-UNAVAILABLE: User: %s: Rollback Confirmed Change is cancelled due to %s failure

Explanation Rollback Confirmed Change is normally configured along with other configuration operations, such as config term or config replace. If those operation failed, Rollback Confirmed Change should not be activated.

Recommended Action Remove the error condition and try again later.

Error Message %ARCHIVE_DIFF-5-UNAVAILABLE: User: %s: Rollback immediately.

Explanation Rollback immediately and cancel the timer

Recommended Action This message DOES NOT denote any error condition. It is a part of the normal operation of the rollback confirmed change.

Error Message %ARCHIVE_DIFF-5-UNAVAILABLE: User: %s: Scheduled to rollback to config %s if session has been idle for %lu minutes

Explanation The system will wait for the user to confirm that they wish to keep what they've configured until the timer expires. If the confirmation is not received in time, the router will rollback.

Recommended Action This message DOES NOT denote any error condition. It is a part of the normal operation of the rollback confirmed change.

Error Message %ARCHIVE_DIFF-5-UNAVAILABLE: User: %s: Scheduled to rollback to config %s in %lu minutes

Explanation The system will wait for the user to confirm that they wish to keep what they've configured until the timer expires. If the confirmation is not received in time, the router will rollback.

Recommended Action This message DOES NOT denote any error condition. It is a part of the normal operation of the rollback confirmed change.

ARCHIVE_ISSU Messages

This section contains message related to the In Service Software Upgrade facility.

ARCHIVE_ISSU-2

Error Message %ARCHIVE_ISSU-2-UNAVAILABLE: Archive ISSU client failed to get buffer for message. Error: %d (%s)

Explanation The Archive ISSU client failed to get buffer space for building a negotiation message. A negotiation message cannot be sent to the standby device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

Recommended Action Show logging and show checkpoint client. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ARCHIVE_ISSU-2-UNAVAILABLE: Archive ISSU client failed to register session information. Error: %d (%s)

Explanation The Archive ISSU client failed to register session information. If a problem occurs with the ISSU session registration, the standby device cannot be brought up properly.

Recommended Action Show issu capability entries, issu session and show issu negotiated capability. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ARCHIVE_ISSU-2-UNAVAILABLE: Archive ISSU client failed to send negotiation message. Error: %d (%s)

Explanation The Archive ISSU client failed to send a session negotiation message to the peer device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

Recommended Action Show logging and show checkpoint client. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ARCHIVE_ISSU-2-UNAVAILABLE: Archive ISSU client initialization failed to %s. Error: %d (%s)

Explanation The Archive ISSU client could not be initialized. This initialization failure must be addressed before in-service software upgrade or downgrade can be performed successfully. If you do not address this failure, there will be downtime during software upgrade or downgrade.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ARCHIVE_ISSU-2-UNAVAILABLE: Failed to start Archive ISSU session negotiation. Error: %d (%s)

Explanation The Archive ISSU client failed to start session negotiation. If a problem occurs with the ISSU session start, the standby device cannot be brought up properly.

Recommended Action Show issu session and show issu negotiated version. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ARCHIVE_ISSU-3

Error Message %ARCHIVE_ISSU-3-UNAVAILABLE: Archive ISSU client %s transform failed for 'Message Type %d'. Error: %d (%s)

Explanation The Archive ISSU client could not transform the specified message type. If the transmit transformation failed, the checkpoint message was not sent to the standby device. If the receive transformation failed, the checkpoint message was not applied on the standby device. In both cases, the Archive state between the active device and the standby device is not identical.

Recommended Action Show issu session and show issu negotiated version. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ARCHIVE_ISSU-3-UNAVAILABLE: Archive ISSU client 'Message Type %d' is not compatible

Explanation The Archive ISSU client received an incompatible message from the peer device. The message cannot be processed.

Recommended Action Show issu session and show issu negotiated version. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ARCHIVE_ISSU-3-UNAVAILABLE: Archive ISSU client does not have a valid registered session.

Explanation The Archive ISSU client does not have a valid registered session.

Recommended Action Show issu capability entries, issu session and show issu negotiated capability. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ARCHIVE_ISSU-3-UNAVAILABLE: Archive ISSU client failed to get the MTU for Message Type %d.Error: %d (%s)

Explanation The Archive ISSU client failed to calculate the MTU for the specified message. The Archive ISSU client is not able to send the message to the standby device.

Recommended Action Show issu session and show issu negotiated version. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ARCHIVE_ISSU-3-UNAVAILABLE: Archive ISSU client failed to unregister session information. Error: %d (%s)

Explanation The Archive ISSU client failed to unregister session information.

Recommended Action Show issu session and show issu negotiated version. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

AS5400-0

Error Message %AS5400-0-UNAVAILABLE: 12.2 mainline images are not compatible with the AS5400HPX system.

Explanation 12.2 mainline images are not compatible with the AS5400HPX system.

Recommended Action Load an image compatible with the system.

AS5400-1

Error Message %AS5400-1-UNAVAILABLE: DFC %d: Detected PCI %s Error, CSR=0x%x

Explanation PCI error is detected on the DFC. This is due to hardware failure. IOS will powerdown this DFC and cleanup the system datastructures associated with it.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AS5400-1-UNAVAILABLE: %s

Explanation The specified component should have the latest HW revision. If the hw revision is not the latest, then it needs to be updated to the printed out version.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AS5400-1-UNAVAILABLE: Unknown DFC interrupt: DFC slot no %d, interrupt %d

Explanation Unknown DFC interrupt is detected.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AS5400-1-UNAVAILABLE: Unknown interrupt: interrupt %d

Explanation System detected an unknown interrupt.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

AS5400-3

Error Message %AS5400-3-UNAVAILABLE: NULL

Explanation DFC hardware error is detected. IOS will powerdown this DFC and cleanup the system datastructures associated with it.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

AS5400-ENVM

Error Message %AS5400_ENVM-1-UNAVAILABLE: A DFC is powered down due to board over-temperature. Slot: %d, Type: %s

Explanation The System experienced an over-temperature condition.

Recommended Action For AS5400, a DFC is powered down to prevent the DFC from damaging and to cool down the temperature. Check air conditioning and the surrounding of the AS5400 box. A customer should type 'show environment' to display temperature data and compare with temperature meter. If really fails, call Cisco to replace the temperature sensor

Error Message %AS5400_ENVN-1-UNAVAILABLE: A DFC is powered on due to board temperature cooling down. Slot: %d, Type: %s

Explanation The temperature in the system cools down.

Recommended Action For AS5400, when the board temperature cools down, a DFC is powered on, back to work. A customer should type 'show environment' to display temperature data and compare with temperature meter to verify the recovery.

Error Message %AS5400_ENVN-1-UNAVAILABLE: All DFCs are busy out due to board over temperature.

Explanation The System experienced an Over Temperature condition.

Recommended Action For AS5400, all DFCs are busy out to prevent the DFCs from damaging and to cool down the temperature. Check air conditioning and the surrounding of the AS5400 box. A customer should type 'show environment' to display temperature data and compare with temperature meter. If really fails, call Cisco to replace the temperature sensor

Error Message %AS5400_ENVN-1-UNAVAILABLE: All DFCs are unbusy out due to board temperature cooling down.

Explanation The System experienced an over-temperature condition.

Recommended Action For AS5400, when the board temperature cools down, all DFCs are unbusy out, back to work. A customer should type 'show environment' to display temperature data and compare with temperature meter to verify the recovery.

Error Message %AS5400_ENVN-1-UNAVAILABLE: Can't power on DFC on slot %d for unknown reason.

Explanation Powering on a DFC failed.

Recommended Action Check the power plug to the DFC on the slot. If still fail, unplug the DFC and do diagnostic on it.

Error Message %AS5400_ENVN-1-UNAVAILABLE: Environmental Monitor of Fans is dropped.

Explanation If a temperature sensor at inlet or outlet fails to work, the environmental monitoring of fans is dropped.

Recommended Action For AS5400, once the fan monitoring is dropped, only console message is sent out and alarm is activated. A customer should type 'show environment' to display temperature data and compare with temperature meter. If really fails, call Cisco to replace the temperature sensor

Error Message %AS5400_ENVM-1-UNAVAILABLE: Environmental Monitor of Fans is recovered.

Explanation If temperature sensors at both inlet or outlet recovers to work, the environmental monitoring of fans is recovered.

Recommended Action For AS5400, once the fan monitoring is recovered, console message is sent out and alarm is disabled. Fan state is set as normal. A customer should type 'show environment' to display temperature data and compare with temperature meter to verify the recovery.

Error Message %AS5400_ENVM-1-UNAVAILABLE: Environmental Monitor of Temperature is dropped.

Explanation If all temperature sensors fail to work, the environmental monitoring of temperature is dropped.

Recommended Action For AS5400, once the temperature monitoring is dropped, only console message is sent out and alarm is activated. A customer should type 'show environment' to display temperature data and compare with temperature meter. If really fails, call Cisco to replace the temperature sensor

Error Message %AS5400_ENVM-1-UNAVAILABLE: Environmental Monitor of Temperature is recovered.

Explanation If a temperature sensor recovers to work, the environmental monitoring of temperature is recovered.

Recommended Action For AS5400, once the temperature monitoring is recovered, console message is sent out and alarm is disabled. temperature state is set as normal. A customer should type 'show environment' to display temperature data and compare with temperature meter to verify the recovery.

Error Message %AS5400_ENVM-1-UNAVAILABLE: Environmental monitor is trying to power down a DFC by simulating OIR removal. Slot: %d, Type: %s

Explanation The System experienced an over-temperature condition. For AS5400, a DFC is powered down to prevent the DFC from damaging and to cool down the temperature. The environmental monitor apply the scheme of OIR removal to power down the DFC.

Recommended Action Make sure that the room temperature is not too high and that air flow to the card is not blocked. Check air conditioning and the surrounding of the AS5400 box.

Error Message %AS5400_ENVM-1-UNAVAILABLE: Environmental monitor is trying to power on a DFC by simulating OIR insertion. Slot: %d, Type: %s

Explanation The temperature cools down inside the chassis. For AS5400, when the board temperature cools down, a DFC is powered on, back to work. The environmental monitor apply the scheme of OIR insertion to power on the DFC.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AS5400_ENVM-1-UNAVAILABLE: System detected that temperature is in %s condition.

Explanation The environmental monitor detected a temperature change, either failure or recovery.

Recommended Action Make sure that the room temperature is not too high and that air flow to the card is not blocked. If this condition persists, the environmental monitor might shut down the system. Check air conditioning and the surrounding of the AS5400 box. Call your technical support representative for assistance, if necessary.

Error Message %AS5400_ENVM-1-UNAVAILABLE: Temperature sensor #%d fails to work.

Explanation The health of each temperature sensor itself is also monitored. There are three cases that we consider a sensor fails to operate normally: 1. a sensor generates extraordinary data, such as higher than 200 degree C; 2. temperature change exceeds limits in one minute, such as 25 degree C; 3. temperature differential between sensors in the same box is greater than limit, such as 25 degrees C.

Recommended Action For AS5400, once the failure of a temperature sensor is detected, ENVMON will set the temperature state of that sensor as disabled, send out console message. The temperature data from that sensor is ignored in temperature monitoring. A customer should type 'show environment' to display temperature data and compare with temperature meter. If really fails, call Cisco to replace the temperature sensor

Error Message %AS5400_ENVM-1-UNAVAILABLE: Temperature sensor #d recovers to work.

Explanation The health of each temperature sensor itself is also monitored. There are three cases that we consider these sensors fail to operate normally: 1. a sensor generates extraordinary data, such as higher than 200 degree C; 2. temperature change exceeds limits in one minute, such as 25 degree C; 3. temperature differential between sensors is greater than limit, such as 25 degrees C.

Recommended Action For AS5400, once the recovery of a temperature sensor is detected, ENVMON will set the sensor_state of that sensor as normal, send out console message. The temperature data from that sensor is read again in temperature monitoring. A customer should type 'show environment' to display temperature data and compare with temperature meter to verify the recovery.

AS5400-ENVM3

Error Message %AS5400_ENVM-3-UNAVAILABLE: %s fail to work.

Explanation Some cooling fans fail to work. This is detected by the temperature delta between the inlet and outlet. A big delta indicates fan failure.

Recommended Action Replace the fan as soon as possible or the system may shut itself down or fail to operate properly.

Error Message %AS5400_ENVM-3-UNAVAILABLE: %s recovered to work.

Explanation Some cooling fans recover to work. This is detected by the temperature delta between the inlet and outlet. A small delta indicates fan recovery.

Recommended Action Verify the fan work properly by checking the 4 fans and a customer should type 'show environment' to display temperature delta data and verify the recovery.

Error Message %AS5400_ENVM-3-UNAVAILABLE: AS5400 Environmental Monitor is disabled.

Explanation A configuration command can disable AS5400 environmental monitor when a user doesn't need it in certain special situations.

Recommended Action For AS5400, once the ENVMON is disabled, both console message and a SNMP trap are sent out. No further action.

Error Message %AS5400_ENVM-3-UNAVAILABLE: AS5400 Environmental Monitor is enabled.

Explanation A configuration command can enable AS5400 environmental monitor after it was disabled in certain special situations.

Recommended Action For AS5400, once the ENVMON is enabled, both console message and a SNMP trap are sent out, and all ENVMON actions will be taken if necessary.

Error Message %ASPP-3-UNAVAILABLE: %s: Unable to set Rx/Tx tty async service hooks.

Explanation This message occurs only when ASP is configured. It indicates the serial interface using ASP is configured incorrectly or does not support asynchronous mode.

Recommended Action Verify the correct hardware interface type is being used.

ASPP-3

Error Message %ASPP-3-UNAVAILABLE: %s: Unable to set Rx/Tx tty async service hooks.

Explanation This message occurs only when ASP is configured. It indicates the serial interface using ASP is configured incorrectly or does not support asynchronous mode.

Recommended Action Verify the correct hardware interface type is being used.

AT-1

Error Message %AT-1-UNAVAILABLE: Could not allocate memory for %s at line %d in %s

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

AT-2

Error Message %AT-2-UNAVAILABLE: AppleTalk assertion failed: %s

Explanation The software detected an inconsistency. Although this error is serious, the router attempts to continue. AppleTalk processing might be impaired.

Recommended Action Copy the message exactly as it appears, note any AppleTalk problems you experience, and call your technical support representative.

AT-3

Error Message %AT-3-UNAVAILABLE: %s: AURP connection out of sync...terminating

Explanation AURP detected packets that were out of sequence. This might be caused by a lost connection.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AT-3-UNAVAILABLE: %s: AppleTalk interface disabled; conflicts with interface %s

Explanation An attempt was made to configure an interface to have the same or a conflicting AppleTalk address or cable range as another interface on the same router.

Recommended Action Verify that you are not specifying an AppleTalk address or cable range used previously on this router, and reconfigure the interface.

Error Message %AT-3-UNAVAILABLE: %s: AppleTalk interface disabled; network incompatible with %#a

Explanation The interface was disabled because the configured AppleTalk address or cable range for the interface conflicts with that of another router on the attached network.

Recommended Action Reconfigure the affected routers so that there are no conflicting addresses or cable ranges on the attached network.

Error Message %AT-3-UNAVAILABLE: %s: AppleTalk interface disabled; zone list incompatible with %#a

Explanation The zone list of the configured interface is inconsistent with the zone list of other routers.

Recommended Action Reconfigure the zone list on the router so that it does not conflict with that the zoen lists on other routers.

Error Message %AT-3-UNAVAILABLE: %s: AppleTalk interface warning; default zone differs from %a

Explanation During the verification startup process, there was a disagreement between the default zone (the first zone defined after the appletalk cable-range command) and the router that confirmed the configuration. When an AppleTalk end node is first connected to a network, it joins the default zone until it is overridden.

Recommended Action Use the appletalk zone command to correct the configuration so that all routers are advertising the same default zone. Note that several router implementations are known to mismanage the default zone.

Error Message %AT-3-UNAVAILABLE: %s: AppleTalk interface warning; zone multicast %e differs from our multicast %e

Explanation A computed multicast address disagrees with that provided by another AppleTalk router. The other AppleTalk router might be misconfigured or faulty.

Recommended Action Correct the problem at the other router.

Error Message %AT-3-UNAVAILABLE: %s: AppleTalk node down; no addresses available

Explanation No free node could be found on the interface.

Recommended Action If your AppleTalk network has less than 250 nodes, issue the debug appletalk errors command and then call your technical support representative. If your AppleTalk network has more than 250 nodes, split it into smaller networks by creating new segments and moving some nodes into the new segments.

Error Message %AT-3-UNAVAILABLE: %s: AppleTalk node warning; discovery mode disabled

Explanation A hardware or software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AT-3-UNAVAILABLE: %s: AppleTalk packet error; no source address available

Explanation The router could not generate an AppleTalk packet because no valid AppleTalk source address was available to identify this router in the packet.

Recommended Action Configure an interface to have an address or cable range. Use the show appletalk command to verify that the interface is operational.

Error Message %AT-3-UNAVAILABLE: %s: client tried to connect, but no virtual network is declared

Explanation A hardware or software error occurred.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %AT-3-UNAVAILABLE: %s: client tried to open socket, but failed

Explanation open socket failed;Possible out of memory situation

Error Message %AT-3-UNAVAILABLE: AppleTalk error: %s

Explanation An internal error occurred. Specifically, a programming assertion in the AppleTalk networking code was violated.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AT-3-UNAVAILABLE: AppleTalk not running

Explanation You tried to show or change the AppleTalk configuration when AppleTalk routing was not turned on.

Recommended Action Issue the appletalk routing command before issuing any other AppleTalk configuration or display command.

Error Message %AT-3-UNAVAILABLE: Cannot delete %s route %d by clearing; remove it by reconfiguring

Explanation You attempted to remove a route from the routing table by issuing the clear appletalk route command. The command failed because the route was on a directly connected interface, that is, it was created when you configured the router.

Recommended Action Remove the route by reconfiguring the directly connected interface with which it is associated.

Error Message %AT-3-UNAVAILABLE: Could not compute best path for network %#A

Explanation A path to the specified network could not be found.

Recommended Action Use the show appletalk route command to verify that a path to the specified network exists. If it does, copy the error message exactly as it appears, and report it along with the output of the show appletalk route command to your technical support representative.

Error Message %AT-3-UNAVAILABLE: Invalid NBPtest command %s

Explanation An unrecognized command was specified in the Name Binding Protocol (NBP) test facility.

Recommended Action Enter a valid command.

Error Message %AT-3-UNAVAILABLE: Loop detected on domain %d [%s]

Explanation The domain router detected a routing loop. Routing loops are not allowed. The domain router runs a background loop detection process. The domain router starts this process when it receives a new zone list from a domain that is identical to the list in the main routing table and whose network range length matches that in this list. The loop detection process sends several AppleTalk NBP loopback packets. When one of these packets is received on an interface that does not belong to the original domain, the domain router first shuts off all the domains involved in the loop, and then shuts off all the interfaces in these domains. The loop detection does not catch all types of loops. It is your responsibility to make sure that no loop exists.

Recommended Action Disable the cause of the routing loop. Then use the clear appletalk command to restart the interfaces involved.

Error Message %AT-3-UNAVAILABLE: No route to destination %a

Explanation The router could not deliver a packet to a destination because it did not know where to send it.

Recommended Action Use the show appletalk route command to verify that a path to the destination exists. If it does, copy the error message exactly as it appears, and report it with the output of the show appletalk route command to your technical support representative.

Error Message %AT-3-UNAVAILABLE: No such neighbor, %a

Explanation You specified a nonexistent neighbor address in a show appletalk neighbor or clear appletalk neighbor.

Recommended Action Specify a valid neighbor address, that is, one that appears in the output of the show appletalk neighbor command.

Error Message %AT-3-UNAVAILABLE: Remap range overflow for %s domain %d

Explanation The remap range overflowed. If a network (range) cannot fit inside the remapping range, the network or cable range being advertised by a neighboring router is not accepted. When an overflow occurs, all interfaces in the domain are disabled.

Recommended Action Use the appletalk domain remap-range command to increase the remapping range. Then restart the interfaces.

AT-4

Error Message %AT-4-UNAVAILABLE: %s: AppleTalk node down; conflicts with active internet

Explanation The configuration specified for the interface conflicts with the active AppleTalk internetwork. For example, a cable range might be configured that overlaps an existing route but does not match the entry exactly.

Recommended Action Use the appletalk cable-range command to reconfigure the interface so that there are no conflicts with the existing AppleTalk rnetwork, or take any other actions necessary to resolve the conflict. AppleTalk will periodically attempt to restart the interface.

Error Message %AT-4-UNAVAILABLE: %s: MacIP inoperable IP interface, %i

Explanation If the appletalk event-logging command is configured, this message appears on the console when a MacIP server can no longer operate due to a change in the condition of the IP interface it serves. This condition can occur if IP routing is shut down on the interface, or the IP address of the interface is changed so that the MacIP server's IP address is no longer valid on the same cable. The AppleTalk zone served by the MacIP server replaces the zone specified in the appletalk zone command. The IP address configured on the MacIP server replaces the IP address configured by the ip address command.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AT-4-UNAVAILABLE: %s: MacIP inoperable configuration, %i

Explanation If the appletalk event-logging command is configured, this message appears on the console when a MacIP server cannot begin or recover operations because of an invalid IP address configuration. This condition only occurs when the configured MacIP server's IP address is not valid on the same cable of any operable IP interface. The AppleTalk zone served by the MacIP server replaces the zone specified in the appletalk zone command. The IP address configured on the MacIP server replaces the IP address configured by the ip address command. When this error occurs, the MacIP configuration is considered invalid and is deleted.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AT-4-UNAVAILABLE: AURP path %#A rejected; conflict detected

Explanation The router detected a conflicting cable range. A router is configured with a cable range that overlaps with an existing range but does not match the entry exactly.

Recommended Action Use the show appletalk command to identify the overlapped cable range, and then reconfigure the misconfigured router.

AT-5

Error Message %AT-5-UNAVAILABLE: %s: AppleTalk interface restarting; interface cleared

Explanation A clear interface command was issued on an interface that is currently routing AppleTalk.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AT-5-UNAVAILABLE: %s: AppleTalk interface restarting; node address taken by %e

Explanation Another AppleTalk node on a common network interface claimed the same AppleTalk address that this router was using. This error indicates a serious, unexpected problem. If it recurs, a physical network problem in which the nodes cannot communicate with each other might exist.

Recommended Action The interface on this router restarts AppleTalk processing on the common network interface to resolve the address conflict. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Recommended Action

Error Message %AT-5-UNAVAILABLE: %s: AppleTalk interface restarting; protocol restarted

Explanation The hardware interface was reset because of a configuration change. After the reset, AppleTalk automatically reinitialized the interface.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AT-5-UNAVAILABLE: %s: AppleTalk internet compatibility mode required by %#a

Explanation A neighboring router supports only extended AppleTalk networks with a cable range of 1 and with one assigned zone, for example, 25-25.

Recommended Action Upgrade the routers that support only the original AppleTalk specification. In the meantime, observe the compatibility rules for AppleTalk Phase 1 and Phase 2 routers.

Error Message %AT-5-UNAVAILABLE: %s: AppleTalk neighbor down; lost contact with %a

Explanation A peer router is unreachable.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AT-5-UNAVAILABLE: %s: AppleTalk neighbor ignored; %a is misconfigured

Explanation A neighboring router's AppleTalk configuration does not agree with this router's AppleTalk configuration. This condition can result from a mismatch between the neighbor's network range and this router's network range.

Recommended Action Modify either this router's or the neighboring router's configuration so that the network ranges agree.

Error Message %AT-5-UNAVAILABLE: %s: AppleTalk node down; line protocol down

Explanation An AppleTalk hardware interface was disabled because of a bad serial line, a configuration command, or a bad interface.

Recommended Action If the interface was not intentionally disabled, this message indicates a hardware problem. In this case, repair or replace the applicable hardware.

Error Message %AT-5-UNAVAILABLE: %s: AppleTalk node down; line protocol not supported

Explanation An encapsulation method on the specified interface does not support AppleTalk.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AT-5-UNAVAILABLE: %s: AppleTalk node warning; address %A already in use

Explanation The initial hint address was in use. A search will be made for a valid address.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AT-5-UNAVAILABLE: %s: AppleTalk node warning; address %A is invalid

Explanation The hint address specified for the interface was not valid for the current configuration.

Recommended Action The hint address is ignored and a random valid hint address is automatically computed. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AT-5-UNAVAILABLE: %s: AppleTalk route cache disabled; firmware is obsolete

Explanation The firmware on the MCI controller card does not support AppleTalk fast switching.

Recommended Action No corrective action is required. Normal AppleTalk operation continues, but the fast switching cache is disabled for the interface associated with the MCI card. If this message is unexpected, verify that the MCI firmware for the interface specified in the error message is at level 1.7 or higher.

Error Message %AT-5-UNAVAILABLE: %s: RTMP path to %A via %a now in %s state (metric %d, %d hops)

Explanation The state of a path changed.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AT-5-UNAVAILABLE: AppleTalk FDDI neighbor %a using obsolete FDDI addressing

Explanation Another AppleTalk router on the FDDI ring is running a release of the router software earlier than 9.0(2). Routers running these early software releases use an encapsulation for AppleTalk on FDDI rings that is not compatible with the Apple FDDITalk implementation.

Recommended Action Upgrade the routers running the software releases that use the pre-FDDITalk encapsulation for AppleTalk on FDDI rings.

Error Message %AT-5-UNAVAILABLE: AppleTalk neighbor incompatibility; %A has multiple zones

Explanation Although this router has neighbors that require your internetwork to observe compatibility rules, AppleTalk has learned of a route with multiple zone names defined. This condition can cause node inconsistencies on your AppleTalk network.

Recommended Action Upgrade the routers that support only the original AppleTalk specification. In the meantime, observe the compatibility rules for AppleTalk Phase 1 and Phase 2 routers.

Error Message %AT-5-UNAVAILABLE: AppleTalk neighbor incompatibility; %A has wide cable range

Explanation Although this router has neighbors that require your internetwork to observe compatibility rules, AppleTalk has learned of a route that has a cable range greater than 1. This condition can cause node inconsistencies on your AppleTalk network.

Recommended Action Upgrade the routers that support only the original AppleTalk specification. In the meantime, observe the compatibility rules for AppleTalk Phase 1 and Phase 2 routers.

Error Message %AT-5-UNAVAILABLE: No such route %d

Explanation You specified a nonexistent route in a show appletalk route or clear appletalk route command.

Recommended Action Specify a valid route, that is, one that appears in the output of the show appletalk route command.

Error Message %AT-5-UNAVAILABLE: Route to %A is now using path of type %s on %s via %a

Explanation The path to a network changed because either the old path went down or the new path was better.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

AT-6

Error Message %AT-6-UNAVAILABLE: %s: AppleTalk %s path to %A down; reported bad by %a

Explanation A router went down somewhere on the AppleTalk network. The indicated peer notified this router of the change.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AT-6-UNAVAILABLE: %s: AppleTalk %s path to %A via %a has been deleted

Explanation A path on the AppleTalk network aged out.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AT-6-UNAVAILABLE: %s: AppleTalk %s path to network %s added; via %s (metric %d)

Explanation A new AppleTalk path has been learned. The message indicates the source of the path, its distance in hops, its metric, and the type of 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AT-6-UNAVAILABLE: %s: AppleTalk interface enabled; no neighbors found

Explanation No other AppleTalk routers were found on the network attached to the interface.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AT-6-UNAVAILABLE: %s: AppleTalk interface enabled; verified by %s

Explanation The AppleTalk configuration was verified by consulting the indicated router.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AT-6-UNAVAILABLE: %s: AppleTalk interface initializing; acquiring %s

Explanation The interface is determining the correct configuration. This message is displayed when discovery mode is enabled and no other router is detected.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AT-6-UNAVAILABLE: %s: AppleTalk interface restarting; line protocol came up

Explanation An AppleTalk interface that was previously shut down was restarted.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AT-6-UNAVAILABLE: %s: AppleTalk neighbor added; %a is operational

Explanation The router discovered a new AppleTalk router on the network.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AT-6-UNAVAILABLE: %s: AppleTalk neighbor up; %a has restarted

Explanation A neighboring router to which this router previously lost connectivity reappeared on the network.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AT-6-UNAVAILABLE: %s: AppleTalk network added; %A via %a (%d hop %s)

Explanation A new AppleTalk route was learned. The message indicates the source of the route and its distance in hops.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AT-6-UNAVAILABLE: %s: AppleTalk network down; %A reported bad by %a

Explanation A router went down somewhere on the AppleTalk network. The indicated peer notified this router of the change.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AT-6-UNAVAILABLE: %s: AppleTalk network down; interface to %s disabled

Explanation A connected route is being advertised as down (also known as otify neighbor) because the configured interface is no longer operational.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AT-6-UNAVAILABLE: %s: AppleTalk network up; %s via %s (%d hop %s)

Explanation A routing update was received for a previously suspect route.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AT-6-UNAVAILABLE: %s: AppleTalk node %s misconfigured; reply has been broadcast

Explanation An AppleTalk node sent a GetNet Info request to this router specifying an invalid network number for the source of the GetNet Info request. This situation occurs when an AppleTalk end node is moved to another network and is therefore misconfigured for the current network.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AT-6-UNAVAILABLE: %s: AppleTalk node up; using address %A

Explanation No hint address or a bad hint address was specified. This message indicates which AppleTalk address will be used for the interface.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AT-6-UNAVAILABLE: %s: MacIP server operational, %i

Explanation If the appletalk event-logging command is configured, this message appears on the console when a MacIP server is fully initialized and is ready to accept client requests. The AppleTalk zone served by the MacIP server replaces the zone specified in the appletalk zone command. The IP address configured on the MacIP server replaces the IP address configured by the ip address command.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AT-6-UNAVAILABLE: %s: MacIP server shutting down, %i

Explanation If the appletalk event-logging command is configured, this message appears on the console when a MacIP server is no longer operational for any reason. MacIP servers shut down in response to MacIP configuration changes or errors, or a change in the condition or configuration of an AppleTalk or IP interface for which the MacIP server is providing service. The AppleTalk zone served by the MacIP server replaces the zone specified in the appletalk zone command. The IP address configured on the MacIP server replaces the IP address configured by the ip address command.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AT-6-UNAVAILABLE: AppleTalk network deleted; %#A removed from routing table

Explanation A route on the AppleTalk network aged out.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AT-6-UNAVAILABLE: AppleTalk proxy defined; zone %s using network %#A

Explanation This message reports the zone name and network number that are being advertised to support the appletalk nbp-proxy command.

Recommended Action When proxy service is initiated, this message is generated each time the appletalk nbp-proxy command is issued. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AT-6-UNAVAILABLE: AppleTalk proxy deleted; zone %s freed network %#A

Explanation A previously configured Name Binding Protocol (NBP) proxy was deleted. The router can no longer convert NBP requests to a format understood by routers that support only the original AppleTalk specification.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AT-6-UNAVAILABLE: AppleTalk zone added; zone %*s defined

Explanation A new AppleTalk zone was created.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AT-6-UNAVAILABLE: AppleTalk zone deleted; zone %s released

Explanation The router removed an unused zone from the zone table.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AT-6-UNAVAILABLE: NBP registration of %s at [%s] pending

Explanation A name registration call is being performed.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AT-6-UNAVAILABLE: Neighbor entry for %a deleted

Explanation The clear appletalk neighbor command displays this command when it completes successfully.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AT-6-UNAVAILABLE: Route to %A has gone bad

Explanation The system did not detect a route within the required timeout period. Therefore, the route is marked as bad. A network might have become unreachable for some reason, perhaps because of a broken connection. This message does not necessarily indicate an error condition.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

AT-7

Error Message %AT-7-UNAVAILABLE: AppleTalk bug: %s

Explanation The software detected an unexpected condition. The router takes corrective action and continues.

Recommended Action Copy the message exactly as it appears, note any AppleTalk problems you experience, and call your technical support representative.

Error Message %AT-7-UNAVAILABLE: AppleTalk debug: %s

Explanation This message is generated by a debug command and provides additional information about an AppleTalk condition.

Recommended Action Copy the message exactly as it appears, note any AppleTalk problems you experience, and call your technical support representative.

ATM Messages

This section contains ATM messages.

ATM-1

Error Message %ATM-1-UNAVAILABLE: Unit %d, not enough interface memory

Explanation The specified ATM interface hardware has run out of interface 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATM-1-UNAVAILABLE: msgtxt_nomemory

Explanation The requested operation could not be accomplished because of a low memory condition.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

ATM-3

Error Message %ATM-3-UNAVAILABLE: ATM ISSU: send message failed, rc = %d

Explanation The sending of a message 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATM-3-UNAVAILABLE: %s %s:%d

Explanation Internal Error (see message) occurs during ILMI Primary to Secondary Sync

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATM-3-UNAVAILABLE: %s [%08X=%s] %s:%d

Explanation Internal Error (see message) occurs during ILMI Primary to Secondary Sync

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATM-3-UNAVAILABLE: ATM failed to create VC on Interface %s

Explanation Either the configuration contains invalid traffic shaping parameters or the software ran out of rate queues.

Recommended Action Check the configuration for errors.

Error Message %ATM-3-UNAVAILABLE: ATM failed to create VC on Interface %s

Explanation The ATM subsystem ran out of internal resources necessary to create a new virtual circuit. This may indicate a software 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATM-3-UNAVAILABLE: ATM failed to create VC(VCD=%d, VPI=%d, VCI=%d) on Interface %s, (Cause of the failure: %s)

Explanation This message can occur for the following unrelated reasons. Each reason is accompanied by a recommended action. The virtual circuit descriptor (VCD) exceeded the maximum available memory. - Use a smaller VCD number. Address Resolution Protocol (ARP) is allowed only on AAL5-SNAP virtual circuits. - Change the encapsulation to AAL5SNAP. The virtual path identifier-virtual channel identifier (VPI-VCI) pair or the VCD is already in use. - Try using a different VPI-VCI or VCD number. Only one virtual channel connection (VCC) is allowed on a point-to-point interface. - Try using a different subinterface. AAL3/4-SMDS virtual circuit must be the only virtual circuit on an interface. - Turn off AAL3/4. AAL3/4-SMDS MID exceeds the maximum. - Try a smaller Multiplex ID (MID) value. Switched Multimegabit Data Service (SMDS) is not enabled. - Enable SMDS. The driver failed to accept the virtual circuit. - Try initiating the virtual circuit again.

Recommended Action If none of the previous actions fix the problem, copy the error message exactly as it appears and report it to your Cisco technical support representative.

Error Message %ATM-3-UNAVAILABLE: ATM failed to modify VC(VCD=%d, VPI=%d, VCI=%d) on Interface %s, (Cause of the failure: %s)

Explanation ATM failed to modify QoS params on a VC

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATM-3-UNAVAILABLE: ATM failed to remove VC(VCD=%d, VPI=%d, VCI=%d) on Interface %s, (Cause of the failure: %s)

Explanation This message can occur for the following reason. When the PVC configuration parameters are changed it is recreated, during recreation if the removal of PVC from the PA fails, this message is generated. If after generation of this error message if the PVC still remains in INACTIVE state give shut/no shut on the interface.

Recommended Action If none of the previous actions fix the problem, copy the error message exactly as it appears and report it to your Cisco technical support representative.

Error Message %ATM-3-UNAVAILABLE: Interface %s: Total %s allocation %u%s exceeded maximum %s of %u%s.

Explanation A software or hardware error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATM-3-UNAVAILABLE: MLPoATM not configured properly on Link %s Bundle %s :%s

Explanation The configuration of MLPPP-over-ATM (MLPoATM) on the ATM PVC is either incorrect or incomplete.

Recommended Action Ensure that the queueing strategy on the ATM interface is per VC queueing and queueing algorithm is FIFO. To verify the configuration, use the **show interface atm** and **show running-config virtual-template** commands.

ATM-4

Error Message %ATM-4-UNAVAILABLE: %s: failed, rc=%s

Explanation The transform 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATM-4-UNAVAILABLE: atm-issu-compat: returned FALSE

Explanation The compatibility checking 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATM-4-UNAVAILABLE: %s [%08X=%s] %s:%d

Explanation Recoverable Internal Error (see message) occurs during ILMI Primary to Secondary Sync

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATM-4-UNAVAILABLE: (%d/%d/%d:%d): %s. Please verify peer UNI version

Explanation The ATM peer equipment appears to be running an old version of ATM UNI. Communication with it is not possible.

Recommended Action The peer equipment needs to be upgraded in order to communicate with this system.

Error Message %ATM-4-UNAVAILABLE: Call from: ATM NSAP - %s has mismatched PDU size - forward size is %d - backward size is %d, int %s PDU size %s %s

Explanation The calling or called party has a maximum transmission unit (MTU) size configured that is different from the MTU size on the current interface.

Recommended Action Either change the configured MTU size on the current interface to that of the caller's or called party's interface, or change the caller's or called party's interface to match the current interface.

Error Message %ATM-4-UNAVAILABLE: ILMI(%s): Restarting ATM signalling and ILMI. Keepalive failure detected.

Explanation Adjacent peer device is not responding to ILMI Keepalive polling.

Recommended Action Check the connection of the ATM interface and the status of the adjacent peer device. Correct them if necessary. Wait and check if ILMI Keepalive comes up again. If the problem persists, copy this warning message exactly as it appears, and report it to your technical support representative.

Error Message %ATM-4-UNAVAILABLE: ILMI(%s): Restarting ATM signalling and ILMI. Peer Configuration change detected.

Explanation Configuration of adjacent peer device has been changed.

Recommended Action Wait for the interface to restart itself.

Error Message %ATM-4-UNAVAILABLE: VPI/VCI range parameters are dis-joint on %s

Explanation MinSvccVci MaxVci, after negotiation with the peer through ILMI.

Recommended Action Disable auto-cinfiguration on both sides and change the port configuration appropriately so that SVCCs can be setup.

Error Message %ATM-4-UNAVAILABLE: clearing stuck VCD %d from map on %s

Explanation A SVC map entry has a stuck VCD attached to it, which has been previously cleared in the driver.

Recommended Action No action required as the stuck VCD condition is detected and cleared.

ATM-5

Error Message %ATM-5-UNAVAILABLE: %s

Explanation Informational Message for ILMI Redundency Support

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATM-5-UNAVAILABLE: Address registration on %s is enabled.

Explanation The command just entered enables atm address registration.

Recommended Action No action required.

Error Message %ATM-5-UNAVAILABLE: Changing VC %d/%d VC-state to %s

Explanation The ATM VC is either created, removed, activated, or deactivated.

Recommended Action No action required if status change is intended, otherwise the cause for status change may deserve to be noticed. shut/no shut CLI command deactivates/activates VC.

Error Message %ATM-5-UNAVAILABLE: ILMI(%s): %s

Explanation Informational Message for ILMI Redundancy Support

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATM-5-UNAVAILABLE: New access filter setting will be applied to registration of new addresses on %s.

Explanation The command just entered sets up new ilmi access filter for address registration. It only affects new addresses to be registered. The addresses already registered will not be affected.

Recommended Action Shut/no shut on this interface to restart address registration if need to remove addresses already registered but not permitted by the new access filter.

Error Message %ATM-5-UNAVAILABLE: New global default access filter setting will be applied to registration of new addresses on interfaces using global default access filter.

Explanation The command just entered sets up new global default access filter for address registration. It only affects new addresses to be registered on interfaces using the global default. The addresses already registered will not be affected.

Recommended Action Shut/no shut on desired interfaces to restart address registration if need to remove addresses already registered but not permitted by the new global default access filter.

Error Message %ATM-5-UNAVAILABLE: Restarting ATM signalling and ILMI on %s.

Explanation The command just entered causes ATM Soft Restart.

Recommended Action Stand by and let ATM Signalling and ILMI to restart.

ATM-6

Error Message %ATM-6-UNAVAILABLE: ILMI(%s): Auto configuration already disabled.

Explanation Atm auto-configuration has been enabled already. 'no atm auto-configuration' command just entered is ignored.

Recommended Action No action required.

Error Message %ATM-6-UNAVAILABLE: ILMI(%s): Auto-configuration already enabled.

Explanation Atm auto-configuration has been enabled already. 'atm auto-configuration' command just entered is ignored.

Recommended Action No action required.

Error Message %ATM-6-UNAVAILABLE: ILMI(%s): Auto-configuration cannot be enabled. The interface has VC configuration which cannot be supported with Auto-configuration enabled

Explanation Auto-configuration cannot be enabled if there are some conflicting configuration on an interface. Like if there are VCs with vpi 255, auto-configuration cannot be done till these VCs are removed, as with auto-configuration enabled vpi 255 cannot be supported.

Recommended Action Undo the conflicting configuration on the interface for this command to succeed.

Error Message %ATM-6-UNAVAILABLE: ILMI(%s): Auto-configuration is disabled, current interface parameters will be used at next interface restart.

Explanation The command just entered causes auto-configuration to be disabled, the most recently entered interface parameters will be used at next interface restart.

Recommended Action Be aware of what parameteres have been configured.

Error Message %ATM-6-UNAVAILABLE: ILMI(%s): This command does not apply to internal terminating port.

Explanation Internal terminating does not need to be configured with this command. The command just entered is ignored.

Recommended Action No action required.

ATMCES-1

Error Message %ATMCES-1-UNAVAILABLE: Invalid Port Adapter Hardware Type Type=%d

Explanation Port Adapter ID was not correct.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMCES-1-UNAVAILABLE: The 1575 device could not be initialized on bay %d, shutting down bay

Explanation The Port Adapter has failed its initialization.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMCES-1-UNAVAILABLE: The 1575 device failed to create VC %d, file:%s line:%d

Explanation The Port Adapter encounters errors in setting up VC

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMCES-1-UNAVAILABLE: The 1575 device not totally clean in removing VC %d, file:%s line:%d

Explanation The Port Adapter encounters errors in shut vc. May affect future VC creation

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMCES-1-UNAVAILABLE: The Slave device could not be initialized on bay %d, shutting down bay

Explanation The Port Adapter has failed its initialization.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ATMCES-3

Error Message %ATMCES-3-UNAVAILABLE: Couldn't configure the Altera, DIO not reset

Explanation The Port Adapter has failed its initialization.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMCES-3-UNAVAILABLE: Couldn't get bridge configuration: %s

Explanation Bridge configuration 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMCES-3-UNAVAILABLE: Couldn't initialize the Altera, DIO not set

Explanation The Port Adapter has failed its initialization.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMCES-3-UNAVAILABLE: Device reported %08x

Explanation PCI device ID was not correct.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ATMCORE-2

Error Message %ATMCORE-2-UNAVAILABLE: %s

Explanation The ATM core subsystem encountered an internal software error. The error message contains text which can be used to help identify the nature of the problem.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ATMCORE-3

Error Message %ATMCORE-3-UNAVAILABLE: %s

Explanation The ATM core subsystem encountered an internal software error. The error message contains text which can be used to help identify the nature of the problem.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ATMCORE-4

Error Message %ATMCORE-4-UNAVAILABLE: %s

Explanation The ATM core subsystem encountered an internal software error. The error message contains text which can be used to help identify the nature of the problem.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMCORE-4-UNAVAILABLE: %s

Explanation This warning is generated by the ATM core subsystem to the user. This could arise because the user request may not be granted due to some existing configuration on the device. This message serves as an alert to the user. This message contains text which can be used to help identify the nature of the problem.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMCORE-4-UNAVAILABLE: Configuration Error: %s

Explanation This message indicates a configuration error. The message will display more specific information about the problem location.

Recommended Action Change the configuration to correct the error.

ATMCORE-RED-2

Error Message %ATMCORE_RED-2-UNAVAILABLE: %s

Explanation The ATM core redundancy subsystem encountered an internal software error. The error message contains text which can be used to help identify the nature of the problem.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMCORE_RED-3-UNAVAILABLE: %s

Explanation The ATM core redundancy subsystem encountered an internal software error. The error message contains text which can be used to help identify the nature of the problem.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ATMCORE-RED-3

Error Message %ATMCORE_RED-3-UNAVAILABLE: %s

Explanation The ATM core redundancy subsystem encountered an internal software error. The error message contains text which can be used to help identify the nature of the problem.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ATMCORE-RED-4

Error Message %ATMCORE_RED-4-UNAVAILABLE: %s

Explanation The ATM core redundancy subsystem encountered an internal software error. The error message contains text which can be used to help identify the nature of the problem.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ATMLC-1

Error Message %ATMLC-1-UNAVAILABLE: The ATM line card in slot %d failed to initialize (cause %s)

Explanation The ATM linecard has failed its initialization as indicated in the message. The problems can be one of the following: 1) memory allocation failure for control data, 2) framer, ATM SAR devices, or line card FPGA access failure, 3) uncorrectable multi-bit ECC errors in line card memory, 4) PCI bus timeout, 5) failure of downloading ATM SAR firmware to the SAR devices, or 6) ATM SAR device (reassembler or segmenter) does not boot up or does not respond to configuration commands.

Recommended Action Consult your line card installation and configuration guide and make sure the line card is properly installed and configured. If the line card is properly installed, perform an online insertion and removal (OIR) on the line card, either via a physical removal and insertion, or via the hw-module slot [slot#][stop|start] command. If the OIR does not work, try to reload the system if possible to bring the system offline. If the problem persists, the message indicates an unrecoverable hardware failure. Copy the error message exactly as it appears on the console or in the system log and call your Cisco technical support representative. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ATMLC-3

Error Message %ATMLC-3-UNAVAILABLE: The ATM line card in slot %d encountered a hardware failure: %s

Explanation The ATM line card has encountered a hardware failure and should be deactivated. The problem can be any one of the following: 1) memory allocation failure for control data, 2) framer, ATM SAR devices, or line card FPGA access failure, 3) uncorrectable multi-bit ECC errors in line card memory, 4) PCI bus timeout, 5) ATM SAR device (reassembler or segmenter) does not respond to configuration commands, or 6) unrecoverable data corruption/parity error.

Recommended Action The message indicates a hardware failure. The line card may have been deactivated by the system. Perform a line card online insertion and removal(OIR) to confirm that the problem persists. If the problem persists, copy the error message exactly as it appears on the console or in the system log. Enter show c7300, show diag slot-number, show c7300 errorlog slot, show interface atm, and show controller atm and provide the gathered information to your technical

support representative. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ATMLC-4

Error Message %ATMLC-4-UNAVAILABLE: Interface ATM%d/%d, received SONET/SDH alarm: %s

Explanation The ATM framer interface received SONET/SDH alarm(s) as indicated in the message.

Recommended Action SONET/SDH alarms may occur when the line card is initializing and negotiating clocking with the peer. In this situation, the alarms will be cleared and the error message is used only to provide information. If the message continues to appear after the line card is initialized and the connection is set up, use the `show controller atm` command to check the framer alarms. If the alarms from `show controller atm` do not disappear, ensure that the optical fiber cable is not broken and is properly inserted and that the far end of the peer is not malfunctioning. If the error message persists, the message should reflect the alarm conditions of the SONET/SDH-based network. In this scenario, the alarm was sent by a far-end entity and the source and purpose of the alarm should be investigated by a network administrator if not already known. If you think the message itself is being received in error, copy the message exactly as it appears on the console or in the system log and capture the output of the `show c7300` and the `show controller atm` commands. Call your Cisco technical support representative and provide the representative with the gathered information. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ATMLC-6

Error Message %ATMLC-6-UNAVAILABLE: Interface ATM%d/%d, changed clock source to %s

Explanation The clock source of the ATM interface changed to either line clock or internal clock as indicated in the message. If the ATM interface is configured for line clocking and receives SONET/SDH alarms including one of loss of signal (LOS), loss of frame (LOF), and line alarm indication (Line AIS), the interface will first change to internal clock before changing back to line clock when the alarms are cleared. If the ATM interface is configured for internal clocking, the

SONET/SDH alarms will not cause any clocking change. This message shows the run-time clock source changes on an ATM interface while the show controller atm command always shows the user-configured clock source.

Recommended Action No action is required.

ATMC031

Error Message %ATMOC3-1-UNAVAILABLE: %s error.

Explanation A non-recoverable error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMOC3-1-UNAVAILABLE: %s traffic type not allowed in a PVP.

Explanation This traffic type cannot be configured in a PVP.

Recommended Action Either change the traffic type of this VC or remove it from the PVP.

Error Message %ATMOC3-1-UNAVAILABLE: %s, packet(size %d) too big.

Explanation A packet greater than the 256 bytes received on this interface.

Recommended Action The system should recover. No action is required. If the problem recurs, it indicates an error that might be related to data traffic patterns. Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %ATMOC3-1-UNAVAILABLE: Failed to activate F4 %s VC. PVP %d.

Explanation The required control VC was not established.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %ATMOC3-1-UNAVAILABLE: The ATM Network Module in slot %d is incompatible with the PCMCIA controller in the router.

Explanation The PCMCIA controller is down level.

Recommended Action Copy the error message exactly as it appears, and contact your technical support representative for upgrade information.

Error Message %ATMOC3-1-UNAVAILABLE: The Network Module in slot %d did not initialize.

Explanation The Network Module has failed its initialization.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMOC3-1-UNAVAILABLE: The Network Module in slot %d failed to initialize (cause %s).

Explanation The Network Module has failed its initialization.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMOC3-1-UNAVAILABLE: The network module hardware reports an invalid %s device id of %#x.

Explanation The ATMOC3 network module hardware may be bad.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ATMPS-0

Error Message %ATMPA-0-UNAVAILABLE: misc_cntl_reg %#x. Resetting the OC12 PA...

Explanation The ASIC that interfaces the SAR engines to the VIP4 packet switching and routing processor has encountered an error that has caused it to fail. As its main function, this ASIC supports the SARs by implementing the cell and packet buffering scheme that is expected on the Port 1 interface, and by managing the commands and indications sequences on the Port 2 interface.

Recommended Action The OC-12 reboots itself. May need to do clear int

ATMPS-1

Error Message %ATMPA-1-UNAVAILABLE: %s control memory bad

Explanation A memory test failed within the PCI control memory. This probably indicates a memory chip has failed.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the 'sh tech-support' command to gather data that may help to determine the nature of error. Call your Cisco technical support representative and provide representative with the gathered information.

Error Message %ATMPA-1-UNAVAILABLE: %s failed to send report %d at %s - line %d

Explanation The port adaptor failed to send a report from vip.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %ATMPA-1-UNAVAILABLE: %s vc %d received a giant packet size %d - %08x %08x %08x %08x %08x

Explanation The port adaptor received a giant packet.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %ATMPA-1-UNAVAILABLE: VIP2-40 and below only supports one OC-3 ATM PA. The other PA bay needs to be emptied in order for the ATM PA to function.

Explanation The bandwidth requirements of the installed port adapters exceed the processor's rated capability.

Recommended Action Either remove one of the port adapters or upgrade the VIP.

Error Message %ATMPA-1-UNAVAILABLE: register %08x write value 0x%02x but read 0x%02x

Explanation The port adaptor failed to write a register.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

ATMPS-2

Error Message %ATMPA-2-UNAVAILABLE: Slot %d device is invalid (ID %#x)

Explanation The ATM Deluxe PCI driver found an incorrect PCI device ID during initialization. This could mean that a hardware failure caused an actual failure to read the ID, or that the software needs to be upgraded to support hardware that did not exist yet at the time the software was written.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMPA-2-UNAVAILABLE: ti1570_vc_setup failed. (vp_count %d max_vp %d).

Explanation Attempt has been made to create more Virtual Paths than the maximum configured Virtual Paths.

Recommended Action ATM-Light supports 6 Virtual Paths by default. The default value can be changed using interface config command **atm vc-per-vp xxx**. Decrease the vc-per-vp value to increase the number of Virtual Paths that can be created.

ATMPS-3

Error Message %ATMPA-3-UNAVAILABLE: %s Command Failed at %s - line %d, arg %d

Explanation The port adapter failed to process a command. A possible reason for this condition is an OIR operation was performed of a line card or port adapter and RP was in the process of executing commands. If this message is seen during any other time, it indicates a software problem.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMPA-3-UNAVAILABLE: %s Have to close all VCs before modifying the VP tunnel %d

Explanation The VP Tunnel has open VCs associated with it.

Recommended Action Remove all the VCs associated with the VP tunnel before modifying the VP.

Error Message %ATMPA-3-UNAVAILABLE: %s Runs out of VP space for vpi %d

Explanation Unable to get a driver VP control block, neither from inuse_q nor from virgin_q. So, we cannot Setup a new Vp nor a new VC.

Recommended Action To increase the number of VPs configurable on PA-A3-OC12 we can use 'atm vc-per-vp' interface configuration command. So the recommended action here is to set the appropriate value in 'atm vc-per-vp'.

Error Message %ATMPA-3-UNAVAILABLE: %s SAR doing %s error: %s

Explanation ATM driver SAR operation error.

Recommended Action Enable 'debug atm events' & gather the log. Issue the 'sh tech-support' command to gather data that may help to determine the nature of error. Call your Cisco technical support representative and provide representative with the gathered information.

Error Message %ATMPA-3-UNAVAILABLE: %s SAR firmware checksum error (expected 0x%04x, obtained 0x%04x)

Explanation CM622 ATM SAR firmware checksum errors.

Recommended Action Enable 'debug atm events' & gather the log. Issue the 'sh tech-support' command to gather data that may help to determine the nature of error. Call your Cisco technical support representative and provide representative with the gathered information.

Error Message %ATMPA-3-UNAVAILABLE: %s Tx Indication FIFO full.

Explanation TX Indication FIFO full. From TX FPGA.

Recommended Action None. The OC-12 reboots itself.

Error Message %ATMPA-3-UNAVAILABLE: %s bad vcd %d packet - %08x %08x %08x %08x %08x %08x

Explanation The port adaptor received packet on a non-existent vc.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %ATMPA-3-UNAVAILABLE: %s tx cmd ack error (%#x), vcd %d.

Explanation Error while processing the Tx Ack cmd.

Recommended Action Enable 'debug atm events' & gather the log. Issue the 'sh tech-support' command to gather data that may help to determine the nature of error. Call your Cisco technical support representative and provide representative with the gathered information.

Error Message %ATMPA-3-UNAVAILABLE: %s: Platform Setup_vc failed for %d/%d, vcd %d

Explanation RSP Platform Setup VC failed.

Recommended Action Turn on debug atm error on platform console and see why.

Error Message %ATMPA-3-UNAVAILABLE: %s: Platform Setup_vp failed for vpi %d

Explanation RSP Platform Setup VP failed.

Recommended Action Turn on debug atm error on platform console and see why.

Error Message %ATMPA-3-UNAVAILABLE: %s: SAR%d Chip Crashdump:

Explanation The SAR chip crashed and interface is being reset.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the 'sh cont atm xxx' command to gather data that may help to determine the nature of error. Call your Cisco technical support representative and provide representative with the gathered information.

Error Message %ATMPA-3-UNAVAILABLE: %s: bad rx particle 0x%08x flags 0x%08x index %d

Explanation The PA host driver detected a duplicate rx host buffer returned

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %ATMPA-3-UNAVAILABLE: %s: bad tx packet on vcd %d size %d

Explanation The PA host driver detected a bad tx host buffer with size 0

Recommended Action Enable 'debug atm events' & gather the log. Issue the 'sh tech-support' command to gather data that may help to determine the nature of error. Call your Cisco technical support representative and provide representative with the gathered information.

Error Message %ATMPA-3-UNAVAILABLE: %s: receive freeze %d

Explanation This message indicates excessive traffic congestion on the ATM interface may have resulted in cell loss. The PCI-ATM interface's cell buffers were full when a cell arrived on the interface, resulting in a receive freeze condition.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMPA-3-UNAVAILABLE: %s: transmit freeze %d

Explanation This message indicates the PCI-ATM interface had to stop the transmitter while waiting for data.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMPA-3-UNAVAILABLE: ATMPA (bay %d), Init Failed at %s - line %d

Explanation The port adaptor failed to complete hardware initialization.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %ATMPA-3-UNAVAILABLE: In file %s - line %d

Explanation Cannot create the CM622 Process Agent process, which is a temp process to download firmware.

Recommended Action Enable 'debug atm events' & gather the log. Issue the 'sh tech-support' command to gather data that may help to determine the nature of error. Call your Cisco technical support representative and provide representative with the gathered information.

Error Message %ATMPA-3-UNAVAILABLE: Interface %s: %s command not supported

Explanation An attempt was made to configure a rate queue on an ATM Lite port adaptor that does not support rate queues.

Recommended Action Check the configuration and try again, avoiding unsupported features.

Error Message %ATMPA-3-UNAVAILABLE: Only %#x bytes of memory available for %s

Explanation The port adaptor needs more PCI memory. The installed amount is less than required by the drivers for packet buffers.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMPA-3-UNAVAILABLE: RX DMA entry %#x not going inactive

Explanation A receive DMA channel failed to deactivate during shutdown of a virtual circuit. This failure could originate in hardware or software.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMPA-3-UNAVAILABLE: Slot %d device is not TI1570 (ID %#x)

Explanation The driver found a device type other than what it expected in the specified PCI slot. If the device is a TI1570 then a hardware failure may have occurred.

Recommended Action Power down the system, re-seat the interface card, and reboot. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMPA-3-UNAVAILABLE: Slot %d device is not a valid PCI device vendor ID used onOC-12 PA (ID %#x)

Explanation The driver found a device type other than what it expected in the specified PCI slot.

Recommended Action Power down the system, re-seat the interface card, and reboot. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMPA-3-UNAVAILABLE: TI1570 unit %s: PCI parity error (0x%08x)

Explanation A parity error occurred on the PCI bus. This probably indicates an existing or developing hardware 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMPA-3-UNAVAILABLE: TX CMD %d failed for vcd %d.

Explanation Failure while processing a Batman tx SAR cmd or unable to perform a cmd ack.

Recommended Action Enable 'debug atm events' & gather the log. Issue the 'sh tech-support' command to gather data that may help to determine the nature of error. Call your Cisco technical support representative and provide representative with the gathered information.

Error Message %ATMPA-3-UNAVAILABLE: TX DMA not flushed

Explanation A transmit DMA channel failed to flush its buffers during shutdown of an ATM interface. This failure could originate in hardware or software.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMPA-3-UNAVAILABLE: found %d interfaces on bay %d (device ID %08X)

Explanation The software could not identify the interface card.

Recommended Action Power down the system, reseal the interface card, and reboot. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ATMPS-4

Error Message %ATMPA-4-UNAVAILABLE: %s: Shaped peak rate adjusted to %d

Explanation CM622 only allows shaped rate up to half of line rate.

Recommended Action You can either specify a value within range or use the adjusted value

Error Message %ATMPA-4-UNAVAILABLE: RX SAR cmd %s error: %s (indication=0x%08x 0x%08x 0x%08x)

Explanation ATM driver RX SAR indication errors.

Recommended Action Enable 'debug atm events' & gather the log. Issue the 'sh tech-support' command to gather data that may help to determine the nature of error. Call your Cisco technical support representative and provide representative with the gathered information.

ATMPS-5

Error Message %ATMPA-5-UNAVAILABLE: ti1570_vc_setup failed. (vci %d of the lastvpi %d exceeds (vc-per-vp - 3)).

Explanation The TI1570 chip reserves 3 RX DMA channels for OAM cells. As a result, the last 3 VCIs of the last VPI block cannot be used for regular traffic.

Recommended Action Avoid try different vci/vpi combinations.

ATMPS-7

Error Message %ATMPA-7-UNAVAILABLE: %s 0x%08x, %s 0x%08x, %s 0x%08x

Explanation SAR APU Registers dump

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %ATMPA-7-UNAVAILABLE: %s 0x%08x, %s 0x%08x, %s 0x%08x, %s 0x%08x

Explanation SAR CW4010 Registers dump

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %ATMPA-7-UNAVAILABLE: 00 0x%08x, 01 0x%08x, 02 0x%08x, 03 0x%08x

Explanation SAR Misc. dump

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %ATMPA-7-UNAVAILABLE: 04 0x%08x, 05 0x%08x, 06 0x%08x, 07 0x%08x

Explanation SAR Misc. dump

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %ATMPA-7-UNAVAILABLE: 08 0x%08x, 09 0x%08x, 10 0x%08x, 11 0x%08x

Explanation SAR Misc. dump

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %ATMPA-7-UNAVAILABLE: 12 0x%08x, 13 0x%08x, 14 0x%08x, 15 0x%08x

Explanation SAR Misc. dump

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

ATMSIG-3

Error Message %ATMSIG-3-UNAVAILABLE: %s

Explanation An internal software error or unexpected condition occurred during PNNI (Connection/Path) Trace related processing

Recommended Action Show atm pnni trace information. Also gather information about where/how trace was initiated, and for what type of VC. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMSIG-3-UNAVAILABLE: 1st halfLeg failed, %s

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMSIG-3-UNAVAILABLE: 2nd halfLeg failed, %s

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMSIG-3-UNAVAILABLE: ATMSIG(%s %d,%d - %04d/%02d) SVC wav1 del failed:svc 0x%x

Explanation A software error occurred during closure of an SVC. Other error messages appearing immediately prior to this one may be related.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMSIG-3-UNAVAILABLE: ATMSIG(%s %d,%d - %04d/%02d) SVC wavl ins failed:svc 0x%x

Explanation A software error occurred during creation of an SVC. Other error messages appearing immediately prior to this one may be related.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMSIG-3-UNAVAILABLE: ATMSIG(%s %d,%d - %04d/%02d) avl prty del failed:svc 0x%x party 0x%x

Explanation A software error occurred during removal of a party from a point-to-multipoint call. Other error messages appearing immediately prior to this one may be related.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMSIG-3-UNAVAILABLE: ATMSIG(%s %d,%d - %04d/%02d) avl prty ins failed:svc 0x%x party 0x%x

Explanation A software error occurred during addition of a party to a point-to-multipoint call. Other error messages appearing immediately prior to this one may be related.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMSIG-3-UNAVAILABLE: ATMSIG(%s)

Explanation A software error occurred during addition of a member to a closed user group. Other error messages appearing immediately prior to this one may be related.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMSIG-3-UNAVAILABLE: ATMSIG(%s)

Explanation A software error occurred during removal of a member from a closed user group. Other error messages appearing immediately prior to this one may be related.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMSIG-3-UNAVAILABLE: Assertion failed: %s

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMSIG-3-UNAVAILABLE: Cannot find a Callref value to allocate: %s

Explanation This indicates an internal software error, probably including memory exhaustion.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMSIG-3-UNAVAILABLE: Duplicate LISTEN by %s for existing NSAP %s owned by %s

Explanation An application attempted to either LISTEN on an NSAP owned by another application or to LISTEN for the same NSAP twice

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMSIG-3-UNAVAILABLE: Invalid msg from routing/pnni : %s

Explanation This message indicates an error in the PNNI routing subsystem. It could be caused by an internal software error or by bad control information received from peer equipment. The message will contain additional information that can help locate the cause. Any message with 'NULL' probably indicates a problem with this system, others probably point at the peer equipment.

Recommended Action Check this system and the peer equipment for any obvious errors. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMSIG-3-UNAVAILABLE: Signalling control block initialization failure, %s

Explanation An internal software or resource error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMSIG-3-UNAVAILABLE: Xconnect failed, %s

Explanation An internal software error occurred during installation of an SVC cross-connect.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMSIG-3-UNAVAILABLE: halfLeg removal failed, %s

Explanation An internal software error occurred. This message should only be displayed when verbose debugging is enabled for an SVC.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMSIG-3-UNAVAILABLE: no SVC, %s

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMSIG-3-UNAVAILABLE: process_enqueue failed, %s

Explanation An internal software error occurred while handling a user request.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ATMSIG-4

Error Message %ATMSIG-4-UNAVAILABLE: Configuration Error: %s %s

Explanation This message indicates a configuration error in the ATM Signaling subsystem. The message will display more specific information about the problem location.

Recommended Action Change the configuration to correct the error.

ATMSPA-2

Error Message %ATMSPA-2-UNAVAILABLE: %s - Init Failed return code: %u

Explanation The SPA failed to complete hardware initialization. One of the devices in the SPA failed to initialize successfully. Information about the failed device is specified in the message text on the console or in the system log.

Recommended Action Please power down and reseal the indicated SPA card. If the condition persists, copy the error message exactly as it appears. Next research and attempt to resolve the issue using the SPA hardware troubleshooting documentation as well as the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl or contact your Cisco technical support representative. Be sure to provide the the information you have gathered and a 'show tech-support' to your support representative, or attach it to your case in non-zipped, plain text format (.txt).

ATMSPA-3

Error Message %ATMSPA-3-UNAVAILABLE: %s %s %s: %d

Explanation Traffic shaping parameters could not be configured because the number of unique shaping parameters that are configured on the PVCs or PVPs in this specified ATM SPA is over the maximum limit. The maximum number of unique shaping parameters that can be configured on the PVCs or PVPs is 4096.

Recommended Action Ensure that the total number of unique shaping parameters that are configured on both PVCs and PVPs does not exceed the maximum limit of 4096.

Error Message %ATMSPA-3-UNAVAILABLE: %s Error 0x%x %s

Explanation A datapath protocol violation or sequence error has been detected.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMSPA-3-UNAVAILABLE: %s Error 0x%x %s

Explanation The specified error has been detected.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMSPA-3-UNAVAILABLE: %s Error 0x%x %s

Explanation The specified hardware error has been detected.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMSPA-3-UNAVAILABLE: %s Error 0x%x %s

Explanation The specified software error has been detected.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMSPA-3-UNAVAILABLE: %s: VC queue configuration failed due to un-initialized queue table(global identifier %d)

Explanation Software configuration of a VC queue failed due to un-initialized queue table.

Recommended Action Attempt to perform a soft OIR operation by entering the command that is described in the shared port adapter software configuration guide. If the condition persists, copy the error message exactly as it appears, and report it to your technical support representative. Also supply a 'show tech-support' at that time.

Error Message %ATMSPA-3-UNAVAILABLE: Cannot perform the requested FPD update operation because %s in subslot %u/%u has incompatible HW version %u.%u with FPD image version %d.%d for FPD ID %d. Only image version greater than %u.%u can be used in the update operation of %s with HW version greater than %u.%u.

Explanation The version of the FPD image from the FPD image bundle or package is not compatible with the HW version of the target card

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMSPA-3-UNAVAILABLE: occurred on %s. Resetting SPA

Explanation The SPA has been reset due to a critical error in one of its devices. The error could either be a single occurrence of an event or multiple occurrences within a period of time. The message text on the console or in the system log provides more information on the specific nature of the error.

Recommended Action If the SPA is reset more than once, copy the error message exactly as it appears. Next research and attempt to resolve the issue using the SPA hardware troubleshooting documentation as well as the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl or contact your Cisco technical support representative. Be sure to provide the the information you have gathered and a 'show tech-support' to your support representative, or attach it to your case in non-zipped, plain text format (.txt).

ATMSPA-4

Error Message %ATMSPA-4-UNAVAILABLE: %s: VC setup command received on the LC for an existing VC (VCD %d)

Explanation A command to set up a VC has been received for a VC that has already been set up. The VC has already been configured by a previous setup VC command from the RP. A duplicate setup command may indicate that the RP did not receive a response from the LC for the previous setup command.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMSPA-4-UNAVAILABLE: %s: VC tear down command received on the LC for a non-existing VC (VCD %d)

Explanation The VC does not exist on the LC. Most likely, it has been torn down by a previous teardown command from RP. A duplicate teardown command may indicate that the RP did not receive a response from the LC for the previous teardown command.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMSPA-4-UNAVAILABLE: %s: VP setup command received on the LC for an existing VP (VPI %d)

Explanation A command to set up a VP has been received for a VP that has already been set up. The VP has already been configured by a previous setup VP command from the RP. A duplicate setup command may indicate that the RP did not receive a response from the LC for the previous setup command.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMSPA-4-UNAVAILABLE: %s: VP tear down command received on the LC for a non-existing VP (VPI %d)

Explanation The VP does not exist on the LC. Most likely, it has been torn down by a previous teardown command from RP. A duplicate teardown command may indicate that the RP did not receive a response from the LC for the previous teardown command.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ATMSCOP-3

Error Message %ATMSCOP-3-UNAVAILABLE: INIT SSCOP - Intf : %s, Event : %s, State : %s.

Explanation A software error occurred in the ATM SSCOP subsystem.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ATMSCOP-4

Error Message %ATMSSCOP-4-UNAVAILABLE: (%s): %s. Please verify peer UNI version

Explanation The ATM peer equipment appears to be running an old version of ATM UNI. Communication with it is not possible.

Recommended Action The ATM peer equipment may need attention. Please verify its UNI version is at least 3.1, and upgrade if necessary.

ATMSSCOP-5

Error Message %ATMSSCOP-5-UNAVAILABLE: - Intf : %s, Event : %s, State : %s.

Explanation This message indicates a routine step of the ATM SSCOP initialization sequence.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ATMPA Messages

Error Message %ATMPA-1-INVALIDCONFIG: VIP2-40 and below only supports one OC-3 ATM PA. The other PA bay needs to be emptied in order for the ATM PA to function.

Explanation The bandwidth requirements of the installed port adapters exceed the processor's rated capability.

Recommended Action Either remove one of the port adapters or upgrade the VIP.

Error Message %ATOM_TRANS-3-INIT_FAIL: Failed to start AToM Manager

Explanation Failed to start and initialize AToM Manager.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance,

open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

ATMSPA Messages

This section contains ATM Shared Port Adapter (ATMSPA) messages.

ATMSPA-2

Error Message %ATMSPA-2-INITFAIL: [chars] - Init Failed return code: [int]

Explanation The shared port adapter (SPA) failed to complete hardware initialization. One of the devices in the SPA failed to initialize successfully. Information about the failed device is specified in the message text on the console or in the system log.

Recommended Action Power down and reseal the indicated SPA card. If the condition persists, 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ATMSPA-3

Error Message %ATMSPA-3-DATA_ERROR: [chars] Error [hex] [chars]

Explanation A data path protocol violation or sequence error has been detected. The message text on the console or in the system log provides more information on the specific cause of the 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMSPA-3-FATAL_ERROR: occurred on [chars]. Resetting SPA

Explanation The shared port adapter (SPA) has been reset because of a critical error in one of its devices. The error could either be a single occurrence of an event or multiple occurrences within a period of time. The message text on the console or in the system log provides more information on the specific cause of the error.

Recommended Action If the SPA is reset more than once, 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMSPA-3-FPD_VER_DEPENDENCY_NOTE: Cannot perform the requested FPD update operation because [chars] in subslot [int]/[int] has incompatible HW version [int].[int] with FPD image version [dec].[dec] for FPD ID [dec]. Only image version greater than [int].[int] can be used in the update operation of [chars] with HW version greater than [int].[int].

Explanation The version of the field-programmable device (FPD) image from the FPD image bundle or package is not compatible with the hardware (HW) version of the target card.

Recommended Action If the SPA is reset more than once, 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMSPA-3-GEN_ERROR: [chars] Error [hex] [chars]

Explanation The error that is specified in the message has been detected.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMSPA-3-HW_ERROR: [chars] Error [hex] [chars]

Explanation A hardware error has been detected. The message text on the console or in the system log provides more specific information about the 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMSPA-3-QOS_ALLOC_FAILED: [chars] [chars] [chars]: [dec]

Explanation Traffic-shaping parameters could not be configured because the number of unique shaping parameters that are configured on the PVCs or PVPs in this specified ATM SPA is over the maximum limit. The maximum number of unique shaping parameters that can be configured on the PVCs or PVPs is 4096.

Recommended Action Ensure that the total number of unique shaping parameters that are configured on both PVCs and PVPs does not exceed the maximum limit of 4096.

Error Message %ATMSPA-3-SW_ERROR: [chars] Error [hex] [chars]

Explanation A software error has been detected. The message text on the console or in the system log provides more specific information about the 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATMSPA-3-VCQ_ERROR: [chars]: VC queue configuration failed due to un-initialized queue table(global identifier [dec])

Explanation The software configuration of a virtual circuit (VC) queue failed because of an uninitialized queue table.

Recommended Action Attempt to perform a soft OIR operation by entering the command that is described in the shared port adapter software configuration guide. If the condition persists, 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ATMSPA-4

Error Message %ATMSPA-4-VCSETUP: [chars]: VC setup command received on the LC for an existing VC (VCD [dec])

Explanation A command to set up a virtual circuit (VC) has been received for a VC that has already been set up and configured by a previous **setup** VC command from the RP. A duplicate **setup** command may indicate that the RP did not receive a response from the line card for the previous **setup** command.

Recommended Action No action is required.

Error Message %ATMSPA-4-VCTEARDOWN: [chars]: VC tear down command received on the LC for a non-existing VC (VCD [dec])

Explanation The virtual circuit (VC) does not exist on the line card. The VC probably has been torn down by a previous **teardown** command from the route processor (RP). A duplicate **teardown** command may indicate that the RP did not receive a response from the line card for the previous **teardown** command.

Recommended Action No action is required.

Error Message %ATMSPA-4-VPSETUP: [chars]: VP setup command received on the LC for an existing VP (VPI [dec])

Explanation A command to set up a virtual path (VP) has been received for a VP that has already been set up. The VP has already been configured by a previous **setup** VP command from the route processor (RP). A duplicate **setup** command may indicate that the RP did not receive a response from the line card for the previous **setup** command.

Recommended Action No action is required.

Error Message %ATMSPA-4-VPTEARDOWN: [chars]: VP tear down command received on the LC for a non-existing VP (VPI [dec])

Explanation The virtual path (VP) does not exist on the line card. The VP probably has been torn down by a previous **teardown** command from the route processor (RP). A duplicate **teardown** command may indicate that the RP did not receive a response from the line card for the previous **teardown** command.

Recommended Action No action is required.

ATOM_NP_CLIENT Messages

This section contains Any Transport Over MPLS (AToM) NP client messages.

ATOM_NP_CLIENT-3

Error Message %ATOM_NP_CLIENT-3-UNAVAILABLE: %s

Explanation ATOM NP Client failed to initialize properly which will result in improper operation of Any Transport Over MPLS feature

Recommended Action This error may indicate that more memory must be installed on the affected card or platform in order to service all the features and related entities enabled via the configuration. Try to reload the IOS image on the affected card or platform. If the error persists, record the output from the following commands:

show tech

show log

Provide this information to your technical support representative.

Error Message %ATOM_NP_CLIENT-3-UNAVAILABLE: %s

Explanation ATOM NP Client failed to initialize properly which will result in improper operation of Any Transport Over MPLS feature

Recommended Action Try to reload the IOS image on the affected card or platform. If the error persists, record the output from the following commands:

show tech

show log

Provide this information to your technical support representative.

ATOM_NP_CLIENT-4

Error Message %ATOM_NP_CLIENT-4-UNAVAILABLE: %s %d %s

Explanation AToM Entry could not be added because: 1. Entry passed is invalid.

Recommended Action Try to reload the IOS image on the affected card or platform. If the error persists, record the output from the following commands:

show tech

show log

Provide this information to your technical support representative.

Error Message %ATOM_SEG-3-UNAVAILABLE: Error freeing %s

Explanation ATOM Segment Handler 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ATOM_SEG Messages

This section contains Any Transport Over MPLS (AToM) Segment Handler messages.

ATOM_SEG-3

Error Message %ATOM_SEG-3-UNAVAILABLE: Illegal label %d update %s

Explanation AToM Segment Handler 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATOM_SEG-3-UNAVAILABLE: Unsupported update %s

Explanation AToM Segment Handler 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ATOM_TRANS Messages

This section contains Any Transport Over MPLS (AToM) Layer 2 messages.

ATOM_TRANS-3

Error Message %ATOM_TRANS-3-UNAVAILABLE: %s

Explanation An action attempted by the layer 2 transport over MPLS implementation encountered an unexpected condition

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATOM_TRANS-3-UNAVAILABLE: Failed to allocate local label for peer:%i, vcid:%u

Explanation Failed to allocate local label for specified AToM VC.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATOM_TRANS-3-UNAVAILABLE: Failed to start AToM Manager

Explanation Failed to start and initialize AToM Manager.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ATOM_TRANS-4

Error Message %ATOM_TRANS-4-UNAVAILABLE: %s

Explanation AToM pseudowire uses undesirable 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ATOM_TRANS-5

Error Message %ATOM_TRANS-5-UNAVAILABLE: %s

Explanation Disposition disabled for specified AToM VC.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATOM_TRANS-5-UNAVAILABLE: %s

Explanation Disposition enabled for specified AToM VC.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATOM_TRANS-5-UNAVAILABLE: %s

Explanation Imposition disabled specified AToM VC.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ATOM_TRANS-5-UNAVAILABLE: %s

Explanation Imposition enabled for specified ATOM VC.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

AUDIT Messages

This section contains audit messages.

AUDIT-1

Error Message %AUDIT-1-UNAVAILABLE: Audit File Roll-over: %d

Explanation Audit Circular File Rolled Over.

Recommended Action Increase Audit filesize.

AUDIT-3

Error Message %AUDIT-3-UNAVAILABLE: Cannot create Audit file.

Explanation File system error while creating the audit file.

Recommended Action Check DISK filesystems on the router.

Error Message %AUDIT-3-UNAVAILABLE: Cannot create Audit process.

Explanation Insufficient internal resource available to create process.

Recommended Action Check available memory on router.

Error Message %AUDIT-3-UNAVAILABLE: Cannot resize Audit file.

Explanation File system error while resizing the audit file.

Recommended Action Check DISK filesystems on the router.

Error Message %AUDIT-3-UNAVAILABLE: Cannot write to Audit file.

Explanation File system error while writing to the audit file.

Recommended Action Check DISK filesystems on the router.

AUDIT-5

Error Message %AUDIT-5-UNAVAILABLE: Auditing disabled

Explanation Audit was disabled on the router.

Recommended Action Check if Audit was disabled by someone authorized to do so

Error Message %AUDIT-5-UNAVAILABLE: Auditing enabled

Explanation Audit was enabled on the router.

Recommended Action Audit logs can be verified, if changes are valid

Error Message %AUDIT-5-UNAVAILABLE: Filesystem changed. Hash: %s

Explanation FLASH/DISK Filesystems on the router changed.

Recommended Action Check if it is a valid change.

Error Message %AUDIT-5-UNAVAILABLE: Hardware changed. Hash: %s

Explanation Hardware on the router changed.

Recommended Action Check if it is a valid change.

Error Message %AUDIT-5-UNAVAILABLE: Running Configuration changed. Hash: %s

Explanation Running Config on the router changed.

Recommended Action Check if it is a valid change in config.

Error Message %AUDIT-5-UNAVAILABLE: Running Version changed. Hash: %s

Explanation Running Version on the router changed.

Recommended Action Check if it is a valid change.

Error Message %AUDIT-5-UNAVAILABLE: Startup Configuration changed. Hash: %s

Explanation Startup config on the router changed.

Recommended Action Check if it is a valid change.

AUTHMGR Messages

This section contains Auth Manager messages.

AUTHMGR-5

Error Message %AUTHMGR-5-UNAVAILABLE: Authorization failed for client (%s) on Interface %s

Explanation Authorization was unsuccessful

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AUTHMGR-5-UNAVAILABLE: Authorization succeeded for client (%s) on Interface %s

Explanation Authorization was successful

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AUTHMGR-5-UNAVAILABLE: Interface %s unauthorized

Explanation Port has become unauthorized

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AUTHMGR-5-UNAVAILABLE: Security violation on the interface %s, new MAC address (%e) is seen.

Explanation A host on the specified interface is attempting to gain access into the network or is trying to authenticate in a host mode that does not support the number of hosts attached. This is treated as a security violation and the port has been error-disabled.

Recommended Action Ensure that the port is configured to support the number of hosts attached. Enter the **shutdown** command followed by **no shutdown** command to restart the port.

Error Message %AUTHMGR-5-UNAVAILABLE: Starting '%s' for client (%s) on Interface %s

Explanation Starting an authentication method

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AUTHMGR-5-UNAVAILABLE: VLAN %d assigned to Interface %s

Explanation VLAN assignment

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

AUTHMGR-7

Error Message %AUTHMGR-7-UNAVAILABLE: Authentication result '%s' from '%s' for client (%s) on Interface %s

Explanation Authentication result received from a method

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AUTHMGR-7-UNAVAILABLE: Exhausted all authentication methods for client (%s) on Interface %s

Explanation All available authentication methods have been tried

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AUTHMGR-7-UNAVAILABLE: Failing over from '%s' for client (%s) on Interface %s

Explanation Failing over from the current authentication method

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AUTHMGR-7-RESULT: Authentication result '[chars]' from '[chars]' for client ([chars]) on Interface [chars]

Explanation The authentication result and method are displayed for the client.

Recommended Action No action is required.

AUTH_MGR_ISSU Messages

This section contains Auth Manager in-service software upgrade (ISSU) messages.

AUTH_MGR_ISSU-2

Error Message %AUTH_MGR_ISSU-2-UNAVAILABLE: Auth Mgr ISSU client encountered unexpected client nego_done. Error: %d (%s)

Explanation An ISSU-compliant client transitions through a series of internal states. The Auth Mgr ISSU client encountered a 'client negotiation done' state that was unexpected. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

Recommended Action Show issu session and show issu negotiated capability. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AUTH_MGR_ISSU-2-UNAVAILABLE: Auth Mgr ISSU client failed to get buffer for message. Error: %d (%s)

Explanation The Auth Mgr ISSU client failed to get buffer space for building a negotiation message. A negotiation message cannot be sent to the standby device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

Recommended Action Show logging and show checkpoint client. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AUTH_MGR_ISSU-2-UNAVAILABLE: Auth Mgr ISSU client failed to register session information. Error: %d (%s)

Explanation The Auth Mgr ISSU client failed to register session information. If a problem occurs with the ISSU session registration, the standby device cannot be brought up properly.

Recommended Action Show issu capability entries, issu session and show issu negotiated capability. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AUTH_MGR_ISSU-2-UNAVAILABLE: Auth Mgr ISSU client failed to send negotiation message. Error: %d (%s)

Explanation The Auth Mgr ISSU client failed to send a session negotiation message to the peer device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

Recommended Action Show logging and show checkpoint client. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AUTH_MGR_ISSU-2-UNAVAILABLE: Auth Mgr ISSU client initialization failed to %s. Error: %d (%s)

Explanation The Auth Mgr ISSU client could not be initialized. This initialization failure must be addressed before in-service software upgrade or downgrade can be performed successfully. If you do not address this failure, there will be downtime during software upgrade or downgrade.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

AUTH_MGR_ISSU-3

Error Message %AUTH_MGR_ISSU-3-UNAVAILABLE: 'Feature Id %d, Tag %d' is not supported by Auth Mgr ISSU client at peer

Explanation The Auth Mgr ISSU client at the peer supervisor is not compatible for this message type. The Auth Mgr client will be marked as incompatible with the peer.

Recommended Action Show issu session and show issu negotiated version. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AUTH_MGR_ISSU-3-UNAVAILABLE: Auth Mgr ISSU client %s transform failed for 'Feature Id %d, Tag %d'. Error: %d (%s)

Explanation The Auth Mgr ISSU client could not transform the specified message type. If the transmit transformation failed, the checkpoint message was not sent to the standby device. If the receive transformation failed, the checkpoint message was not applied on the standby device. In both cases, the Auth Mgr state between the active device and the standby device is not identical.

Recommended Action Show issu session and show issu negotiated version. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AUTH_MGR_ISSU-3-UNAVAILABLE: Auth Mgr ISSU client 'Feature Id %d, Tag %d' is not compatible

Explanation The Auth Mgr ISSU client received an incompatible message from the peer device. The message cannot be processed.

Recommended Action Show issu session and show issu negotiated version. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AUTH_MGR_ISSU-3-UNAVAILABLE: Auth Mgr ISSU client capability exchange result incompatible.

Explanation The Auth Mgr ISSU client capability exchange have negotiated as incompatible with the peer.

Recommended Action Show issu negotiated capability. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AUTH_MGR_ISSU-3-UNAVAILABLE: Auth Mgr ISSU client capability list is empty.

Explanation The Auth Mgr ISSU client capability exchange list size is invalid.

Recommended Action Show issu message group and issu session, and show issu negotiated version. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AUTH_MGR_ISSU-3-UNAVAILABLE: Auth Mgr ISSU client does not have a valid registered session.

Explanation The Auth Mgr ISSU client does not have a valid registered session.

Recommended Action Show issu capability entries, issu session and show issu negotiated capability. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AUTH_MGR_ISSU-3-UNAVAILABLE: Auth Mgr ISSU client failed to get the MTU for Feature Id %d, Tag %d. Error: %d (%s)

Explanation The Auth Mgr ISSU client failed to calculate the MTU for the specified message. The Auth Mgr ISSU client is not able to send the message to the standby device.

Recommended Action Show issu session and show issu negotiated version. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AUTH_MGR_ISSU-3-UNAVAILABLE: Auth Mgr ISSU client failed to unregister session information. Error: %d (%s)

Explanation The Auth Mgr ISSU client failed to unregister session information.

Recommended Action Show issu session and show issu negotiated capability. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

AUTORP Messages

This section contains Protocol Independent Multicast (PIM) version 2 Auto-Rendezvous Point (AUTORP) messages.

AUTORP-2

Error Message %AUTORP-2-UNAVAILABLE: Error initializing the Auto-RP radix tree

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

AUTORP-4

Error Message %AUTORP-4-UNAVAILABLE: AutoRP %s packet is received on interface %s with Source address=%i, Destination address=%i, TTL=%u, IP length=%u Datagram size/UDP length=%u

Explanation The AutoRP packet was received with wrong packet length. The packet has been dropped as it may be a malformed packet.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AUTORP-4-UNAVAILABLE: AutoRP %s packet, group %i with mask %i removed because of multicast boundary for %i with mask %i

Explanation The multicast boundary has a longer network mask than the AutoRP encoded group.

Recommended Action Use positive permit clauses in the AutoRP Access Control List

Error Message %AUTORP-4-UNAVAILABLE: Error expiring semi-static RP-mapping entry (%i/%d, RP:%i)

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AUTORP-4-UNAVAILABLE: Error inserting a new entry into the RP-mapping radix tree

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

AUTORP-5

Error Message %AUTORP-5-UNAVAILABLE: C-RP %i on interface %s has been removed

Explanation This is performed either because PIM is disabled on the interface or the interface card has been removed

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %AUTORP-5-UNAVAILABLE: RP for %i/%d is now %i

Explanation A new RP has been elected for the subject group prefix

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

AUTORP-6

Error Message %AUTORP-6-UNAVAILABLE: AutoRP RP-MAPPING IDB %s is deleted

Explanation The configured rp-mapping idb has been deleted.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

AUTOSHUT Messages

This section contains automatic shutdown (utoshut) messages.

AUTOSHUT-4

Error Message %AUTOSHUT-4-MOD_AUTOSHUT: Module [dec] shutdown automatically, reset [dec] times within [dec] minutes due to [chars].

Explanation This message includes information about the automatic shutdown of a module.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

AUTOSHUT-5

Error Message %AUTOSHUT-5-MOD_AUTOSHUT_SLOW: Module [dec] reset frequency exceeded threshold but over [dec] minutes. Hence NOT powering down module.

Explanation The module's reset frequency has exceeded the threshold, but over a period more than the preset period.

Recommended Action No action is required.

AUTOSEC-3

Error Message %AUTOSEC-3-UNAVAILABLE: Applying AutoSecure config to running-conf failed with error %d

Explanation Configuration of the AutoSecure session could not be applied to the running 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

AUTOSEC-5

Error Message %AUTOSEC-5-UNAVAILABLE: AutoSecure is configured on the device

Explanation Security configuration of the device is done using AutoSecure.

Recommended Action Notification message only. No action required.

BACKPLANE_BUS_ASIC Messages

This section contains backplane bus ASIC messages.

BACKPLANE_BUS_ASIC-3

Error Message %BACKPLANE_BUS_ASIC-3-FAILURE_INTR_CFG: Failure to setup the Backplane Bus ASIC device interrupts.

Explanation The line card internal ASIC could not be initialized. As a result, the device has been disabled and the datapath will not be operational.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

BACKPLANE_BUS_ASIC-4

Error Message %BACKPLANE_BUS_ASIC-4-DEV_RESET: Backplane Bus Asic reset, interrupt [chars]

Explanation The backplane bus ASIC in the MSC/FlexWAN-ENH has received a fatal error. The ASIC will be reset and the MSC/FlexWAN-ENH will attempt to continue normal operation.

Recommended Action No action is required if traffic recovers. Otherwise, enter the **show platform hardware hyperion all** command to gather data that may help identify the cause of the error. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BACKPLANE_BUS_ASIC-4-EARL_BUS_SYNC_ERR: Failed to sync Earl bus, Backplane Bus Asic version [dec]

Explanation The backplane bus ASIC in the line card failed to synchronize with the EARL bus.

Recommended Action No action is required if traffic recovers. Otherwise, enter the **show platform hardware hyperion all** command to gather data that may help identify the cause of the error. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BACKPLANE_BUS_ASIC-4-UNEXPECTED_VERSION: Unexpected Backplane Bus ASIC version.

Explanation The line card is unable to recognize the version of the Hyperion ASIC.

Recommended Action No action is required if traffic passes through the line card. Otherwise, check the Bug Toolkit on Cisco's web site to determine a version in which the bug is fixed and upgrade accordingly. If traffic does not pass after the upgrade, enter the **show platform hardware hyperion all** command to gather data that may help identify the cause of the error. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

BACKPLANE_BUS_ASIC-5

Error Message %BACKPLANE_BUS_ASIC-5-BUS_MODE_CHANGE: The System Switching Bus Mode changed to [chars] mode

Explanation The supervisor engine has instructed this line card to change the mode on the switching bus.

Recommended Action No action is required.

Error Message %BACKPLANE_BUS_ASIC-5-BUS_SEQ_ERR: Constellation bus Sequence Error. Resetting Backplane Bus Asic.

Explanation The switch processor has detected a sequence error on the backplane bus. A reset sequence from the EARL has been called to recover from this error. System traffic should recover and continue normally.

Recommended Action No action is required if traffic recovers. Otherwise, enter the **show platform hardware hyperion all** command to gather data that may help identify the cause of the error. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BACKPLANE_BUS_ASIC-5-DEV_INIT_FAILURE: The Backplane Bus Asic initialization failed

Explanation The backplane bus ASIC could not be initialized. As a result, this device is not operational and has been disabled.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BACKPLANE_BUS_ASIC-5-DEV_INTR_INFO: [chars]

Explanation This message provides more information about the interrupts from the backplane bus ASIC to the line card CPU.

Recommended Action No action is required if traffic recovers. Otherwise, enter the **show platform hardware hyperion all** command to gather data that may help identify the cause of the error. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BACKPLANE_BUS_ASIC-5-DEV_RESET_INFO: [chars]

Explanation This message provides more information about the interrupts leading to the reset of the backplane bus ASIC.

Recommended Action No action is required if traffic recovers. Otherwise, enter the **show platform hardware hyperion all** command to gather data that may help identify the cause of the error. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BACKPLANE_BUS_ASIC-5-NULL_DEV_OBJECT: The Backplane Bus Asic device object pointer is set to NULL

Explanation The memory location of the backplane bus ASIC device object is invalid. The backplane bus ASIC operation is disabled and the device interrupt is now masked.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

BAP-4

Error Message %BAP-4-UNAVAILABLE: %s %s %s in illegal state %d

Explanation An internal software error occurred.

Recommended Action Call your technical support representative and report the error message, the system version, and the router configuration. (Use the **show version** command to obtain the software version.)

Error Message %BAP-4-UNAVAILABLE: Failed to initialize AVL tree, BAP not started

Explanation BAP will not be operational and will not be negotiated.

Recommended Action Call your technical support representative and report the error message, the system version, and the router configuration. (Use the **show version** command to obtain the software version.)

BCM Messages

This section contains Broadcom (BCM) switch messages.

BCM-4

Error Message %BCM-4-UNAVAILABLE: Corrected ECC from L2 cache

Explanation A soft-parity error from the Layer 2 cache has been detected and corrected. Normal system operation should continue.

Recommended Action If there is a regular or sustained occurrence of this message, copy the error message exactly as it appears and report it to technical support representative.

Error Message %BCM-4-UNAVAILABLE: Corrected ECC from memory

Explanation A soft-parity error from the memory has been detected and corrected. Normal system operation should continue.

Recommended Action If there is a regular or sustained occurrence of this message, copy the error message exactly as it appears and report it to technical support representative.

BCM3220-1

Error Message %BCM3220-1-UNAVAILABLE: msgtxt_initfail

Explanation The hardware failed to initialize correctly.

Recommended Action Repair or replace the controller.

Error Message %BCM3220-3-UNAVAILABLE: CM trasmission error occurred.

Error Message %BCM3220-3-UNAVAILABLE: msgtxt_badunit

Explanation An internal software error occurred.

Recommended Action If either message recurs, call your technical support representative for assistance.

Error Message %BCM3220-3-UNAVAILABLE: msgtxt_ownerror

Explanation An Ethernet interface is malfunctioning, or an internal software error occurred.

Recommended Action Repair or replace the controller.

BCM3220-3

Error Message %BCM3220-3-UNAVAILABLE: CM trasmission error occurred.

Error Message %BCM3220-3-UNAVAILABLE: msgtxt_badunit

Explanation An internal software error occurred.

Recommended Action If either message recurs, call your technical support representative for assistance.

Error Message %BCM3220-3-UNAVAILABLE: msgtxt_ownerror

Explanation An Ethernet interface is malfunctioning, or an internal software error occurred.

Recommended Action Repair or replace the controller.

BDOMAIN-3

Error Message %BDOMAIN-3-UNAVAILABLE: Bridge-domain MAC Security back-end subsystem did not initialize correctly (Reason: %s).

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BDOMAIN-3-UNAVAILABLE: Bridge-domain MAC Table back-end subsystem did not initialize correctly (Reason: %s).

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BDOMAIN-3-UNAVAILABLE: Bridge-domain MAC Security back-end subsystem did not initialize correctly (Reason: %s).

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BDOMAIN-3-UNAVAILABLE: Bridge-domain MAC Table back-end subsystem did not initialize correctly (Reason: %s).

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

BEEP-3

Error Message %BEEP-3-UNAVAILABLE: %s %s

Explanation This is an internal BEEP library error message.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BEEP-3-UNAVAILABLE: %s at %s:%d

Explanation The BEEP subsystem had an error and may stop running.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

BFD Messages

This section contains Bidirectional Forwarding Detection (BFD) messages.

BFD-3

Error Message %BFD-3-UNAVAILABLE: Chunk malloc failure - %s - 0x%X

Explanation chunk malloc 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BFD-3-UNAVAILABLE: Client not found

Explanation client does not exist in client list

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BFD-3-UNAVAILABLE: Creation of BFD Private Buffer Pool failed

Explanation could not create private buffer pool

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BFD-3-UNAVAILABLE: Failed deleting node %x from wavl tree thread %d

Explanation wavl delete failed to a thread.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BFD-3-UNAVAILABLE: Failed initializing wavl tree.

Explanation wavl_init 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BFD-3-UNAVAILABLE: Failed inserting node %x to wavl tree thread %d (%s)

Explanation wavl insert failed to a thread.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BFD-3-UNAVAILABLE: Failed to create BFD IOU Process

Explanation IOU process failed to start

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BFD-3-UNAVAILABLE: Failed to create BFD PP Process

Explanation pseudo-preemptive process failed to start

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BFD-3-UNAVAILABLE: Failed to get kadis timer tick to start kadis timer.

Explanation kadis failed to get timer tick

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BFD-3-UNAVAILABLE: Failed to malloc space for wavl tree.

Explanation wavl tree malloc 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BFD-3-UNAVAILABLE: Failed to start Kadis. Status %d

Explanation kadis failed to start

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BFD-3-UNAVAILABLE: Illegal interface %d%s

Explanation interface number is out of range for platform

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BFD-3-UNAVAILABLE: Interface %s(%d) already in use

Explanation interface number is already in use

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BFD-3-UNAVAILABLE: Invalid queue element - %s

Explanation invalid queue element

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BFD-3-UNAVAILABLE: Invalid version type

Explanation invalid version type

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BFD-3-UNAVAILABLE: Neighbor address type not specified as ADDR_IP(%d), %d

Explanation client called bfd_neighbor with uninitialized addrtype

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BFD-3-UNAVAILABLE: Unable to destroy %s %s

Explanation chunk destroy 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BFD-3-UNAVAILABLE: bfd_pak_coalesce - %s failed

Explanation could not obtain or coalesce packet buffer

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

BFD-6

Error Message %BFD-6-UNAVAILABLE: BFD discriminators exhausted. No more sessions can be created.

Explanation Max. discriminators assigned

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BFD-6-UNAVAILABLE: BFD transmit detected on standby

Explanation BFD packet transmission on standby

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BFD-6-UNAVAILABLE: Maximum session creation limit %d reached.

Explanation Max. sessions created

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

BFD FSM Messages

This section contains Bidirectional Forwarding Detection (BFD) Finite State Machine (FSM) messages.

BFD FSM-3

Error Message %BFD FSM-3-UNAVAILABLE: Invalid current state 0x%X

Explanation state machine invalid state

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BFD FSM-3-UNAVAILABLE: Invalid event_id 0x%X

Explanation state machine invalid event

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BFD FSM-3-UNAVAILABLE: Invalid machine pointer 0x%X

Explanation state machine invalid pointer

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BFDFSM-3-UNAVAILABLE: Unable to apply event 0x%08X

Explanation state machine transition 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BFDFSM-3-UNAVAILABLE: obj: [0x%08X] event_id: [0x%08X] er_p: [0x%08X] arg: [0x%08X] session state %s - %s

Explanation state machine invalid transition

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

BFD_HA Messages

This section contains Bidirectional Forwarding Detection (BFD) high availability (HA) messages.

BFD_HA-2

Error Message %BFD_HA-2-CF: [chars][dec]

Explanation An error occurred with the CompactFlash device.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BFD_HA-2-RESOURCE: [chars]

Explanation An error occurred in a system resource.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BFD_HA-2-RF: [chars] [dec]

Explanation An error occurred in the RF system.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

BFD_HA-3

Error Message %BFD_HA-3-DELSSESS: [chars] [dec]

Explanation An error occurred while deleting a session.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

BFD_ISSU Messages

This section contains Bidirectional Forwarding Detection (BFD) in-service software upgrade (ISSU) messages.

BFD_ISSU-2

Error Message %BFD_ISSU-2-GET_BUFFER: BFD ISSU client failed to get buffer for message. Error: [dec] ([chars])

Explanation The BFD ISSU client was unable to get buffer space for building a negotiation message. A negotiation message cannot be sent to the standby device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show checkpoint client** commands and your pertinent troubleshooting logs.

Error Message %BFD_ISSU-2-INIT: BFD ISSU client initialization failed to [chars]. Error: [dec] ([chars])

Explanation The BFD ISSU client could not be initialized. This initialization failure must be addressed before an in-service software upgrade or downgrade can be performed successfully. Otherwise, a software upgrade or downgrade will result in downtime.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BFD_ISSU-2-SEND_NEGO_FAILED: BFD ISSU client failed to send negotiation message. Error: [dec] ([chars])

Explanation The BFD ISSU client was unable to send a session negotiation message to the peer device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show checkpoint client** commands and your pertinent troubleshooting logs.

Error Message %BFD_ISSU-2-SESSION_NEGO: BFD ISSU client encountered unexpected client nego_done. Error: [dec] ([chars])

Explanation An ISSU-compliant client transitions through a series of internal states. The BFD ISSU client encountered a client negotiation done state that was unexpected. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

Error Message %BFD_ISSU-2-SESSION_REGISTRY: BFD ISSU client failed to register session information. Error: [dec] ([chars])

Explanation The BFD ISSU client was unable to register session information. If a problem occurs with the ISSU session registration, the standby device cannot be brought up properly.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the

following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu capability entries**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

BFD_ISSU-3

Error Message %BFD_ISSU-3-INVALID_SESSION: BFD ISSU client does not have a valid registered session.

Explanation The BFD ISSU client does not have a valid registered session.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu capability entries**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

Error Message %BFD_ISSU-3-MSG_SIZE: BFD ISSU client failed to get the MTU for Message Type [dec]. Error: [dec] ([chars])

Explanation The BFD ISSU client was unable to calculate the MTU for the specified message. The BFD ISSU client is not able to send the message to the standby device.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show issu message group**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

Error Message %BFD_ISSU-3-SESSION_UNREGISTRY: BFD ISSU client failed to unregister session information. Error: [dec] ([chars])

Explanation The BFD ISSU client was unable to unregister session information.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

Error Message %BFD_ISSU-3-TRANSFORM_FAIL: bfd ISSU client [chars] transform failed for message [dec]'. Error: [dec] ([chars])

Explanation The BFD ISSU client could not transform the specified message type. If the transmit transformation failed, the checkpoint message was not sent to the standby device. If the receive transformation failed, the checkpoint message was not applied on the standby device. In either case, the BFD state between the active device and the standby device is not identical.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

BFD_SCALE Messages

This section contains Bidirectional Forwarding Detection (BFD) credit-based workload messages.

BFD_SCALE-6

Error Message %BFD_SCALE-6-INSUFFICIENT_RESOURCES: Configuration not changed, exceeds maximum resource limit.

Explanation The configuration could not be changed due to a resource limitation.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BFD_SCALE-6-RESOURCES_EXHAUSTED: BFD adjacency can not be created due to resource limitation.

Explanation A BFD adjacency cannot be created due to a resource limitation.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

BFD_TEST Messages

This section contains Bidirectional Forwarding Detection (BFD) test messages.

BFD_TEST-3

Error Message %BFD_TEST-3-BAD_ADDR_TYPE: Invalid address type [dec]

Explanation The BFD test process detected an invalid address type.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BFD_TEST-3-BAD_TYPE: Invalid session type [dec]

Explanation The BFD test process detected an invalid session type.

Explanation 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BFD_TEST-3-WAVL_INIT_FAIL: Failed initializing wavl tree.

Explanation The BFD test process was unable to initialize a wrapped AVL (WAVL) 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BFD_TEST-3-WAVL_INSERT_FAIL_IPV4: Failed inserting neighbor address %30i to wavl tree thread [dec]

Explanation The BFD test process was unable to insert an IPv4 node in a wrapped AVL (WAVL) 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BFD_TEST-3-WAVL_INSERT_FAIL_IPV6: Failed inserting neighbor address %30P to wavl tree thread [dec]

Explanation The BFD test process was unable to insert an IPv6 node in a wrapped AVL (WAVL) 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BFD_TEST-3-WAVL_TREE: Failed to malloc space for wavl tree.

Explanation The BFD test process was unable to allocate memory for a wrapped AVL (WAVL) 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BFD_TEST-3-WAVL_WALK_FAIL: wavl_walk failed while walking wavl tree thread [dec] interface [dec]

Explanation A thread failed while walking the wrapped AVL (WAVL) 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

BBFD_TEST-7

Error Message %BFD_TEST-7-FSM_STATE: Session [[IP_address],[IP_address],[chars],[int]], event [chars], state [chars] -> [chars]

Explanation State information is shown in the message.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BFD_TEST-7-RECV_START: First packet has come in.

Explanation The first packet has been received.

Recommended Action This is an informational message only. No action is required.

BGP Messages

This section contains Border Gateway Protocol (BGP) messages.

BGP-2

Error Message %BGP-2-INSUFMEM: Insufficient memory for [chars] entry

Explanation The requested operation could not be accomplished because of a low memory condition.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

BGP-3

Error Message %BGP-3-ADDRROUTE: Unable to add route for [chars] to radix trie

Explanation An addition to the radix trie could not be completed because of 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BGP-3-BADMASK: Attempt to install route for %i without valid mask in [chars]

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BGP-3-BADROUITEMAP: Bad parameters in the route-map [chars] applied for [chars]

Explanation The route map contains incorrect entries.

Recommended Action Correct the route map.

Error Message %BGP-3-BGP_INCONSISTENT: [chars] Inconsistent [chars]

Explanation An error was detected in a data structure. This is an internal software 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BGP-3-DELPATH: Attempted to delete path from an empty net for [chars]

Explanation A BGP path could not be deleted.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BGP-3-DELROUTE: Unable to remove route for [chars] from radix trie

Explanation The system was unable to delete a route from the radix trie.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BGP-3-INSUFCHUNKS: Insufficient chunk pools for [chars], requested size [dec]

Explanation The static chunk pools size is too small.

Recommended Action Collect the chunk and BGP summary. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BGP-3-INVALID_MPLS: Invalid MPLS label ([dec]) received in update for prefix [chars] from [chars]

Explanation An invalid MPLS label was found in a received BGP message. This indicates that there is some problem on the remote router.

Recommended Action Check the configuration of the remote router.

Error Message %BGP-3-MARTIAN_IP: [chars] Martian prefix [chars] in [chars]

Explanation A Martian prefix was found in the BGP message. This indicates that there is some problem on the remote router.

Recommended Action Check the configuration of the remote router.

Error Message %BGP-3-MAXPFEXCEED: No. of prefix received from [chars][chars][chars] (afi [dec]): [dec] exceed limit [dec]

Explanation The number of prefixes received from a neighbor exceeds the configured limit. The message displays the session number or VRF identifier, if applicable.

Recommended Action Check the number of prefixes received from the neighbor and determine whether the limit should be increased.

Error Message %BGP-3-NOBITFIELD: Could not allocate bitfield. Cannot open session to [chars]

Explanation The allocation of a neighbor index for this neighbor has failed because of a low memory condition.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

Error Message %BGP-3-NOTIFICATION: [chars] neighbor [chars] [dec]/[dec] ([chars]) [dec] bytes [chars]

Explanation An error condition has been detected in the BGP session. A notification message is being sent or received and the session will be reset. This message appears only if the **log-neighbor-changes** command is configured for the BGP process.

Recommended Action This message represents an error in the session and its origin should be investigated. If the error is reported periodically, 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BGP-3-ORF_PFXLIST: Received misformatted prefixlist ORF from [chars]

Explanation The received prefix list outbound route filter (ORF) is misformatted.

Recommended Action Check the prefix list ORF implementation on the neighboring router.

Error Message %BGP-3-PER_VRF_AGGR: pervrfaggr label: [chars]

Explanation The TFIB asks for a label for a prefix in the VRF routing table. The per-VRF-aggregate label will be assigned to the connected type or BGP aggregate prefix when BGP runs a best-path calculation. This message might appear when a prefix changes to a connected type or BGP aggregate type.

Recommended Action No action is required. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BGP-3-RADIXINIT: Radix trie initialization failed

Explanation Initialization of the radix tree could not be accomplished because of a low memory condition.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

BGP-4

Error Message %BGP-4-AFIMPORT: [chars] prefixes imported to [chars] vrf reached the limit [dec]

Explanation The number of prefixes imported from an address family to a VRF has reached the configured limit

Recommended Action Check the number of imported prefixes from the address family and determine whether the limit should be increased or if the **ip vrf import route-map** command is configured correctly.

Error Message %BGP-4-ATTRNULL: A NULL attribute has been assigned to a path

Explanation The path was incorrectly assigned a value of NULL instead of a valid attribute.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BGP-4-BFD_NOT_ONEHOP: BFD is supported for single hop neighbors. [chars] is not single hop neighbor

Explanation Bidirectional forwarding detection (BFD) is not enabled because the configured neighbor is not a single hop. BFD is supported only for single hop neighbors.

Recommended Action Unconfigure BFD from BGP.

Error Message %BGP-4-MAXDYNBR: BGP:DN: Cannot create new neighbor [chars], for range [chars]: maximum number of [dec] dynamic neighbors limit reached

Explanation The number of dynamically created subnet range neighbors has reached a warning limit.

Recommended Action Check the number of listen range limit configured for dynamic subnet neighbors and determine whether the limit should be increased.

Error Message %BGP-4-MAXPFX: No. of prefix received from [chars][chars][chars] (afi [dec]) reaches [dec], max [dec]

Explanation The number of prefixes received from a neighbor has reached a warning limit. The message displays the session number or VRF identifier, if applicable.

Recommended Action Check the number of prefixes received from the neighbor and determine whether the limit should be increased.

Error Message %BGP-4-MAX_EXTCOMM_EXCEED: Exceeded limit of [dec] extended communities per advertised prefix

Explanation An attempt was made to advertise a prefix with an extended community attribute containing more extended communities than the allowed limit.

Recommended Action Reduce the configured number of route targets or other extended communities that will be added to prefix advertisements.

Error Message %BGP-4-NBRTRACK: Route Tracking failed on memory. Neighbor tracking for route-fall-over will stop

Explanation The route tracking system failed to allocate memory. Neighbor route fallover will stop tracking neighbor routes in order to free some memory.

Recommended Action If the system is stable, then reconfigure neighbor route fallover. If this message reappears, neighbor route fallover has been unconfigured.

Error Message %BGP-3-NEG COUNTER: Prefix-accepted counter negative for peer [chars], prefix [chars]

Explanation The counter value for accepted prefixes is less than zero, which is an illegal value. This indicates an internal software error.

Recommended Action Reset the session.

Error Message %BGP-4-NORTRID: BGP could not pick a router-id. Please configure manually.

Explanation The BGP router ID has not been manually configured and BGP is unable to allocate a router ID from the IPv4 address of one of its interfaces.

Recommended Action Make sure that at least one interface is up and has a valid IPv4 address, or configure the router ID manually.

Error Message %BGP-4-RIDSYN: BGP routes are redistributed to OSPF. For synchronization to work, you must manually configure the BGP router-id to be the same as the OSPF router-id.

Explanation For synchronization to work, the BGP router ID must be the same as the OSPF router ID at all times that the router is up.

Recommended Action If synchronization is turned on between one instance of OSPF and BGP, make sure to manually configure a BGP router ID that is identical to the router ID of the particular OSPF instance.

Error Message %BGP-4-VPNV4NH_MASK: Nexthop %i may not be reachable from neighbor [chars] - not /32 mask

Explanation We are sending to an IBGP neighbor a VPNv4 route whose next hop address is our loopback, which does not have a 32 bit mask. In addition, we are using OSPF on this loopback, and the OSPF network type of this interface is loopback. OSPF advertises this address as a host route (with mask /32) regardless of what mask is configured. This conflicts with the Tag Distribution Protocol (TDP), which uses configured masks, so our TDP neighbors may not receive a tag for this route. As a result, connectivity could be lost between sites that belong to the same VPN.

Recommended Action Configure the loopback used as the next hop with a 32 bit IP host mask (/32), or configure the **ip ospf network point-to-point** command on this loopback.

Error Message %BGP-4-VPN_NH_IF: Nexthop [chars] may not be reachable from neighbor [chars] - not a loopback

Explanation We are sending to an IBGP neighbor a VPN route whose the next hop is one of our directly-connected physical interfaces. The label for the next hop address may be removed in the MPLS cloud one hop soon. Since the P routers do not have VPN information, they do not know where to forward packets with the BGP label. As a result, connectivity could be lost between VPN sites.

Recommended Action Use loopback interfaces as the next hops for VPN IBGP neighbors.

BGP-5

Error Message %BGP-5-ADJCHANGE: neighbor [chars][chars][chars][chars] [chars]

Explanation A BGP neighbor has either come up or gone down, as indicated. This message appears only if the **log-neighbor-changes** command is configured for the BGP process.

Recommended Action This informational message normally appears as routers and BGP neighbors go up or down. However, unexpected neighbor loss might indicate high error rates or high packet loss in the network and should be investigated.

Error Message %BGP-5-DAMPENING_DECAY_TIME: Decay time from maximum penalty to suppress penalty is [dec] secs. Maximum penalty: [dec], suppress penalty: [dec]

Explanation The configured dampening parameters may not be feasible. The time window between maximum penalty and suppress penalty may be low.

Recommended Action If the decay time from maximum penalty to suppress penalty is too low, increase the half-life time or the maximum penalty values.

Error Message %BGP-5-DAMPENING_HIGH_MAX_PENALTY: Maximum penalty ([dec]) is more than allowed maximum ([dec]). Dampening is OFF

Explanation The configured dampening parameters may not be feasible. The maximum penalty is more than the allowed maximum. As a result, dampening will be off.

Recommended Action Depending on the value of the maximum penalty, adjust the maximum suppress time. Because the maximum penalty is more than the allowed maximum, reduce maximum suppress time. The maximum penalty should be greater than the suppress penalty but less than the maximum allowable penalty.

Error Message %BGP-5-DAMPENING_LOW_MAX_PENALTY: Maximum penalty ([dec]) is less than suppress penalty ([dec]), Dampening is OFF

Explanation The configured dampening parameters may not be feasible. The maximum penalty is less than the configured suppress penalty. As a result, dampening will be off.

Recommended Action Depending on the value of the maximum penalty, adjust the maximum suppress time. Because the maximum penalty is less than the suppress penalty, increase the maximum suppress time. The maximum penalty should be greater than the suppress penalty but less than the maximum allowable penalty.

Error Message %BGP-5-VERSION_WRAP: bgp version wrapped of [chars]

Explanation The BGP table version has reached its maximum value and has wrapped around. The message describes this event.

Recommended Action This message is informational. However, frequent occurrences of such an event might indicate high error rates or high packet loss in the network and should be investigated.

BGP-6

Error Message %BGP-6-ASPATH: [chars] AS path [chars] received from [chars]: [chars]

Explanation The remote BGP peer sent an update with an invalid autonomous system (AS) 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BGP-6-BIGCHUNK: Big chunk pool request ([dec]) for [chars].
Replenishing with malloc

Explanation This is an informational message describing an internal software operation. If the static chunk pool size can not service the request, it will be serviced with a memory allocation (malloc) process.

Recommended Action No action is required.

Error Message %BGP-6-NEXTHOP: Invalid next hop (%i) received from [chars]: [chars]

Explanation The remote BGP peer sent a route with an illegal next hop. The route was ignored.

Recommended Action No action is required.

BGP_MPLS Messages

This section contains BGP MPLS common messages.

BGP_MPLS-3

Error Message %BGP_MPLS-3-GEN_ERROR: [chars]

Explanation This message describes a general runtime error related to BGP MPLS.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BGP_MPLS-3-IPRMCONNECT: [chars]

Explanation BGP VPNv4 failed to register to the IP rewrite manager (IPRM) component.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BGP_MPLS-3-LABELALLOC: [chars]

Explanation An MPLS label could not be allocated for a prefix.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BGP_MPLS-3-LSDCONNECT: [chars]

Explanation BGP VPNv4 failed to register to the MPLS forwarding component.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BGP_MPLS-3-NBR_ROUTE: [chars]

Explanation An error occurred in manipulating the BGP neighbor route needed for MPLS operations.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BGP_MPLS-3-PERVRF: pervrfaggr label: [chars]

Explanation An error occurred related to the per-VRF label feature.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BGP_MPLS-3-PER_VRF_AGGR: pervrfaggr label: [chars]

Explanation An error occurred related to the per-VRF aggregate label feature.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BGP_MPLS-3-SIZEMISMATCH: Label table size ([dec]) mismatch, checkpt key creation failed

Explanation A BGP MPLS label table size mismatch was detected.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BGP_MPLS-3-VPN_REWRITE: [chars]

Explanation An error occurred in installing, updating, or removing a VPN rewrite entry in the MPLS forwarding table.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

BGP_MPLS-4

Error Message %BGP_MPLS-4-LABELALLOC: Label allocation failure

Explanation A resource limitation was encountered while allocating a local label on the router.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

BGP_MPLS-7

Error Message %BGP_MPLS-7-IASLABELALLOC: Failed to create rewrite for prefix [chars], reason: [chars]

Explanation A BGP MPLS VPN rewrite creation 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BGP_MPLS-7-IPv4LABELALLOC: Failed to allocate label for IPv4 prefix %i/[dec]

Explanation A BGP MPLS IPv4 label allocation 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

BIT-4

Error Message %BIT-4-UNAVAILABLE: bit %d is not in the expected range of %d to %d

Explanation An invalid request was detected by the bitlist subsystem.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

BPE-3

Error Message %BPE-3-UNAVAILABLE: Invalid IDB type passed [%d - %s]

Explanation Idb type passed is not supported by this function

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BPE-3-UNAVAILABLE: Invalid MAC for slot [%d/%d/%d]

Explanation Could not get proper MAC address for a given slot/subcard/port

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BPE-3-UNAVAILABLE: Malloc Failed [%s]

Explanation Could not allocate 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BPE-3-UNAVAILABLE: Null idb pointer [%s:%x]

Explanation Interface pointer is not initialized

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BPE-3-UNAVAILABLE: Port number[%d] is not valid

Explanation Port number is invalid

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BPE-3-UNAVAILABLE: Slot number[%d] is not valid

Explanation Slot number is invalid

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

BRI-1

Error Message %BRI-1-UNAVAILABLE: msgtxt_initfail

Explanation The hardware failed to initialize correctly.

Recommended Action Repair or replace the controller.

Error Message %BRI-1-UNAVAILABLE: msgtxt_nomemory

Explanation The requested operation could not be accomplished because of a low memory condition.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

BRI-4

Error Message %BRI-4-UNAVAILABLE: msgtxt_initfail

Explanation ISDN leased line requires an ISDN switch type configure.

Recommended Action Choose and configure a BRI switch type; if unsure, choose any switch.

BRIMUX-1

Error Message %BRIMUX-1-UNAVAILABLE: Software error: %s

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

BRIMUX-3

Error Message %BRIMUX-3-UNAVAILABLE: Slot %d %s

Explanation A BRIMUX firmware problem may be present.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BRIMUX-3-UNAVAILABLE: Slot %d BRIC, failed to acknowledge download data block %d

Explanation A BRIMUX firmware problem may be present.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BRIMUX-3-UNAVAILABLE: Slot %d BRIC, failed to send upload data block %d

Explanation A BRIMUX firmware problem may be present.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BRIMUX-3-UNAVAILABLE: Slot %d BRIC, upload data length read %d, truncate to %d bytes

Explanation A BRIMUX firmware problem may be present.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BRIMUX-3-UNAVAILABLE: Slot %d BRIC, wrong block %d for data upload, expect %d

Explanation A BRIMUX firmware problem may be present.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BRIMUX-3-UNAVAILABLE: Slot %d BRIC, wrong upload address received 0x%x, requested 0x%x

Explanation A BRIMUX firmware problem may be present.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BRIMUX-3-UNAVAILABLE: Slot %d DPM, test failed at offset 0x%x, expect 0x%x, read 0x%x

Explanation A BRIMUX board hardware problem may be present.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

BRIMUX-4

Error Message %BRIMUX-4-UNAVAILABLE: Slot %d BRIC, lost heartbeat for %d seconds

Explanation A BRIMUX board hardware or firmware problem may be present.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

BRIMUX-5

Error Message %BRIMUX-5-UNAVAILABLE: B%d of BRI%d on slot %d BRIC, changed state to %s

Explanation A B-channel on the BRIMUX board changed state.

Recommended Action No action is required.

Error Message %BRIMUX-5-UNAVAILABLE: BRI%d on slot %d BRIC, changed state to %s

Explanation A port on the BRIMUX board changed state.

Recommended Action No action is required.

Error Message %BRIMUX-5-UNAVAILABLE: Slot %d BRIC, changed state to %s

Explanation A BRIMUX board changed state.

Recommended Action No action is required.

BSC-2

Error Message %BSC-2-UNAVAILABLE: No buffers available on interface %s.

Explanation This message indicates that memory in the router was exhausted.

Recommended Action Perform diagnostics on the router to locate the subsystem or interface responsible for consuming memory. The only method that will clear this situation is to reload the router.

BSC-3

Error Message %BSC-3-UNAVAILABLE: Line state Tx when receiving %s on line %s

Explanation An unexpected receive occurred during a transmission.

Recommended Action Verify that the line has been consistently defined in regards to the carrier. If a message report was sent, hard-on stop and start the bisynchronous interface in question.

Error Message %BSC-3-UNAVAILABLE: Peer %s is incorrect type

Explanation This message occurs only when BSC local-ack is configured. It indicates the serial interfaces that are using the BSTUN tunnel are configured incorrectly, that is, both have been configured as a secondary.

BSR Messages

This section contains Bootstrap Router (BSR) messages.

BSR-5

Error Message %BSR-5-CBSR_REMOVED: Candidate-BSR on interface [chars] has been removed

Explanation The interface card has been removed.

Recommended Action No action is required.

Error Message %BSR-5-CRP_REMOVED: Candidate-RP on interface [chars] has been removed

Explanation The interface card has been removed.

Recommended Action No action is required.

BSTUN-2

Error Message %BSTUN-2-UNAVAILABLE: Interface %s, no buffer available to %s

Explanation A memory shortage existed at the time that the configuration command was issued. This condition is rare and, under normal conditions, temporary.

Recommended Action Reconfigure the BSTUN group. If memory shortages persist, call your technical support representative for assistance.

BSTUN-3

Error Message %BSTUN-3-UNAVAILABLE: %s: bad len or unknown op, op %d, len %d

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BSTUN-3-UNAVAILABLE: %s: peer %s, wrong magic, mine %x, theirs %x

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BSTUN-3-UNAVAILABLE: %s: sent %s to %s

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BSTUN-3-UNAVAILABLE: %s: wrong magic, mine %x, theirs %x (%d)

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BSTUN-3-UNAVAILABLE: CONN: Peer %s, illegal state %d

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BSTUN-3-UNAVAILABLE: CONN: bad connection (%d), peer: %s

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BSTUN-3-UNAVAILABLE: Could not setup interface for protocol %s

Explanation BSTUN was unable to start the interface for handling the specified protocol traffic.

Recommended Action If this message appears while you are configuring BSTUN, check for other system errors, such as no available memory in the router, or the interface shutting down. If no obvious problem can be detected, record all the displayed values and any other BSTUN error messages, and contact your technical support representative.

Error Message %BSTUN-3-UNAVAILABLE: No bstun group defined on interface %s

Explanation An action was taken that requires the previous definition of a BSTUN group number.

Recommended Action Make sure encapsulation bstun and the bstun group have been defined for the interface.

Error Message %BSTUN-3-UNAVAILABLE: No peer configured to route frame with destination address %s (bstun group %d)

Explanation A BSTUN route has not been configured for the frame with a destination address.

Recommended Action If this message appears while you are debugging bstun, it indicates that no specific bstun route has been configured for the frames being received with the device address listed in the packet debug trace. You may choose to configure a bstun route, or ignore this message.

Error Message %BSTUN-3-UNAVAILABLE: Unknown protocol event %d on interface %s

Explanation An event passed to the BSTUN layer for processing could not be decoded.

Recommended Action Perform a hard restart on the indicated interface.

Error Message %BSTUN-3-UNAVAILABLE: passive open from %i(%d) - %d failed

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

BSTUN-4

Error Message %BSTUN-4-UNAVAILABLE: %s: sent %s to ([%u])%i

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BSTUN-4-UNAVAILABLE: Cannot define duplicate route on the same group

Explanation This route command is defined on another interface belonging to the same group. Cannot define duplicate route on the same group

Recommended Action Consider defining a new group and moving this interface onto that group

Error Message %BSTUN-4-UNAVAILABLE: Peer %s, wrong state %d (%d)

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

BSTUN-6

Error Message %BSTUN-6-UNAVAILABLE: %s %s, %i(%d)

Explanation This route closed a BSTUN connection with a remote peer.

Recommended Action Examine this router to see why it closed this connection with this peer. This can be caused by normal events, such as reconfiguration.

Error Message %BSTUN-6-UNAVAILABLE: %s: %s: %s, op %x, len %d

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BSTUN-6-UNAVAILABLE: %s: peer %s opened, [previous state %s]

Explanation A connection attempt to a remote peer completed successfully (OPENED, PASSIVE-OPEN) or is in the process of being opened (OPENING). This is good, expected behavior.

Recommended Action LOG_STD_NO_ACTION

Error Message %BSTUN-6-UNAVAILABLE: CONN: opening peer %s, %d

Explanation A connection attempt to a remote peer completed successfully (OPENED, PASSIVE-OPEN) or is in the process of being opened (OPENING). This is good, expected behavior.

Recommended Action LOG_STD_NO_ACTION

Error Message %BSTUN-6-UNAVAILABLE: CONN: peer %s open failed, %s [%u]

Explanation An attempt to connect to a remote TCP BSTUN peer failed.

Recommended Action Verify that the remote peer is accessible from this router, that it is running software capable of supporting BSTUN, and that it is configured correctly.

Error Message %BSTUN-6-UNAVAILABLE: PHDR: reconnect from peer %s

Explanation A remote peer reestablished a connection to this router.

Recommended Action LOG_STD_NO_ACTION

Error Message %BSTUN-6-UNAVAILABLE: Process terminating. Due to signal %d. Subcode %d. Address %x.

Explanation The BSTUN background process is terminating.

Recommended Action If this message appears while you are unconfiguring BSTUN, no action is required. Otherwise, record all the displayed values and any other BSTUN error messages, and contact your technical support representative.

Error Message %BSTUN-6-UNAVAILABLE: passive open %i(%d) - %d

Explanation A connection attempt to a remote peer completed successfully (OPENED, PASSIVE-OPEN) or is in the process of being opened (OPENING). This is good, expected behavior.

Recommended Action LOG_STD_NO_ACTION

Error Message %BSTUN-6-UNAVAILABLE: peer %s closed [previous state %s]

Explanation A remote peer closed a BSTUN connection with this router.

Recommended Action Examine the other router to see why it closed this connection with this peer. This can be caused by normal events, such as reconfiguration.

Error Message %BSTUN-6-UNAVAILABLE: shutting down peer %s on %s

Explanation A connection to a remote peer is being shut down. This is typically the result of user intervention in BSTUN reconfiguration or disabling. This is good, expected behavior.

Recommended Action LOG_STD_NO_ACTION

BUNDLES Messages

This section contains Bundles messages.

BUNDLES-3

Error Message %BUNDLES-3-ALLOCATION: Bundle allocation error: [chars]

Explanation An internal software error occurred. This error is probably caused by a low-memory condition.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BUNDLES-3-PLATFORMSPACE: Platform attempted to access unreserved space

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %BUNDLES-3-TYPENOTISSUWARE: Bundle type [chars] must be ISSU aware to send to slot(s) [chars]

Explanation The bundle type is not In Service Software Upgrade (ISSU) aware so cannot be distributed to a slot with which ISSU negotiation has occurred. This indicates a design problem that requires code changes to fix.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

C2950_MONITOR Messages

This section contains Catalyst 2950 series switch monitor messages.

C2950_MONITOR-3

Error Message %C2950_MONITOR-3-C2950MONITOR_UNKNOWN_PARAM: Unknown trap type:[dec] received in emt_call function.

Explanation An unknown trap type 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

C1400

Error Message %C1400_PCI-3-UNAVAILABLE: Conversion of address (0x%x) to big_endian failed.

Explanation A software error occurred in trying to determine PCI device addressing.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Recommended Action %C1400_PCI-3-UNAVAILABLE: Conversion of address (0x%x) to big_endian is not supported 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C1400_PCI-3-UNAVAILABLE: Conversion of address (0x%x) to little_endian failed.

Explanation A software error occurred in trying to determine PCI device addressing.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C1400_PCI-3-UNAVAILABLE: Conversion of address (0x%x) to little_endian is not supported

Explanation Conversion of an address to an equivalent little endian address is not supported by QSpan PCI device.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C1400_PCI-3-UNAVAILABLE: PCI Bus bridge does not exist

Explanation The device initialization code was unable to locate the PCI Bus bridge. It may be necessary to replace the board.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C1400_PCI-3-UNAVAILABLE: PCI Configuration Read Cycle Failed for bus %d, Device %d, function %d, register %d

Explanation The system could not read from the PCI Bus. It may be necessary to replace the board.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C1400_PCI-3-UNAVAILABLE: PCI Configuration Write Failed for bus %d, Device %d, function %d, register %d

Explanation The device initialization code was unable to write to the PCI Bus. It may be necessary to replace the board.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

C1600

Error Message %C1600-4-UNAVAILABLE: Unable to load images or communicate over interface

Explanation The operation might have failed because of a transient network problem.

Recommended Action Retry the operation. If the problem persists, call your technical support representative for assistance.

Error Message %C1600-4-UNAVAILABLE: Interface %d, (0-1 Onboard interfaces 2=WIC) Invalid interface (Unknown, Uninitialized or Bad Cookie value read)

Explanation Your router is functional; however, there is an interface that the software does not recognize.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

C1700-3

Error Message %C1700-1-UNAVAILABLE: System detected OVERTEMPERATURE condition. Putting the system in Power save mode and going to rommon. Please resolve cooling problem and restart system!

Explanation The environmental monitor detected a high-temperature condition.

Recommended Action Make sure that the room temperature is not too high and that air flow to the card is not blocked. If this condition persists, the environmental monitor might shut down the system. Call your technical support representative for assistance, if necessary.

Error Message %C1700-1-UNAVAILABLE: The shutdown button is pressed, MRP will be into shutdown mode

Explanation The machine enters the checkstop state, which stops all the tasks and has to be hardware reset in order to bring back

Recommended Action Power cycle reset

Error Message %C1700-3-UNAVAILABLE: Could not download startup configuration from the tftp server.

Explanation Startup configuration could not be downloaded from the tftp server. The specified file might not be available or the server might be unreachable.

Recommended Action Check the file name and availability on the server. Check if the network is up and the tftp server could be reached.

Error Message %C1700-3-UNAVAILABLE: Invalid Port Adaptor type (%d) reported for mainboard

Explanation The 'virtual' port adaptor type derived from the mainboard type is not one of the supported types. It may be that this mainboard is a new mainboard type and the software release you are running does not support the new mainboard type.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %C1700-3-UNAVAILABLE: TDM Module does not support WAN Interface module %x in slot %d

Explanation The WAN interface card was not recognized by the TDM module. Internal connections required for this WAN interface card to function were not made

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %C1700-3-UNAVAILABLE: The IOS image loaded supports voice. The platform you are running is not voice capable.

Explanation The voice-capable IOS detects it is running on a platform which does not support voice.

Recommended Action Check the image and the platform. If you need to use voice, you should get a c1750. If you do not need voice, you should load an image which does not include voice.

Error Message %C1700-3-UNAVAILABLE: The eeprom version field has an invalid entry (%c)

Explanation The Cookie has an invalid version number and could possibly be corrupted.

C1700-5

Error Message %C1700-5-UNAVAILABLE: NVRAM configuration is not supported.

Explanation Startup configuration could not be stored in NVRAM. It is stored in the SBC

Recommended Action The config is automatically saved by the management application. It could also be saved by copying the running config to a server using ftp.

C1700_EM_1

Error Message %C1700_EM-1-UNAVAILABLE: %s

Explanation An error occurred in the application using VPN Module.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C1700_EM-1-UNAVAILABLE: %s creation failed for slot %d

Explanation The VPN Module driver could not allocate memory for the specified data structure.

Recommended Action Consider adding more memory. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C1700_EM-1-UNAVAILABLE: %s packet buffer, pak=0x%08x

Explanation A software or hardware error occurred. The VPN Module driver detected that the buffer ring is in an inconsistent and unrecoverable state.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C1700_EM-1-UNAVAILABLE: %s received a packet with size %d.

Explanation Packet exceeds MTU size

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C1700_EM-1-UNAVAILABLE: Alignment failure on packet buffer: 0x%08x

Explanation A software error occurred. The VPN Module driver detected that the buffer is not aligned correctly.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C1700_EM-1-UNAVAILABLE: Multiple VPN Modules not supported, (%d) found

Explanation Multiple VPN Modules not supported

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C1700_EM-1-UNAVAILABLE: Slot %d: %s

Explanation The VPN Module driver failed to initialize at the specified point.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C1700_EM-1-UNAVAILABLE: VPN Module CGX mailbox bad state: found=%x, expect=%x

Explanation VPN Module CGX mailbox bad state.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C1700_EM-1-UNAVAILABLE: VPN Module Command Processor alignment error: (%s=%#X)

Explanation VPN Module Command Processor alignment 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C1700_EM-1-UNAVAILABLE: VPN Module Command Processor initialization failed: (%s)

Explanation VPN Module Command Processor initialization 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C1700_EM-1-UNAVAILABLE: VPN Module cannot lock semaphore sem=%d

Explanation VPN Module cannot lock semaphore.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

C1700_EM_3

Error Message %C1700_EM-3-UNAVAILABLE: VPN Module Command Processor error: (%s)

Explanation VPN Module Command Processor 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C1700_EM-3-UNAVAILABLE: VPN Module Command Processor got event: major=%d, minor=%d

Explanation VPN Module Command Processor 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C1700_EM-3-UNAVAILABLE: VPN Module DSP is not responding.

Explanation VPN Module DSP is not responding.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C1700_EM-3-UNAVAILABLE: VPN Module could not read its own NVRAM configuration: (%d)

Explanation VPN Module NVRAM 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C1700_EM-3-UNAVAILABLE: VPN Module failed its onboard memory test.
Page 0x%X, Addr 0x%X, Wrote 0x%X, Read 0x%X

Explanation VPN Module memory test 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C1700_EM-3-UNAVAILABLE: VPN Module firmware download failed: %s

Explanation VPN Module firmware download 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C1700_EM-3-UNAVAILABLE: VPN Module returned bad boot status: (%d)

Explanation VPN Module boot sequence 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

C1700_EM_6

Error Message %C1700_EM-6-UNAVAILABLE: %s shutting down

Explanation The specified VPN Module is shutting down. It may have been physically removed.

Recommended Action This is an informational message only. It occurs in normal operation.

C2600-1

Error Message %C2600-1-UNAVAILABLE: System detected OVERTEMPERATURE condition. Putting the system in Power save mode and going to rommon. Please resolve cooling problem and restart system!

Explanation The environmental monitor detected a high-temperature condition.

Recommended Action Make sure that the room temperature is not too high and that air flow to the card is not blocked. If this condition persists, the environmental monitor might shut down the system. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

C2600-3

Error Message %C2600-3-UNAVAILABLE: Can't allocate MAC address for interface %u/%u

Explanation All the available MAC addresses for the system have been allocated.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C2600-3-UNAVAILABLE: Detected invalid NVRAM size: %d bytes

Explanation The detected size of NVRAM is not one of the supported sizes. The NVRAM may be bad.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C2600-3-UNAVAILABLE: Failed to erase config due to internal error

Explanation Password protection feature failed to erase config due to internal 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C2600-3-UNAVAILABLE: Invalid Port Adaptor type (%d) reported for mainboard

Explanation The 'virtual' port adaptor type derived from the mainboard type is not one of the supported types. It may be that this mainboard is a new mainboard type and the software release you are running does not support the new mainboard type.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C2600-3-UNAVAILABLE: PCI Configuration Read Cycle Failed for bus %d, Device %d, function %d, register %d

Explanation A PCI Bus Configuration Read cycle failed. The mainboard needs to be replaced.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C2600-3-UNAVAILABLE: PCI Configuration Write Cycle Failed for bus %d, Device %d, function %d, register %d

Explanation A PCI Bus Configuration Write cycle failed. The mainboard needs to be replaced.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C2600-3-UNAVAILABLE: c2600_big_endian_addr: Attempted conversion of invalid address (0x%x)

Explanation A software error occurred in trying to determine PCI device addressing. This is most likely a software 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C2600-3-UNAVAILABLE: c2600_little_endian_addr: Attempted conversion of invalid address (0x%x)

Explanation A software error occurred in trying to determine PCI device addressing. This is most likely a software 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C2600-3-UNAVAILABLE: get_pci_dev_num: Invalid bay (%d) or device number offset (%D)

Explanation A software error occurred in trying to determine PCI device addressing. This is most likely a software 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C2600-3-UNAVAILABLE: pas_get_device_subunit: Invalid PCI device number: %d

Explanation A software error occurred in trying to determine PCI device addressing. This is most likely a software 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C2600_MAINBOARD_ASYNC_PQUICC-3-UNAVAILABLE: No memory for %s of unit %d

Explanation The router does not have enough memory to perform the function

Recommended Action Consider adding more shared memory. Copy the error message exactly as it appears, and report it to your technical support representative.

C2950_MONITOR-3

Error Message %C2950_MONITOR-3-UNAVAILABLE: Unknown trap type:%d received in emt_call function.

Explanation Unknown trap type. Some feature requires this trap type to be handled

Error Message %C29ATM-3-UNAVAILABLE: Cannot create VCC %s.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

C29ATM-3

Error Message %C29ATM-3-UNAVAILABLE: Cannot create VCC for %s, run out of VCD

Explanation The module was unable to create a VCC for the specified service.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C29ATM-3-UNAVAILABLE: The IF index array is full, count 0x%x

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C29ATM-3-UNAVAILABLE: The module attempted to transmit frame on a closed or non-existent VCD: vcd = %d

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

C29ATM-4

Error Message %C29ATM-4-UNAVAILABLE: %s discarded because it is not associated with a VCD: vpi = %d vci = %d

Explanation An OAM cell or an AAL5 frame was discarded because it was not associated with a VCD

Recommended Action Check the configuration of your ATM switch.

Error Message %C29ATM-4-UNAVAILABLE: %s: %s : %d

Explanation Address Table Management

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C29ATM-4-UNAVAILABLE: %s: %s : %e

Explanation Address Table Management

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C29ATM-4-UNAVAILABLE: %s: %s

Explanation ATM IDB

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C29ATM-4-UNAVAILABLE: AAL5 discarded because it is too large to buffer: vpi = %d, vci = %d, size = %d

Explanation An AAL5 frame destined for IOS was discarded because it was too large to buffer.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

C2KATM-0

Error Message %C2KATM-0-UNAVAILABLE: Host interface bit not set.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

C2KATM-3

Error Message %C2KATM-3-UNAVAILABLE: Cannot create VCC %s.

Explanation The module was not able to create a VCC for the specified service.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C2KATM-3-UNAVAILABLE: Cannot create VCC for %s, no free VCDs

Explanation The module was unable to create a VCC for the specified service.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C2KATM-3-UNAVAILABLE: The IF index array is full, count 0x%x

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C2KATM-3-UNAVAILABLE: The module attempted to transmit frame on a closed or non-existent VCD: vcd = %d

Explanation The module attempted to transmit frame on a closed or non-existent VCD.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

C2KATM-4

Error Message %C2KATM-4-UNAVAILABLE: %s discarded because it is not associated with a VCD: vpi = %d vci = %d

Explanation An OAM cell or an AAL5 frame was discarded because it was not associated with a VCD

Recommended Action Check the configuration of your ATM switch.

Error Message %C2KATM-4-UNAVAILABLE: AAL5 discarded because it is too large to buffer: vpi = %d, vci = %d, size = %d

Explanation An AAL5 frame destined for IOS was discarded because it was too large to buffer.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

C3600-3

Error Message %C3600-3-UNAVAILABLE: Can't allocate MAC address for interface %u/%u

Explanation MAC address allocation failed because of an incorrect slot and port combination, which exceeds the maximum available hardware.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C3600-3-UNAVAILABLE: Detected invalid NVRAM size: %d bytes

Explanation The detected size of NVRAM is not one of the supported sizes. The NVRAM may be bad.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %C3600-3-UNAVAILABLE: Failed to erase config due to internal error

Explanation Password protection feature failed to erase config due to internal error

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %C3600-3-UNAVAILABLE: Number of slots in chassis is undefined.

Explanation Data stored in midplane is bad or incomplete.

Recommended Action Contact technical support to update your system.

Error Message %C3600-3-UNAVAILABLE: Unknown chassis model.

Explanation Data stored in midplane is bad or incomplete.

Recommended Action Contact technical support to update your system.

Error Message %C3600-3-UNAVAILABLE: Unknown platform type

Explanation The Cisco IOS software image does not recognize the motherboard revision of this router. This could indicate either a hardware failure or that the software needs to be upgraded to recognize newer hardware.

Recommended Action Verify you are using a recommended revision of the Cisco IOS Software for your hardware. Upgrade if necessary. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

C3600-4

Error Message %C3600-4-UNAVAILABLE: Corrupt or missing MAC address cookie using random base %e

Explanation Data stored in midplane is bad.

Recommended Action Contact technical support to update your system.

Error Message %C3600-4-UNAVAILABLE: Midplane data version mismatch.

Explanation Data stored in midplane is out of date and needs update.

Recommended Action Contact technical support to update your system.

Error Message %C3600-4-UNAVAILABLE: Unknown MAC address block size.

Explanation Data stored in backplane is bad or incomplete.

Recommended Action Contact technical support to update your system.

C4CWY-DSPRM-3

Error Message %C4GWY_DSPRM-3-UNAVAILABLE: Insufficient DSP resources for timeslot %d on port %s

Explanation The configuration requires more DSP resources than are available.

Recommended Action Change the configuration to specify fewer used timeslots. Install additional DSP resources to allow more complex configurations.

C4CWY-DSPRM-5

Error Message %C4GWY_DSPRM-5-UNAVAILABLE: Configured codec %d is not supported with this dsp image.

Explanation Codec negotiation failed.

Error Message %C4GWY_DSPRM-5-UNAVAILABLE: DSP %d in slot %s, NOT RESPONDING - auto restart(%d times)

Explanation The DSP failed the background keep-alive test.

Recommended Action LOG_STD_NO_ACTION

Error Message %C4GWY_DSPRM-5-UNAVAILABLE: DSP %d is in the failed state

Explanation The DSP entered the FAILED state due to alarm indications.

Recommended Action Replace the DSP resource.

Error Message %C4GWY_DSPRM-5-UNAVAILABLE: DSP %d is not present

Explanation All 4 DSP SIMMs not available .

Recommended Action Install all 4 hardware DSP SIMMs .

Error Message %C4GWY_DSPRM-5-UNAVAILABLE: DSP %d, changed state to %s

Explanation The DSP resource changed state.

Recommended Action LOG_STD_NO_ACTION

C4K_IOSINTF-4

Error Message %C4K_IOSINTF-4-UNAVAILABLE: Failed to allocate internal VLAN for interface %s. The interface will remain down.

Explanation When a routed port or port channel interface is enabled, it must allocate an internal VLAN in order to operate. If there are no internal VLANs available when an interface is enabled, the interface remains down and this message is logged.

Recommended Action An internal VLAN can be freed up by disabling some other routed port or port channel interface or by deleting a user configured VLAN in the 1006 to 4094 range. Once a VLAN is made available, the interface will come up if it is disabled and re-enabled.

Error Message %C4K_IOSINTF-4-UNAVAILABLE: Reflexive Acls are not supported. Ignoring the %s entry.

Explanation Reflexive Acls are not supported. Aces with Evaluate and Reflect keywords are ignored.

Recommended Action Do not configure Aces with Evaluate or Reflect keyword.

C4K_IOSINTF-5

Error Message %C4K_IOSINTF-5-UNAVAILABLE: Dropping packets to be transmitted out on port %s (Linecard in Slot %d may have been removed)

Explanation During hot-swapping operations, sometimes, a previously queued packet may be transmitted after a delay, by which time, the linecard does not exist anymore. This indicates such packets are being dropped

Recommended Action This occurs when there are queued packets that are transmitted, by which time the linecard in that slot has been removed already. If the problem persists even without any hotswapping operations, please contact your Cisco Technical Support representative

Error Message %C4K_IOSINTF-5-UNAVAILABLE: Dropping transmit packet out of interface %s

Explanation A packet to be transmitted out of a Port-Channel is being dropped during transitions in the Port-Channel membership

Recommended Action This occurs when a packet is being transmitted out of the aggregate port by higher layer protocols, but the software cannot find specific state information. This can temporarily happen when physical ports transition into or out of the channel. If the problem persists, please contact your Cisco Technical Support representative

Error Message %C4K_IOSINTF-5-UNAVAILABLE: Router Port %s has no internal vlan assigned to transmit packet

Explanation The L3 Interface specified does not have an internal vlan assigned.

Recommended Action This can occur if there is a duplicate IP network assignment on different L3 interfaces. Remove the duplicate IP network configured on the interface; assign the correct IP network and do 'no shutdown' on this interface.

Error Message %C4K_IOSINTF-5-UNAVAILABLE: Transmitting L3 packet on a physical port %s that is part of %s (%d packets). Make sure the physical port in the L3 port channel does not have an ip addresses configured on it.

Explanation The L3 protocols operate at the logical port level and not on physical port level. This message indicates an situation that causes L3 protocol packets to be sent on a physical port that is part of a bundle. This can happen if there is a misconfiguration. Maybe there is an ip address assigned to a physical port that is part of a layer 3 port channel

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

C4K_IOSSYS Messages

This section contains Catalyst 4000 series switch Cisco IOS system messages.

C4K_IOSSYS-7

Error Message %C4K_IOSSYS-7-INVALIDVALUE: [chars] Type [dec] not handled, returning a default of 0

Explanation This message is for debugging purposes. When you see this message, report it to your technical support representative.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

C4K_REDUNDANCY Messages

This section contains Catalyst 4000 series switch redundancy messages.

C4K_REDUNCANCY-2

Error Message %C4K_REDUNDANCY-2-`IOS_VERSION_CHECK_FAIL`: [chars]

Explanation For the redundancy utility to operate properly, the system must be configured with symmetrical hardware and software. A mismatch in versions of Cisco IOS software between the active and standby systems has been detected. Redundancy operations cannot be guaranteed.

Recommended Action Configure the system so that the active and standby supervisor engines are using the same versions of Cisco IOS software.

Error Message %C4K_REDUNDANCY-2-`NON_SYMMETRICAL_REDUNDANT_SYSTEM`: [chars]

Explanation For the redundancy utility to operate properly, the system must be configured with symmetrical hardware and software. A mismatch in hardware has been detected between the active and standby systems. Redundancy operations cannot be guaranteed.

Recommended Action Configure the hardware so that the active and standby supervisor engines are identical.

Error Message %C4K_REDUNDANCY-2-`POSTFAIL`: POST failure on [chars] supervisor detected

Explanation An active supervisor engine failed during a POST operation. The standby supervisor engine will reset the current active supervisor engine, and the standby supervisor engine will attempt to become the active supervisor engine.

Recommended Action Perform offline diagnostic operations on the failed supervisor engine to isolate the failure.

C4K_REDUNCANCY-4

Error Message %C4K_REDUNDANCY-4-UNAVAILABLE: Persistent-config Sync to Standby supervisor failed.

Explanation Active supervisor failed to receive PLATFORM_SYNC_DONE message from Standby. Potential problem with Standby.

C4K_REDUNCANCY-5

Error Message %C4K_REDUNDANCY-5-UNAVAILABLE: The %s has been successfully synchronized to the standby supervisor

Explanation The configuration has been successfully synchronized to the standby supervisor

Recommended Action This is an informational message. No action is required.

Error Message %C4K_REDUNDANCY-5-UNAVAILABLE: The %s has been successfully synchronized to the standby supervisor

Explanation The configuration has been successfully synchronized to the standby supervisor This is a rate limited message. These messages are logged at 1 min interval when lots of messages are generated continuously

Recommended Action This is an informational message. No action is required.

Error Message **C4K_REDUNCANCY-6** %C4K_REDUNDANCY-6-UNAVAILABLE: %s supervisor initializing for %s mode

Explanation Informational message regarding the redundancy mode of the supervisor

Error Message %C4K_REDUNDANCY-6-UNAVAILABLE: Active supervisor not found.

Explanation Informational message on standby supervisor when it fails to communicate with active supervisor

Error Message %C4K_REDUNDANCY-6-UNAVAILABLE: Attempting to become active supervisor.

Explanation Informational message on standby supervisor when it fails to communicate with active supervisor and attempts to takeover as active supervisor

Error Message %C4K_REDUNDANCY-6-UNAVAILABLE: Initializing as %s supervisor

Explanation Informational message regarding the state of the supervisor

Error Message %C4K_REDUNDANCY-6-UNAVAILABLE: Switchover activity detected, changing role from STANDBY to ACTIVE

Explanation Informational message on standby supervisor when it detects switchover activity.

C542-1

Error Message %C542-1-UNAVAILABLE: %s , Error interrupt occured type = 0x%x.

Explanation The DMA engine cannot get to the PCI bus, to read descriptors.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %C542-1-UNAVAILABLE: %s, packet(size %d) is empty.

Explanation A packet greater than the 256 bytes received on this interface.

Recommended Action The system should recover. No action is required. If the problem reoccurs, it indicates an error that might be related to data traffic patterns. Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %C542-1-UNAVAILABLE: %s, packet(size %d) too big.

Error Message %C542-1-UNAVAILABLE: No more ring descriptors available on %d slot.

Explanation The c542 driver cannot queue messages upto the xilinx dma engine for transmit.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative. Reset the DSP's on this port module.

Error Message %C542-1-UNAVAILABLE: VNM(%d), cannot support all voice channels on VICs.

Explanation There are more voice channels on the VICs than can be supported by this Network Module. Some channels will be inoperative.

Recommended Action This is normal when a BRI VIC coexists on a VNM with an analog VIC or when a BRI VIC is on a VNM-1. Otherwise, check the part number on the VIC card to see if it is supported in the version of IOS operational on the router or contact your technical support representative.

Error Message %C542-1-UNAVAILABLE: VNM(%d), vic card has an no known daughter cards

Explanation The software did not recognize any of the VIC card plugged in the Port Module.

Recommended Action Check the part number on the VIC card to see if it is supported in the version of IOS operational on the router or contact your technical support representative.

Error Message %C542-1-UNAVAILABLE: VNM(%d), vic daughter card has an unknown id of %x

Explanation The software did not recognize the type of VIC daughter card plugged into the Port Module.

Recommended Action Check the part number on the VIC card to see if it is supported in the version of IOS operational on the router or contact your technical support representative.

Error Message %C542-1-UNAVAILABLE: VPM (%d/%d), PCI memory unavailable.

Explanation The router or access server could not allocate memory for the descriptors.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %C542-1-UNAVAILABLE: VPM at slot %d: Incorrect %d DSP-ID passed by SPI.

Explanation The DSP ID provided by the SPI for download is not valid.

Recommended Action Call your technical support representative for assistance.

C542-3

Error Message %C542-3-UNAVAILABLE: %s Unable to download the Application overlay firmware. Status returned 0x%x

Explanation Error initializing the DSP with the application/overlay firmware.

Recommended Action Power down, reinsert Port Module and reboot. If message recurs, call your technical support representative for assistance.

Error Message %C542-3-UNAVAILABLE: %s Unable to download the Boot loader firmware, ret = 0x%x

Explanation Error initializing the DSP with the bootloader firmware.

Recommended Action Power down, reinsert Port Module and reboot. If message recurs, call your technical support representative for assistance.

Error Message %C542-3-UNAVAILABLE: Error analyzing the device in slot %d.

Explanation The Port module in this slot could not be recognized.

Recommended Action Power down, reinsert Port Module and reboot. If message recurs, call your technical support representative for assistance.

Error Message %C542-3-UNAVAILABLE: No buffers available for DSP buffer pool

Explanation The c542 driver does not have enough memory to coalesce a multi-particle packet.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %C542-3-UNAVAILABLE: VPM at slot %d: Incorrect %d PM-ID device not supported.

Explanation A interface controller device did not have the correct PM-ID in eeprom cookie.

Recommended Action Run test pas eeprom, command, and set the correct PM ID. If message recurs, call your technical support representative for assistance.

Error Message %C542-3-UNAVAILABLE: VPM in slot %d: PCI device not supported.

Explanation A interface controller device did not report correct PCI device ID

Recommended Action Power down, reinsert Port Module and reboot. If message recurs, call your technical support representative for assistance.

C54X-1

Error Message %C54X-1-UNAVAILABLE: %s , Error interrupt occurred type = 0x%x.

Explanation The DMA engine cannot get to the PCI bus, to read descriptors.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %C54X-1-UNAVAILABLE: %s, packet(size %d) too big.

Explanation A packet greater than the 256 bytes received on this interface.

Recommended Action The system should recover. No action is required. If the problem reoccurs, it indicates an error that might be related to data traffic patterns. Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %C54X-1-UNAVAILABLE: No more ring descriptors available on %d slot.

Explanation The c54x driver cannot queue messages upto the xilinx dma engine for transmit.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative. Reset the DSP's on this port module.

Error Message %C54X-1-UNAVAILABLE: VPM (%d/%d), PCI memory unavailable.

Explanation The router or access server could not allocate memory for the descriptors.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %C54X-1-UNAVAILABLE: VPM (%d/%d), memory unavailable.

Explanation The router or access server could not allocate memory for the descriptors.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %C54X-1-UNAVAILABLE: VPM at slot %d: Incorrect %d DSP-ID passed by SPI.

Explanation The DSP ID provided by the SPI for download is not valid.

Recommended Action Call your technical support representative for assistance.

Error Message %C54X-1-UNAVAILABLE: vpm(%d), vic card has an no known daughter cards

Explanation The software did not recognize any of the VIC card plugged in the Port Module.

Recommended Action Check the part number on the VIC card to see if it is supported in the version of IOS operational on the router or contact your technical support representative.

Error Message %C54X-1-UNAVAILABLE: vpm(%d), vic cards has an invalid configuration.

Explanation The software did recognized more vic interface port than it can support on this port Module.

Recommended Action Check the part number on the VIC card to see if it is supported in the version of IOS operational on the router or contact your technical support representative.

Error Message %C54X-1-UNAVAILABLE: vpm(%d), vic daughter card has an unknown id of %x

Explanation The software did not recognize the type of VIC daughter card plugged into the Port Module.

Recommended Action Check the part number on the VIC card to see if it is supported in the version of IOS operational on the router or contact your technical support representative.

Error Message %C54x-1-UNAVAILABLE: %s, packet(size %d) too big.

Explanation A packet greater than the 256 bytes received on this interface.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C54x-1-UNAVAILABLE: No more ring descriptors available on %d slot.

Explanation The c54x DSP driver cannot queue messages up to the dma engine for transmit.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach

the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. Reset the DSP's on this port module.

C54X-3

Error Message %C54X-3-UNAVAILABLE: %s Unable to download the Application overlay firmware. Status returned 0x%x

Explanation Error initializing the DSP with the application/overlay firmware.

Recommended Action Power down, reinsert Port Module and reboot. If message recurs, call your technical support representative for assistance.

Error Message %C54X-3-UNAVAILABLE: %s Unable to download the Boot loader firmware, ret = 0x%x

Explanation Error initializing the DSP with the bootloader firmware.

Recommended Action Power down, reinsert Port Module and reboot. If message recurs, call your technical support representative for assistance.

Error Message %C54X-3-UNAVAILABLE: Error analyzing the device in slot %d.

Explanation The Port module in this slot could not be recognized.

Recommended Action Power down, reinsert Port Module and reboot. If message recurs, call your technical support representative for assistance.

Error Message %C54X-3-UNAVAILABLE: VPM at slot %d: Incorrect %d PM-ID device not supported.

Explanation A interface controller device did not have the correct PM-ID in eeprom cookie.

Recommended Action Run test pas eeprom, command, and set the correct PM ID. If message recurs, call your technical support representative for assistance.

Error Message %C54X-3-UNAVAILABLE: VPM in slot %d: PCI device not supported.

Explanation A interface controller device did not report correct PCI device ID

Recommended Action Power down, reinsert Port Module and reboot. If message recurs, call your technical support representative for assistance.

C5RSP-3

Error Message %C5RSP-3-UNAVAILABLE: Invalid loveletter type, %d, sent by c5ip

Explanation IOS is receiving bogus messages from the C5IP.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C5RSP-3-UNAVAILABLE: Length error occurred on dma channel 0

Explanation A hardware error has occurred on dma channel 0

Recommended Action Report this error to your technical support representative.

Error Message %C5RSP-3-UNAVAILABLE: Length error occurred on dma channel 1

Explanation A hardware error has occurred on dma channel 1

Recommended Action Report this error to your technical support representative.

Error Message %C5RSP-3-UNAVAILABLE: NMP returned invalid bridge id %d for %d

Explanation NMP returned invalid bridge id to the RSM

Recommended Action Make sure that the tr-brf vlan on the RSM is configured on the NMP

Error Message %C5RSP-3-UNAVAILABLE: NMP won't allow vlan %d configuration

Explanation In band IPC message to the NMP from the router to create a vlan has failed.

Recommended Action Try these actions to remedy the problem: Check the state of Vlan 0. Check the state of the C5IP via the front panel LED. Check the state of the NMP. Reset the router

Error Message %C5RSP-3-UNAVAILABLE: RSM NMP mismatch in config for %d, RSM %d, NMP %d

Explanation There is mismatch in config for this vlan on NMP and RSM

Recommended Action Make sure that the params for this vlan are the same on NMP and on the RSM

Error Message %C5RSP-3-UNAVAILABLE: bad message received from the NMP

Explanation An unsolicited in band IPC message was received by the router from the NMP.

Recommended Action LOG_STD_NO_ACTION

Error Message %C5RSP-3-UNAVAILABLE: can't configure more than 256 VLANS

Explanation The Vlan Router product can configure a maximum of 256 vlans.

Recommended Action Try these actions to remedy the problem: Delete unused vlans before configure new ones.

Error Message %C5RSP-3-UNAVAILABLE: can't get C5 Line Card Mac Addr

Explanation An attempt by the RSP to query the C5IP for Vlan 0 IP address failed.

Recommended Action Try these actions to remedy the problem: Reset the router from the NMP's console. If problems persist, please RMA the router and or Catalyst 5000

Error Message %C5RSP-3-UNAVAILABLE: can't get Catalyst 5000 Slot number of router

Explanation An attempt by the RSP to query the C5IP for the slot it is plugged into has failed.

Recommended Action Try these actions to remedy the problem: Reset the router from the NMP's console. If problem persists, please contact Cisco for replacement.

Error Message %C5RSP-3-UNAVAILABLE: can't get NMP Mac Addr

Explanation An attempt by the RSP to query the C5IP for Vlan 0 MAC address failed.

Recommended Action Try these actions to remedy the problem: Reset the router from the NMP's console. If problems persist, please contact Cisco for replacement

Error Message %C5RSP-3-UNAVAILABLE: can't talk to NMP during initialization

Explanation In band IPC router initialization message to the NMP has failed

Recommended Action Try these actions to remedy the problem: Check the state of Vlan 0. Check the state of the C5IP via the front panel LED. Check the state of the NMP. Reset the router

Error Message %C5RSP-3-UNAVAILABLE: having problems deleting vlan %d on the NMP

Explanation In band IPC message to the NMP from the router to delete a vlan has failed.

Recommended Action Try these actions to remedy the problem: Check the state of Vlan 0. Check the state of the C5IP via the front panel LED. Check the state of the NMP. Reset the router

Error Message %C5RSP-3-UNAVAILABLE: unknown timer for NMP programming

Explanation An unknown timer event has expired.

Recommended Action LOG_STD_NO_ACTION

Error Message %C5RSP-3-UNAVAILABLE: vlan %d can not be created. media not supported

Explanation An attempt to create a vlan of a media that is not supported has failed

Recommended Action Try these actions to remedy the problem: Configure the vlan with a different media type.

C5RSP-6

Error Message %C5RSP-6-UNAVAILABLE: vlan %d could/could not be configured for bridging

Explanation A Vlan could not be reset with the proper bridging information.

Recommended Action Try these actions to remedy the problem: Configure the vlan with or without bridging.

Error Message %C5RSP-6-UNAVAILABLE: vlan %d info errant. something very wrong

Explanation Internal information about the Vlan is missing.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C5RSP-6-UNAVAILABLE: vlan %d missing IDB

Explanation Internal data structure of the Vlan is missing.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CAIM-1

Error Message %CAIM-1-UNAVAILABLE: AIM in slot %u not supported by this HW revision.

Explanation The revision level of the C2600 'Elmer' PLD does not support compression AIM. The PLD needs to be reprogrammed.

Recommended Action The C2600 'Elmer' PLD needs to be reprogrammed to a later revision. Refer to CCO Release Notes for the C2600 and Compression AIM for an explanation of how to reprogram the PLD.

Error Message %CAIM-1-UNAVAILABLE: AIM slot %d: Could not locate Compression AIM; found PCI vendor id 0x%x instead

Explanation The AIM ID PROM indicates that a Compression AIM is present but the PCI vendor / device ID was not that expected for a Compression AIM.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CAIM-1-UNAVAILABLE: CAIM %d: Initialization failed at %s

Explanation The CAIM device would not reset properly. Indicative of a compression AIM hardware failure.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CAIM-1-UNAVAILABLE: CAIM %d: Memory allocation failure; could not allocate %s

Explanation An attempt to allocate memory for the specified compression AIM failed. More RAM may be required to execute this image.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CAIM-1-UNAVAILABLE: Caim %u: Hifn 9711 Errors reported: 9711 Status 0x%lx DMA status 0x%lx

Explanation The specified CAIM reported a Hifn9711 error.

Recommended Action This is an indication of a serious malfunction of the Compression AIM or of the system bus. The Compression AIM should be replaced.

Error Message %CAIM-1-UNAVAILABLE: Caim %u: PCI Abort reported: status 0x%lx

Explanation The specified CAIM reported a bus error (PCI Abort).

Recommended Action This is an indication of a serious malfunction of the Compression AIM or of the system bus. The Compression AIM should be replaced. A second possible explanation is that there is a mismatch in the configured compression algorithm on either side of a serial link. This situation can also give rise to PCI Abort problems. The recommended action in such cases is to configure matching compression algorithms on either side of the link and then to reboot the router which experienced the PCI Abort.

Error Message %CAIM-1-UNAVAILABLE: Compression AIM type in slot %u is not supported by this platform.

Explanation The compression AIM installed is not supported by this platform.

Recommended Action Power off and replace the Compression AIM card.

Error Message %CAIM-1-UNAVAILABLE: Invalid CAIM element: %d

Explanation The CAIM element number specified in the command is invalid.

Recommended Action CAIM element numbers range from 0 to one less than the number of CAIMs possible in your system. Verify the number of CAIMs present in your system.

Error Message %CAIM-1-UNAVAILABLE: No such CAIM element: %d

Explanation The CAIM element number specified is not present in the system

Recommended Action CAIM element numbers range from 0 to one less than the number of CAIMs present in your system. Verify the number and presence of CAIMs in your system.

Error Message %CAIM-1-UNAVAILABLE: Unexpected AIM Interrupt

Explanation We received an AIM interrupt from an unknown AIM device. There is no recognizable AIM installed in the system, and yet we received an AIM interrupt.

Recommended Action If there is a compression AIM installed in the C2600, then it is defective and must be replaced. If there is some other AIM installed in the C2600 then it must be removed. If there is no AIM installed, then the C2600 unit is defective and must be replaced.

CAIM-6

Error Message %CAIM-6-UNAVAILABLE: %s shutting down

Explanation The specified CAIM is shutting down. It may have been physically removed. It also occurs when the 'clear aim' command is used.

Recommended Action This is an informational message only. It occurs in normal operation.

Error Message %CAIM-6-UNAVAILABLE: %s starting up

Explanation The specified CAIM has initialized successfully.

Recommended Action This is an informational message only. It occurs in normal operation.

CALLPROG-3

Error Message %CALLPROG-3-UNAVAILABLE: api front init failed for %s

Explanation Failed to init Call Progress Notification support structures for APIs.

Recommended Action System running low on available memory.

Error Message %CALLPROG-3-UNAVAILABLE: no free front-end q elt's; dropping api call info (func=%d)

Explanation Failed to get free element from front end queue.

Recommended Action Platform requires additional free elements to properly function. Stop using Call Progress Notification applications. Call TAC to report the problem.

CALLRECORD-3

Error Message %CALLRECORD-3-UNAVAILABLE: %s

Explanation Record Generated Exceeded Syslog Capability

Recommended Action LOG_STD_NO_ACTION

Error Message %CALLRECORD-3-UNAVAILABLE: %s

Explanation Terse Mcom Call Failed Record

Recommended Action LOG_STD_NO_ACTION

Error Message %CALLRECORD-3-UNAVAILABLE: %s

Explanation Terse Mcom Call Record

Recommended Action LOG_STD_NO_ACTION

Error Message %CALLRECORD-3-UNAVAILABLE: %s

Explanation Terse Mica Call Failed Record

Recommended Action LOG_STD_NO_ACTION

Error Message %CALLRECORD-3-UNAVAILABLE: %s

Explanation Terse Mica Call Record

Recommended Action LOG_STD_NO_ACTION

CALLRECORD-6

Error Message %CALLRECORD-6-UNAVAILABLE: %s

Explanation Terse Mica Call Failed Record

Recommended Action LOG_STD_NO_ACTION

Error Message %CALLRECORD-6-UNAVAILABLE: %s

Explanation Terse Mica Call Record

Recommended Action LOG_STD_NO_ACTION

CALLTRKR-3

Error Message %CALLTRKR-3-UNAVAILABLE: %s

Explanation Record Generated Exceeded Syslog Capability

Recommended Action LOG_STD_NO_ACTION

Error Message %CALLTRKR-3-UNAVAILABLE: Init of CT's %s table failed; CT unusable

Explanation Failed to init calltracker record table.

Recommended Action Disable calltracker first [no calltracker enable], enable it again.

Error Message %CALLTRKR-3-UNAVAILABLE: Memory allocation failed for CT %s (%d bytes)

Explanation Calltracker couldn't allocate new record due to no free memory.

Recommended Action Disable calltracker [no calltracker enable]. Run show memory to find out where is the memory been allocated.

Error Message %CALLTRKR-3-UNAVAILABLE: calltrkr cli print buffer %s

Explanation calltrkr cli internal print buffer overflow.

Recommended Action Stop to using calltrkr show commands, call TAC to report the problem

Error Message %CALLTRKR-3-UNAVAILABLE: can't spawn %s

Explanation Couldn't spawn calltracker process.

Recommended Action Disable calltracker first [no calltracker enable], enable it again.

CALLTRKR-6

Error Message %CALLTRKR-6-UNAVAILABLE: %s

Explanation Modem Information Verbose CallTracker Call Record

Recommended Action LOG_STD_NO_ACTION

Error Message %CALLTRKR-6-UNAVAILABLE: %s

Explanation Modem Line Verbose CallTracker Call Record

Recommended Action LOG_STD_NO_ACTION

Error Message %CALLTRKR-6-UNAVAILABLE: %s

Explanation Modem Negotiation Verbose CallTracker Call Record

Recommended Action LOG_STD_NO_ACTION

Error Message %CALLTRKR-6-UNAVAILABLE: %s

Explanation Modem Verbose CallTracker Call Record

Recommended Action LOG_STD_NO_ACTION

Error Message %CALLTRKR-6-UNAVAILABLE: %s

Explanation Terse CallTracker Call Record

Recommended Action LOG_STD_NO_ACTION

CALL_CONTROL-3

Error Message %CALL_CONTROL-3-UNAVAILABLE: no free raw msg structure available from %s for signaling message

Explanation There were no rawmsg structures remaining in the system pools to alert the router of a voice or signaling event.

Recommended Action Check that the voice port for which the event was reported is still operational. If not, clear the voice port.

CALL_CONTROL-6

Error Message %CALL_CONTROL-6-UNAVAILABLE: Application %s in dial-peer %d not found. Handing callid %d to the alternate app %s.

Explanation The inbound dial-peer points to an unavailable application. The call is being handed to the alternate application or is rejected.

Recommended Action Reconfigure the dial-peer to have a valid application name or verify the application is accessible at its location.

Error Message %CALL_CONTROL-6-UNAVAILABLE: Maximum number of connections reached for dial-peer %d

Explanation The dial-peer in question has reached its maximum connections configurations. No more calls will be taken on this dial-peer.

Recommended Action No action is required, however, to increase the number of connections allowed to this dial peer see 'maximum connections' configuration under the dial-peer configuration mode.

Error Message %CALL_CONTROL-6-UNAVAILABLE: The called number numbering type did not matchThe event for the callid %d is being discarded.

Explanation The event points to a session application which does not exist any more. The event is being discarded.

Recommended Action No action is required for the users

Error Message %CALL_CONTROL-6-UNAVAILABLE: The incoming call has a global identifier already present in the list of currently handled calls. It is being refused.

Recommended Action Please check your configuration.

Error Message %CALL_CONTROL-6-UNAVAILABLE: The requested application does not exist any more. The event for the callid %d is being discarded.

Explanation The event points to a session application which does not exist any more. The event is being discarded.

Recommended Action No action is required for the users

C6KENV Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router environmental (C6KENV) messages.

C6KENV-2

Error Message %C6KENV-2-BADFLOWCTRL: Module [dec] not at an appropriate hardware revision level to support DFC. Power denied

Explanation The fabric-capable module in the specified slot is not at an appropriate hardware revision level and cannot support a DFC. If a DFC is present, the module will not be activated and remains powered down.

Recommended Action Remove the DFC to enable the module to operate at its current hardware revision level. To enable DFC operation, ensure that the module is at an appropriate hardware revision level.

Error Message %C6KENV-2-BADFLOWCTRL_WARN: WARNING: Module [dec] not at an appropriate hardware revision level to support DFC3

Explanation The fabric-capable module in the specified slot is not at an appropriate hardware revision level to support a DFC3 or higher.

Recommended Action When you upgrade the DFC daughter card, also upgrade the module to an appropriate hardware revision level.

Error Message %C6KENV-2-BADPINN1: Module [dec] not at an appropriate hardware revision level to coexist with PFC3 system. Power denied

Explanation The module specified in the error message has a revision of 2.x or below. Modules with this revision will experience problems when they are used with a supervisor engine with a PFC3 installed and should not be used.

Recommended Action Upgrade the module to an appropriate hardware revision level.

Error Message %C6KENV-2-BADTRANSCEIVER: Module [dec] will be power disabled because an inappropriate transceiver is inserted at [chars].

Explanation An incompatible transceiver is inserted at the interface specified in the error message. This transceiver should not be used in this system.

Recommended Action Remove the specified transceiver and restore power to the module. If this transceiver was purchased from Cisco, contact your Cisco technical support representative to get the transceiver replaced.

Error Message %C6KENV-2-C2PLUSWITHNODB: The constellation 2 plus module in slot [dec] has no forwarding daughter board. Power denied

Explanation The module in the slot specified has no forwarding daughter card and is expected to have either a distributed, accelerated, or centralized forwarding card. This module will not be activated and will remain powered down.

Recommended Action Enter the **show module** command to view error message details.

Error Message %C6KENV-2-DFCMISMATCH: Module [dec] DFC incompatible with Supervisor DFC. Power denied

Explanation The DFC in the specified module is different from the DFC in the supervisor engine. The module will not be activated and remains powered down.

Recommended Action Enter the **show module** command to view the difference between the DFC in the module and the DFC in the supervisor engine.

Error Message %C6KENV-2-DFCMISMATCHMINOR: Module [dec] DFC installed is incompatible with system operating mode. Power denied. To enable Module [dec] DFC, the system must be reset.

WARNING: Any system reset will change the system operating mode which can result in degradation of system performance. To eliminate this from occurring, remove Module [dec] DFC or replace with a system compatible DFC.

Explanation The DFC in the specified slot does not have the same software operating mode as the rest of the system. The DFC will remain powered down and cannot be activated.

Recommended Action Enter the **show module** and **show platform earl-mode** commands to view the difference between the DFC in the specified slot and the operating mode of the rest of the system.

Error Message %C6KENV-2-FANUPGREQ: Module [dec] not supported without fan upgrade

Explanation The supervisor engine and the DFC in the specified slot require a fan tray upgrade. A system shutdown is scheduled.

Recommended Action Upgrade the system fan tray.

Error Message %C6KENV-2-SHUTDOWN_NOT_SCHEDULED: Major sensor alarm for [chars] is ignored, [chars] will not be shutdown.

Explanation The system detected that the specified module should be shut down because it exceeded major sensor thresholds. However, the command that shuts down the module in the event of a major sensor alarm has been overridden, so the specified module will not be shut down. The command used to override the shutdown is **no environment-monitor shutdown**.

Recommended Action Remove the configuration that bypasses the module shutdown due to sensor thresholds being exceeded. Shut down the module after removing the configuration.

Error Message %C6KENV-2-SHUTDOWN_SCHEDULED: shutdown for [chars] scheduled in [dec] seconds

Explanation A major alarm condition will be corrected by shutting down the affected component. [chars] is the component, and [dec] is the time in seconds before shutdown.

Recommended Action Replace the component as soon as possible.

C6KENV-4

Error Message %C6KENV-4-ALARMCLR: [chars] alarm cleared

Explanation The specified alarm condition has been cleared. The shutdown has been cancelled.

Recommended Action No action is required.

Error Message %C6KENV-4-FANCOUNTFAILED: Required number of fan trays is not present

Explanation The system is missing the number of required fan trays to operate properly. Although this is a minor alarm, system components could overheat and be shut down.

Recommended Action Insert the required fan tray as soon as possible.

Error Message %C6KENV-4-FANCOUNTOK: Required number of fan trays is present

Explanation The number of required fan trays has been restored.

Recommended Action No action is required.

Error Message %C6KENV-4-FANHIOOUTPUT: Version [dec] high-output fan-tray is in effect

Explanation The system has detected that the fan tray is a high-output (version 2) fan tray. The system has updated the cooling capacity for the fan tray.

Recommended Action No action is required.

Error Message %C6KENV-4-FANLOOUTPUT: Version [dec] low-output fan-tray is in effect

Explanation The system has detected that the fan tray is a low-output (version 1) fan tray. The system has updated the cooling capacity for the fan tray.

Recommended Action No action is required.

Error Message %C6KENV-4-FANPSINCOMPAT: Fan tray and power supply [dec] are incompatible

Explanation An upgrade of the power supply is required to sufficiently operate this fan tray. Although this is a minor alarm, overcurrent protection on the power supply could start without further warning.

Recommended Action Upgrade the power supply.

Error Message %C6KENV-4-FANTRAYFAILED: fan tray failed

Explanation One or more fans in the system fan tray have failed. Although this is a minor alarm, system components could overheat and be shut down.

Recommended Action Reseat the fan tray. If the error recurs, replace the system fan tray at the earliest opportunity.

Error Message %C6KENV-4-FANVERCHK: Power-supply [dec] inserted is only compatible with Version [dec] fan-tray. Please make sure fan is low-output fan-tray

Explanation The system has detected that the fan tray is a low-output (version 1) fan tray. If the fan tray is a low-output tray, no action is required. If the fan tray is actually a high-output (version 2) fan tray, the specified power supply is not able to support the high-output fan tray.

Recommended Action If the fan tray is a high-output (version 2) fan tray, enter the **hw-module fan-tray version 2** command to update the system with the upgrade information. Replace the 1000 W or 1300 W power supply, as these two power supplies are not compatible in this chassis with the version 2 fan tray.

Error Message %C6KENV-4-INSUFFCOOL: Module [dec] cannot be adequately cooled

Explanation The fan tray cannot adequately cool the specified module. Although this is a minor alarm, system components could overheat and be shut down.

Recommended Action Upgrade the system fan tray.

Error Message %C6KENV-4-MINORTEMPOKALARM: [chars] all temperature sensor have failed. If the module temperature sensor does not recover by itself, please power cycle the module when it is feasible

Explanation All module temperature sensors have failed.

Recommended Action If the module temperature sensors do not recover, power cycle the module when possible.

Error Message %C6KENV-4-MINORTEMPOKALARMRECOVER: [chars]. It has returned to normal operating status.

Explanation All module temperature sensors have returned to normal operating status.

Recommended Action No action is required.

Error Message %C6KENV-4-MINORTEMPSUPOKALARM: All temperature sensors of Supervisor in slot [dec] have failed. If the temperature sensor does not recover by itself, please power cycle the chassis when it is feasible

Explanation All temperature sensors have failed in the supervisor engine.

Recommended Action If the temperature sensors do not recover, power cycle the chassis when possible.

Error Message %C6KENV-4-MINORTEMPSUPOKALARMRECOVER: Supervisor in slot [dec] has returned to normal operating status.

Explanation The supervisor engine temperature sensors have returned to normal operating status.

Recommended Action No action is required.

Error Message %C6KENV-4-MINORVTTOKALARM: All the backplane vtt temperature sensor have failed. If the backplane vtt temperature sensor does not recover by itself, please power cycle the chasis when it is feasible

Explanation All backplane VTT temperature sensors have failed.

Recommended Action If the backplane VTT temperature sensors do not recover, power cycle the chassis when possible.

Error Message %C6KENV-4-MINORVTTOKALARMRECOVER: Backplane VTT has returned to normal operating status.

Explanation The backplane VTT has returned to normal operating status.

Recommended Action No action is required.

C6KENV-SP

Error Message %C6KENV-SP-4-FANTRAYFAILED: Fan tray failed.

Explanation One or more fans in the system fan tray have failed. Although this is a minor alarm, system components can overheat and be shut down.

Recommended Action Replace the system fan tray as soon as possible.

Error Message %C6KENV-SP-4-MINORTEMPALARM: [chars] has exceeded normal operating temperature range.

Explanation Message indicates that the normal operating temperature range has been exceeded. This message can indicate a trend for the module or component, and also a trend for other components in the system.

Recommended Action Inspect the indicated module or component closely to determine why it operates out of normal operating temperature range and determine if it eventually exceeds the allowed operating temperature range. Verify the air flow to the device is not blocked and that the fan is operational. Enter the **show environment temperature** command to see temperature readings and the **show environment alarm threshold** command to see the alarm thresholds.

C6KERRDETECT Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router bus error detection (C6KERRDETECT) messages.

C6KERRDETECT-2

Error Message %C6KERRDETECT-2-SWBUSSTALL: The switching bus is experiencing stall for [dec] seconds

Explanation During an Online Insertion or Removal (OIR), some switching modules will assert a stall signal on the backplane to pause data transmission for the duration of the OIR. When the OIR is performed smoothly and quickly, traffic is usually interrupted for less than one second. If the OIR is performed slowly or is paused, the longer traffic interruption will result in this error message being reported.

Recommended Action Perform the OIR smoothly and quickly. Do not pause with the module partially inserted.

C6K_IVRF Messages

This section contains Catalyst 6500 series switch internal VRF (IVRF) messages.

C6K_IVRF-3

Error Message %C6K_IVRF-3-C6K_IVRF_ERROR: [chars]

Explanation A VRF infrastructure failure occurred involving the platform's internal VRFs (IVRFs).

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

C6K_MPLS_COMMON Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router LAN and WAN Multiprotocol Label Switching (C6K_MPLS_COMMON) messages.

C6K_MPLS_COMMON-3

Error Message %C6K_MPLS_COMMON-3-L2_CONFIG_NOT_RECOMMENDED: xconnect is configured on interface vlans and WAN interfaces are facing the MPLS Core. Do not configure LAN interfaces facing the MPLS Core.

Explanation An attempt was made to configure a LAN interface to face the MPLS core. The current network configuration has cross-connection services configured on interface VLANs and has WAN interfaces facing the MPLS core.

Recommended Action Do not configure MPLS on LAN interfaces facing the MPLS core if the network has cross-connect services configured on an interface VLAN and WAN interfaces that face the MPLS core.

Error Message %C6K_MPLS_COMMON-3-L3_CONFIG_NOT_RECOMMENDED: LAN interfaces are facing the MPLS Core. Do not configure xconnect on interface vlans.

Explanation An attempt was made to configure a cross-connection service on an interface VLAN. The current network configuration has MPLS configured on a LAN interface that is facing the MPLS core.

Recommended Action Do not configure cross-connection services on an interface VLAN if the network has MPLS configured on a LAN interface.

Error Message %C6K_MPLS_COMMON-3-OSM_BB1_CONFIG_UNSUPPORTED: The maximum label range configured for this system exceeds the [int] limit supported by the module in slot [int]. For proper MPLS functionality on any of the interfaces on this module the maximum label range should be set to [int].

Explanation The OSM cannot support the MPLS label range configured for this system.

Recommended Action Change the maximum MPLS label range by using the **mpls label range** command.

Error Message %C6K_MPLS_COMMON-3-VPLS_CONFIG_EXCEEDED: The number of EoMPLS/VPLS VCs exceeded the maximum supported on [IP_address]/[int].

Explanation The number of destination routers or the global number of virtual circuits exceeded the maximum limit supported by the device.

Recommended Action Refer to network configuration guidelines for the maximum limits.

C6K_MPLS_LC Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router Multiprotocol Label Switching (MPLS) switch processor or module (C6K_MPLS_LC) messages.

C6K_MPLS_LC-3

Error Message %C6K_MPLS_LC-3-INFINITE_OCE: In label: [dec] Invalid OCE previous oce type: [dec] prev ptr: **Unrecognized format ‘ %p’**, next oce type: [dec] next oce ptr: **Unrecognized format ‘ %p’**

Explanation The Output Chain Element(OCE) specified in the system message is invalid because it has exceeded the maximum depth. One known cause is invalid static route configuration. Traffic for this path will be dropped.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance,

open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

Error Message %C6K_MPLS_LC-3-INVALID_TABLEID: Invalid tableid([dec]) for label([dec])

Explanation The system has received an invalid table identifier number. The table identifier should be in the range from 0 to 4095. This is an internal software 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C6K_MPLS_LC-3-INVALID_TE_IF_NUMBER: An invalid Traffic Engineering interface number [[int]] was passed to the statistics update routine

Explanation The traffic engineering interface number sent to the statistics update routine is invalid.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C6K_MPLS_LC-3-INVALID_VRFID: Invalid vrf_id(%u) for label([dec])

Explanation An invalid VRF identifier (ID) was received. The VRF ID should be in the range of 0 to 4095. This is an internal software 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C6K_MPLS_LC-3-LABEL_STACK_SIZE: Label [[dec]] is not added to label stack. Current label stack is [[dec] [dec] [dec] [dec] [dec]]

Explanation The label specified in the system message was not added to the label stack because the stack already contains the maximum number of allowed labels. The system cannot forward data correctly. This condition is an internal software error.

Recommended Action Enter the **show mpls forwarding-table labels** command, and gather label information about the label that was not added to the stack and about the labels that are in the stack already. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C6K_MPLS_LC-3-MALLOCFAIL: failed to create [chars]

Explanation The system failed to allocate memory for an MPLS entry for the incoming label. Some MPLS packets might be forwarded by the software.

Recommended Action Reduce other system activity to ease memory demands. If necessary, increase system memory. When more memory is available, wait for a few minutes and enter the **clear ip route** command. If sufficient memory has not been made available, this message will display again. If this problem persists, 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C6K_MPLS_LC-3-OCE_ERROR: Invalid OCE [[chars]] [hex]

Explanation The Output Chain Element (OCE) specified in the system message is invalid because it cannot be processed. This issue can cause problems in data forwarding. This condition is an internal software 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C6K_MPLS_LC-3-REWRITEFAIL: null adj for incoming label [dec]

Explanation The specified incoming label has a NULL adjacency entry. The hardware adjacency entry might not be programmed because the incoming label has the NULL adjacency entry. This condition is an internal software error.

Recommended Action Enter the **show mpls forwarding-table labels** command. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C6K_MPLS_LC-3-SIX_PE_REW_LBL_ENTRY_MISMATCH: The label entry([hex]) in the 6PE rewrite table for incoming label [dec] does not match the passed in label entry([hex])

Explanation The label entry in the IPv6 on Provider Edge router (6PE) rewrite table does not match the label entry for an incoming label. This is an internal software 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C6K_MPLS_LC-3-TCAMFAIL: TCAM validation check failed for label [dec]

Explanation The validation check on an inserted TCAM entry failed for the specified label.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

C6K_MPLS_LC-5

Error Message %C6K_MPLS_LC-5-TCAM_EXCEPTION: TCAM exception occurred for MPLS, traffic will be software switched

Explanation The switch failed to insert an MPLS entry into the hardware FIB TCAM because the total number of software forwarding entries exceeds the hardware FIB TCAM limit. As a result, some MPLS packets might be forwarded by the software.

Recommended Action Reduce the number of routes in the system to free up TCAM space. When enough free TCAM space is available, the software starts the TCAM recovery mechanism automatically, which will reinstall into TCAM those MPLS label entries that failed before. If the number of labels has been tuned down with the **mls cef maximum-routes** configuration command, increase the number of labels, save the configuration, and reload the router, because this configuration will only be effective on reloading the router. The maximum number of routes currently configured can be observed with the **show mls cef maximum-routes** command, and the current number of routes in the system can be observed with the **show mls cef summary** command.

Error Message %C6K_MPLS_LC-5-TCAMEXPRECOVER: TCAM exception recovered for MPLS, traffic will be hardware switched

Explanation At some earlier point in time some of the MPLS forwarding table could not fit into the hardware TCAM. The complete MPLS forwarding table is now in hardware, and forwarding for the incoming MPLS packets will be done in hardware.

Recommended Action No action is required.

C6K_MPLS_RP Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router LAN Multiprotocol Label Switching (C6K_MPLS_RP) messages.

C6K_MPLS_RP-2

Error Message %C6K_MPLS_RP-2-INIT: [chars]

Explanation The initialization of the Constellation MPLS forwarding infrastructure failed. This condition causes problems in the MPLS packet forwarding. The router will be forced to reboot to recover from the problem.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C6K_MPLS_RP-2-NO_IP_ACL_RSVD_VLAN: IP ACL features will not be applied to MPLS->IP packets due to a lack of internal VLAN resources

Explanation This error might occur if the total number of VLANs in use exceeds 4096. The VLAN resources are shared by VLANs used for SVI, VLANs used for subinterfaces, hidden VLANs used for routed ports, and internal VLANs used for some VRFs. An internal VLAN is needed when an IP ACL feature is applied to a VRF interface. If the total number of VLANs in use exceeds 4096, no more internal VLANs can be allocated, so IP ACL features will not be applied to MPLS-to-IP packets.

Recommended Action Reduce the total number of VLANs in use by removing SVI interfaces, subinterfaces, or VRF interfaces.

Error Message %C6K_MPLS_RP-2-NO_IP_QOS_RSVD_VLAN: IP QoS features will not be applied to MPLS->IP packets due to a lack of internal VLAN resources

Explanation This message indicates a condition that might occur if the total number of VLANs in use exceeds 4096. The VLAN resources are shared by VLANs used for SVI, VLANs used for subinterfaces, hidden VLANs used for routed ports, and internal VLANs used for some VRFs. An internal VLAN is needed when an IP QoS feature is applied to a VRF interface. If the total number of VLANs in use exceeds 4096, no more internal VLANs can be allocated, so IP QoS features will not be applied to MPLS-to-IP packets.

Recommended Action Reduce the total number of VLANs in use by removing SVI interfaces, subinterfaces, or VRF interfaces.

C6K_MPLS_RP-3

Error Message %C6K_MPLS_RP-3-GET_RSVD_VLAN_TABLEID_MISMATCH: Tableid [int] in reserved VLAN idb [chars] mismatched application tableid [int]

Explanation An application provided a table ID for a reserved VLAN, but the table ID does not match the value in the reserved VLAN interface descriptor block (IDB).

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C6K_MPLS_RP-3-GET_RSVD_VLAN_VRFID_MISMATCH: Tableid %u in reserved VLAN idb [chars] mismatched application tableid %u

Explanation An application gave a table identifier (ID) to get a reserved VLAN interface descriptor block (IDB) but the table ID within the IDB does not match the specified value.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C6K_MPLS_RP-3-INFINITE_OCE: In label: [dec] Invalid OCE previous oce type: [dec] prev ptr: **Unrecognized format ‘ %p’**, next oce type: [dec] next oce ptr: **Unrecognized format ‘ %p’**

Explanation The Output Chain Element(OCE) specified in the system message is invalid because it has exceeded the maximum depth. One known cause is invalid static route configuration. Traffic for this path will be dropped.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C6K_MPLS_RP-3-INVALID_TABLEID: Invalid tableid([dec]) for label([dec])

Explanation An invalid table ID was received. The table ID should be in the range of 0 to 4095. This is an internal software 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C6K_MPLS_RP-3-INVALID_VRFID: Invalid vrfid(%u) for label([dec])

Explanation An invalid VRF identifier (ID) was received. The VRF ID should be in the range of 0 to 4095. This is an internal software 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C6K_MPLS_RP-3-L2_CONFIG_NOT_RECOMMENDED: xconnect is configured on interface vlans and WAN interfaces are facing the MPLS Core. Do not configure LAN interfaces facing the MPLS Core.

Explanation An attempt was made to configure a LAN interface to face the MPLS core. The current network configuration has cross-connection services configured on interface VLANs and has WAN interfaces facing the MPLS core.

Recommended Action Do not configure MPLS on LAN interfaces facing the MPLS core if the network has cross-connection services configured on an interface VLAN and WAN interfaces that face the MPLS core.

Error Message %C6K_MPLS_RP-3-L3_CONFIG_NOT_RECOMMENDED: LAN interfaces are facing the MPLS Core. Do not configure xconnect on interface vlans.

Explanation An attempt was made to configure a cross-connection service on an interface VLAN. The current network configuration has MPLS configured on a LAN interface that is facing the MPLS core.

Recommended Action Do not configure cross-connection services on an interface VLAN if the network has MPLS configured on a LAN interface.

Error Message %C6K_MPLS_RP-3-NO_RSVD_VLAN_ERROR: Failed to allocate reserved VLAN for vrf [int]

Explanation The system failed to allocate an MPLS-reserved VLAN.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C6K_MPLS_RP-3-PKT_DROP_NO_RSVD_VLAN_IDB: Packet dropped, no idb for reserved VLAN [int]

Explanation A packet received on a reserved VLAN was dropped because it did not contain an interface descriptor block (IDB) for the VLAN.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C6K_MPLS_RP-3-RECIRC_DROP: Re-circulated packet dropped due to error.
Possible causes: MTU or TTL fail
Total drops = [int] pkts, Last packet size [int] Bytes
Top 3 Labels and partial packet dump -

```
{[int](exp:[dec] eos:[dec] ttl:[dec]), [int](exp:[dec] eos:[dec] ttl:[dec]),
[int](exp:[dec] eos:[dec] ttl:[dec])}
[hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex]
```

Explanation A recirculated packet was dropped due to an error. This condition might occur if the size of a recirculated packet exceeds the egress interface MTU.

Recommended Action Increase the MTU size on the egress interface to accommodate the incoming packets. If the problem persists, 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message 6K_MPLS_RP-3-RSVD_VLAN_CLEAR_ACL_ERROR: Failed to clear ACL default for reserved VLAN [int] for vrf [int]

Explanation The system failed to clear the ACL default for an MPLS-reserved VLAN.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C6K_MPLS_RP-3-RSVD_VLAN_RELEASE_ERROR: Failed to release reserved VLAN [int] from vrf [int]

Explanation The system failed to release an MPLS-reserved VLAN from a VRF either because the VRF was not found or because a failure occurred when dissociating the VLAN from the VRF.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C6K_MPLS_RP-3-RSVD_VLAN_SET_ACL_ERROR: Failed to set ACL default for reserved VLAN [int] for vrf [int]

Explanation The system failed to set an ACL default for an MPLS-reserved VLAN.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C6K_MPLS_RP-3-RSVD_VLAN_SET_IDB_ERROR: Failed to set idb of reserved VLAN [int] for vrf [int]

Explanation The system failed to set the IDB for an MPLS-reserved VLAN.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

C6K_MPLS_RP-6

Error Message %C6K_MPLS_RP-6-PKT_DROP_RSVD_VLAN_TABLEID: Packet dropped, reserved VLAN idb [chars] has incorrect tableid [int]

Explanation A packet received on a reserved VLAN was dropped due to an incorrect table ID in the IDB. This situation might occur during VRF removal. The aggregate label will stay in the H state for a few minutes, while the table ID in the reserved VLAN IDB has already cleared.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C6K_MPLS_RP-6-PKT_DROP_RSVD_VLAN_VRFID: Packet dropped, reserved VLAN idb [chars] has incorrect tableid %u

Explanation A packet received on a reserved VLAN was dropped due to an incorrect table identifier (ID) in the interface descriptor block (IDB). This condition might occur when, during VRF removal, an aggregate label will stay in the H state for a few minutes, while the table ID in the reserved VLAN IDB has already cleared.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

C6K_PLATFORM Messages

This section contains general Catalyst 6500 series switch and Cisco 7600 series router platform (C6K_PLATFORM) messages.

C6K_PLATFORM-0

Error Message %C6K_PLATFORM-0-UNKNOWN_CHASSIS: The chassis type is not known. ([hex])

Explanation The Cisco IOS software installed on the system does not recognize the chassis type specified in the error message.

Recommended Action Ensure that your Cisco IOS software release train supports the chassis type. Upgrade your system to the latest Cisco IOS software release in your release train.

C6K_PLATFORM-2

Error Message %C6K_PLATFORM-2-PEER_RESET: [chars] is being reset by the [chars]

Explanation The local CPU is being reset by the peer CPU when the peer CPU reloads because of exceptions.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

C6K_PLATFORM-3

Error Message %C6K_PLATFORM-3-INFO1: [chars]=[hex] [chars]=[hex]

Explanation This message provides information regarding the internal state of the SiByte processor.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

C6K_PLATFORM-4

Error Message %C6K_PLATFORM-4-CONFREG_BREAK_ENABLED : The default factory setting for config register is 0x2102.It is advisable to retain 1 in 0x2102 as it prevents returning to ROMMON when break is issued.

Explanation The SP configuration register has been changed from the default factory setting of 0x2102 to another hexadecimal value.

Recommended Action No action is required.

Error Message %C6K_PLATFORM-4-ENVMON: System shutdown due to temperature alarms is [chars].

Explanation The system has a configuration to shut down a module if its operating temperature exceeds a temperature threshold. This configuration has been bypassed, and a module will still operate in an over-temperature condition. Operating at an over-temperature condition can damage the hardware.

Recommended Action Do not override the sensor alarms that act on an over-temperature condition. Enter the **environment-monitor shutdown temperature** command to bring the system back to standard temperature detection.

Error Message %C6K_PLATFORM-4-RTC_OSCILLATOR: The oscillator in the Real Time Clock is [chars]. Calendar [chars] be maintained during the powered down state of the switch.

Explanation A command has been entered that will cause the system calendar not to be maintained during a power down of the switch. The system date and time will require manual setting when the system is powered up during the next boot time. This command is useful to conserve the battery power of the CMOS, which is used to keep the real-time clock active while the switch is powered down. This condition is useful only if the switch is powered down for a long period of time.

Recommended Action If the switch need not be powered down for a long period of time, remove the configuration by entering the **no hw-module rtc-oscillator shutdown** command.

C6K_PLATFORM-5

Error Message %C6K_PLATFORM-5-LESS_SPACE : May not have enough space to save the crash info. on flash of [chars] on module: [dec]

Explanation The flash memory device does not have enough memory to save the crash information. The crash information might not be saved on the flash memory device.

Recommended Action Remove unnecessary files from the flash memory device, and enter the **squeeze** command for the flash memory device.

Error Message %C6K_PLATFORM-5-MISMATCH : '[chars]' device programming algorithm mismatch detected on [chars] (module: [dec]), formatting is recommended.

Explanation The flash memory device programming algorithm that was written to the device when the flash memory was formatted is different from what the current running software has detected. The first [chars] is the device, the second [chars] is where the mismatch was detected, and [dec] is the module number. This conditions occurs when a flash memory is installed into a system with a different Cisco IOS release or when a Cisco IOS upgrade is performed on the switch.

Recommended Action Reformat the flash memory device. Otherwise, no action is required.

C6K_PLATFORM-6

Error Message %C6K_PLATFORM-6-PACKET_BUFFER: This setting will cause a packet buffer error to [chars]

Explanation This warning message appears when the configuration contains the **error-detection packet-buffer action** command. Upon detecting a packet buffer failure on an ASIC, the supervisor engine takes the action specified by the **error-detection packet-buffer action** command (and shown in [chars]). The choices include error-disabling the ports on a particular ASIC, error-disabling the the module, or automatically power-cycling the module. To view the default and configured actions on all modules, enter the **show error-detection packet-buffer** command.

Recommended Action .This message is informational only. No action is required.

C6K_POWER Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router power (C6K_POWER) messages. For more power messages, see the [C6KPWR Messages](#) section of this chapter.

C6KPWR

Error Message %C6KPWR-SP-2-PSFAIL: power supply [dec] output failed.

Explanation Power supply [dec] has failed.

Recommended Action Replace the power supply.

Error Message %C6KPWR-SP-4-PSOK: power supply [dec] turned on.

Explanation Power supply [dec] is turned on.

Recommended Action No action is required.

Error Message %C6KPWR-SP-4-PSREDUNDANTBOTHSUPPLY: in power-redundancy mode, system is operating on both power supplies.

Explanation When the system is in power redundancy mode, it operates on both power supplies.

Recommended Action No action is required.

C6K_POWER-3

Error Message %C6K_POWER-3-NOTIFY_FAIL: Failed to notify RP of change in operator status for [chars] number [dec] from '[chars]' to '[chars]'

Explanation The SP is unable to acquire the resources needed to notify the RP of the event specified in the error message.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

C6K_POWER-4

Error Message %C6K_POWER-4-PD_NOLINKUP: The device connected to [dec]/[dec] is powered up but its link is not up in [dec] seconds. Therefore, power is withdrawn from the port.

Explanation The system withdrew the power that was allocated to the specified port because the port link was not operational in the specified number of seconds.

Recommended Action Try to connect the device to a different port or connect a different device to the port specified in the message.

C6K_POWER-6

Error Message %C6K_POWER-6-NOLPP: Because of lack of system power, devices that require the system to power them on may not come up within one second.

Explanation The local power pools have been deallocated. The module firmware cannot power up the device until it has received authorization for power allocation from the software running on the supervisor engine.

Recommended Action No action is required.

C6K_PROCMIB Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router Process MIB SP CPU (C6K_PROCMIB) messages.

C6K_PROCMIB-3

Error Message %C6K_PROCMIB-3-IPC_PORTOPEN_FAIL: Failed to open port while connecting to process statistics: error code = [chars]

Explanation An error occurred during an attempt to open a port for an IPC message.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C6K_PROCMIB-3-IPC_TRANSMIT_FAIL: Failed to send process statistics update : error code = [chars]

Explanation An error occurred during an attempt to send an IPC message.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C6K_PROCMIB-3-MALLOC_FAILURE_IPC: Failed to allocate IPC message to contact process

Explanation A memory allocation failure occurred during the processing of an IPC message.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

C6KPWR Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router power (C6KPWR) messages.

C6KPWR-2

Error Message %C6KPWR-2-INSUFFICIENTPOWER: Powering down all linecards as there is not enough power to operate all critical cards

Explanation The switch was operating with two power supplies in combined mode. One of power supplies has failed. Available power is insufficient to support all critical service modules. Critical service modules include modules that support VPNs or IP security. If these critical modules fail, security issues could arise; therefore, all modules have been powered down.

Recommended Action Replace the failed power supply.

Error Message %C6KPWR-2-MAJORPOWERALARM: In the absence of power supply 1, system power usage exceeds allowed range of [chars]W. Power total will be reduced in [dec] seconds

Explanation This message indicates a major power alarm condition. The power supply in slot 2 has exceeded its allowed range. The range is specified in the error message.

Recommended Action Enter the **show power** command to determine the actual power usage. Insert a power supply in power supply slot 1, or power down some modules to reduce system power usage. If downtime can be scheduled, move the power supply from slot 2 to slot 1. If this condition persists, the environmental monitor will shut down some modules to prevent a complete power failure.

Error Message %C6KPWR-2-MAJORPOWERALARMRECOVER: System power usage has returned to allowed operating range

Explanation This message indicates that system power usage has returned to the permitted operating range. The scheduled shutdown is cancelled, and the system will continue operating.

Recommended Action No action is required.

Error Message %C6KPWR-2-MINORPOWERALARM: In the absence of power supply 1, system power usage exceeds the recommended range of [chars]W

Explanation This message indicates a minor power alarm condition. The power supply in slot 2 has exceeded its allowed range. The range is specified in the error message. Selected modules will be shut down to prevent a complete power failure.

Recommended Action Enter the **show power** command to determine the actual power usage. Insert a power supply in power supply slot 1, or power down some modules to reduce system power usage. If downtime can be scheduled, move the power supply from slot 2 to slot 1.

C6KPWR-3

Error Message %C6KPWR-3-PSUNKNOWN: Unknown power supply in slot [dec] (idprom read failed).

Explanation The IDPROM of the power supply in the specified slot cannot be read.

Recommended Action Remove and reinsert the power supply. Fasten the screw and attempt to operate the power supply again. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

C6KPWR-4

Error Message %C6KPWR-4-INPUTCHANGE: Power supply [dec] input has changed. Power capacity adjusted to [chars]W

Explanation The power supply in the specified slot has detected a change in its input supply. The power capacity for the power supply has been adjusted accordingly.

Recommended Action Enter the **show power** command to see the current power status. Otherwise, no action is required.

Error Message %C6KPWR-4-MAJORPOWERALARMRECOVER: System power usage has returned to allowed operating range

Explanation This message indicates that system power usage has returned to the allowed operating range, so the scheduled shutdown was cancelled. The system will continue operating.

Recommended Action No action is required.

Error Message %C6KPWR-4-MINORPOWERALARM: In the absence of power supply 1, system power usage exceeds the recommended range of [chars]W

Explanation This message indicates a minor power alarm condition. The power supply in slot 2 has exceeded its allowed range. The range is specified in the error message. Selected modules will be shut down to prevent a complete power failure.

Recommended Action Enter the **show power** command to determine the actual power usage. Insert a power supply in power supply slot 1, or power down some modules to reduce system power usage. If downtime can be scheduled, move the power supply from slot 2 to slot 1.

Error Message %C6KPWR-4-MINORPOWERALARMRECOVER: System power usage has returned to normal operating range

Explanation This message indicates that system power usage has returned to the normal operating range.

Recommended Action No action is required.

Error Message %C6KPWR-4-PS1FAILALERT: Do not remove power supply 1 without inserting another supply. In the absence of power supply 1, system power capacity will be reduced to [chars]W after a [dec] second grace period.

Explanation The system is experiencing heavy traffic. In this condition, the single power supply should be used in slot 1 rather than in slot 2.

Recommended Action Insert a power supply in slot 1, or move the power supply from slot 2 to slot 1.

Error Message %C6KPWR-4-PS2ONLY: Single power supply system should utilize power supply slot 1

Explanation The system is experiencing heavy traffic. In this condition, the single power supply should be used in slot 1 rather than in slot 2.

Recommended Action Move the power supply from slot 2 to slot 1.

Error Message %C6KPWR-4-PSINPUTDROP: Power supply [dec] input has dropped

Explanation The power supply in the specified slot has detected a drop in its input supply. The power capacity for the power supply has been adjusted accordingly.

Recommended Action Enter the **show power** command to see the current power status. Otherwise, no action is required.

Error Message %C6KPWR-4-PSMISMATCH: power supplies rated outputs do not match.

Explanation The two power supplies in the system have different output ratings.

Recommended Action For more efficient load sharing, use power supplies with the same output rating.

Error Message %C6KPWR-4-PSNOREDUNDANCY: Power supplies are not in full redundancy, power usage exceeds lower capacity supply

Explanation The two power supplies in the system have different output ratings. Current power usage exceeds the capacity of the lower-rated power supply. If the higher-rated power supply fails, the lower-rated power supply will not be able to support all modules that are currently powered up.

Recommended Action To ensure that the system power supplies are optimally redundant, use power supplies with identical output ratings or reduce system power consumption.

C6K_VSD_ROIR Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router messages.

C6K_VSD_ROIR-2

Error Message %c6k_VSD_ROIR-2-ROIR_INVALID_MODULE_TYPE: Remote switch module type is invalid : slot [dec]

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %c6k_VSD_ROIR-2-ROIR_INVALID_SYNC_EVENT: ROIR: [chars] receiver process has received an invalid sync event OrIt can't sync the event to its standby counter part

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %c6k_VSD_ROIR-2-ROIR_NULL_MODULE_DATA_STRUCTURE: [chars] bay(per-module) data structure ptr is NULL

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %c6k_VSD_ROIR-2-ROIR_NULL_MODULE_DATA_STRUCTURE_TYPE: ROIR: [chars] bay(per-module) data structure ptr is not NULLmodule data structure TYPE is NULL

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %c6k_VSD_ROIR-2-UNKNOWN_OR_NULL_EVENT_RECEIVED: [chars]: Received [chars] event

Explanation The system was unable to create a watched boolean for the ROIR event receiver process, which is used to receive ROIR messages. This message could indicate a catastrophic software 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %c6k_VSD_ROIR-2-VECTOR_IS_NULL: [chars] [chars]: Vector is NULLResource or config callbacks couldn't be called when module hadProblems coming online

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

C6K_VSD_ROIR-3

Error Message %c6k_VSD_ROIR-3-ROIR_HUGE_BAY_SIZE: ROIR: [chars], failed to send bulk sync for bay type [dec] due to its huge unit size [dec]

Explanation Remote OIR failed to bulk sync for one bay type because of its huge unit size.

Recommended Action This is a system error. Please contact Cisco tech-support.

Error Message %CDP-3-CHUNK: Chunk_malloc Failure

Explanation chunk malloc 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %c6k_VSD_ROIR-3-ROIR_ISSU_SESS_INCOMPLETE: ROIR ISSU SESSION INVALID: issu nego session not completed

Explanation The remote OIR did not complete the ISSU session negotiation. The system is trying to transform a message sent or received. This is a system 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %c6k_VSD_ROIR-3-ROIR_LATE_EVENT_RESPONSE: ROIR: sender dropped late response for slot [dec] type [dec] seq [dec] result [dec]

Explanation The remote OIR sender received a late processing response. The request timed out while waiting for a response. This is a system 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %c6k_VSD_ROIR-3-ROIR_TIMER_WB_FAIL: ROIR Timer Process : Unable to create watched boolean

Explanation The system was unable to create a watched boolean for a timer process of ROIR. This message could indicate an internal software 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

C6K_VSD_ROIR-6

Error Message %c6k_VSD_ROIR-6-BAD_IDPROM: ROIR:idprom error [chars] for index [chars], switch_id [dec]physical_slot [dec]

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %c6k_VSD_ROIR-6-BAY_IS_NULL: [chars], bay is NULL bay_type:[dec], index:[dec]

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %c6k_VSD_ROIR-6-BULK_SYNC_MSG_SEND_FAILED: [chars] Failure sending Bulk sync msg

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %c6k_VSD_ROIR-6-ERR_GET_SWID: [chars] Error ([dec]) in getting swid and phy_idx for vid_x [dec]

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %c6k_VSD_ROIR-6-EVENT_SEND_FAILED: Remote Oir::Sender: Events for for Module Type [dec] Slot [dec] could not be sent to core because [chars]

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %c6k_VSD_ROIR-6-FAILED_TO_GET_PAK: ROIR:Notify Failed to get pak for [chars] notification

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %c6k_VSD_ROIR-6-FAILED_TO_SEND_NOTIFICATION: ROIR:Notify Failed to send [chars] notification

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %c6k_VSD_ROIR-6-GETBUFFER_FAILED: ROIR: [chars] getbuffer failed. Mod type = [dec], slot# = [dec]

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %c6k_VSD_ROIR-6-INVALID_SM_INSTANCE: Unable to get remote module State Machine instance forswitch [dec] slot [dec] module_type [dec]

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %c6k_VSD_ROIR-6-MALLOC_FAILURE: Switch Id: [dec] : malloc for [chars] failed

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %c6k_VSD_ROIR-6-NACKED_EVENT: [chars] Remote Oir::CORE NACK'ed event status [dec]

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %c6k_VSD_ROIR-6-POST_PROCESSING_NOTIFY_FAILED: ROIR:sender [chars]
Post processing notifications to local applns failed

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %c6k_VSD_ROIR-6-PROCESSING_FAILED: ROIR::Sender:: For Bay type [dec]
slot [dec] - Core unsuccessful in processing event type [dec] status [dec]

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %c6k_VSD_ROIR-6-RECEIVED_NULL_ARG: [chars] received NULL argument

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %c6k_VSD_ROIR-6-REGISTRY_ADDITION_FAILED: Registry addition failed for [chars]

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %c6k_VSD_ROIR-6-REMOTE_MODULE_SANITY_CHK_FAILED: sanity check failed for remote module virtual slot number [dec]

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %c6k_VSD_ROIR-6-REMOTE_SWITCH_NOT_ONLINE:
[chars] remote switch not online [dec]

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %c6k_VSD_ROIR-6-RF_CLIENT_NOTIFY_TIMER: [chars](): Could not extend notification timer

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %c6k_VSD_ROIR-6-RF_ROIR_MESG_SEND_FAILED: [chars](): Error sending remote oir rf message

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %c6k_VSD_ROIR-6-RF_SEND_PEER_MSG_FAILED: [chars] - rf_send_peer_msg failed

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %c6k_VSD_ROIR-6-ROIR_BAD_VSLOT_NUM: [chars] virtual slot [dec] number is invalid for virtual switch module

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %c6k_VSD_ROIR-6-ROIR_EVENT_SEND_NULL_IDPROM: ROIR Event Send failed : fru type [dec] bay type [dec] unit [dec] name [chars] description [chars] - reason: [chars]

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %c6k_VSD_ROIR-6-ROIR_RECV_EVENT_ERROR: ROIR:incoming event error received [chars] event

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %c6k_VSD_ROIR-6-ROIR_UNABLE_TO_GET_REMOTE_MODULE_DATA_STRUCT: Unable to get remote switch module data structure forswitch [dec] slot [dec] module type [dec]

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %c6k_VSD_ROIR-6-SLOT_IS_ZERO: [chars] slot is ZERO

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %c6k_VSD_ROIR-6-TIMER_EVENT_RECV: ROIR::Receiver::Timer Process got TIMER event

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %c6k_VSD_ROIR-6-TIMER_EXPIRED: ROIR::Receiver::For Switch:[dec] Type [dec] Phy Slot [dec] - [chars] timer expired

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %c6k_VSD_ROIR-6-UNABLE_TO_COMMUNICATE_THREAD: Remote Oir::Sender:: Cannot communicate thread sub block to type [dec] slot [dec]

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %c6k_VSD_ROIR-2-UNABLE_TO_CREATE_PROCESS: Could not create [chars] Process

Explanation The system was unable to create a watched boolean for the timer process of ROIR. This could indicate an internal software 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %c6k_VSD_ROIR-6-UNABLE_TO_CREATE_ROIR_PROCESS: ROIR:Core Process creation failedswitch [dec] slot [dec] module_type [dec]

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %c6k_VSD_ROIR-6-UNABLE_TO_CREATE_SWOVER_PROCESS: ROIR:HA error Could not create Remote Swover process!!pid: [dec] for slot [dec]

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %c6k_VSD_ROIR-6-UNABLE_TO_CREATE_THREAD_INSTANCE: Remote Oir::Sender::Unable to create a [chars] for process type [dec] slot [dec]

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %c6k_VSD_ROIR-6-UNABLE_TO_CREATE_WB: ROIR: [chars] Unable to create [chars] watched boolean

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %c6k_VSD_ROIR-6-UNABLE_TO_GET_THREAD_SUBLOCK: Unable to get thread sub-block. Unable to continue. Remote switch sender thread aborting.

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %c6k_VSD_ROIR-6-UNABLE_TO_INIT: ROIR: Core: Unable to init [chars]

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %c6k_VSD_ROIR-6-UNABLE_TO_RETRIEVE_MODULE_DATA_STRUCTURE: Unable to get module data structure for remote module

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %c6k_VSD_ROIR-6-WORKER_THREAD_IDENT_FAILED: ROIR::Recvr [chars] - Could not get identify worker thread id

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %c6k_VSD_ROIR-6-WORKER_THREAD_INVALID_THREAD: ROIR::Recvr - Bay sw[dec] type[dec] slot[dec] - [chars]

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %c6k_VSD_ROIR-6-WORKER_THREAD_PACK_DROPPED: ROIR::Rcvr Worker Thread [dec] dropped packet because data section NULL!

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %c6k_VSD_ROIR-6-WORKER_THREAD_SET_OR_CREATE_WORKER_THREAD: ROIR::Rcvr Worker Unable to [chars] thread [chars]

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

C6K_WAN_C2W Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router WAN C2Wire (C6K_WAN_C2W) messages.

C6K_WAN_C2W-4

Error Message %C6K_WAN_C2W-4-READERROR: C2Wire read failed reg [hex] on device [chars]

Explanation The SMBus driver failed to read from the specified C2W device.

Recommended Action No action is required if this warning message appears occasionally. If the message appears often in a short period of time, 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C6K_WAN_C2W-4-WRITEERROR: C2Wire write failed reg [hex] on device [chars]

Explanation The Smbus driver failed to write to the specified C2W device.

Recommended Action No action is required if this warning message appears occasionally. If the message appears often in a short period of time, 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

C7600_ES Messages

This section contains Ethernet Services linecard messages.

C7600_ES-2

Error Message %C7600_ES-2-CRITICAL_ERR: C7600-ES Line Card Failure: [chars]

Explanation A critical error has occurred on the C7600-ES Line Card. The message that was previously received on the console or in the system log and cash dump should provide more information of the problem.

Recommended Action If the problem persists, then collect crash dump and File a DDTs. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C7600_ES-2-IOFPGA_IO_BUS_ERROR: C7600-ES Line Card IOFPGA IO [chars]
Bus Error: Error = [hex] Error Address = [hex], Error Data = [hex]

Explanation An unexpected hardware error condition has occurred on the C7600-ES Line Card. SELENE/LINKFPGA/PEFPGA FPGA failed to respond to a read or write access. This message indicates a hardware failure or a malfunction. The linecard will reload to attempt to fix the problem.

Error Message %C7600_ES-2-NMI_RESET: C7600-ES Line Card NMI reset by SUP

Explanation The Supervisor detected C7600-ES line card as unresponsive and attempted to recover line card by issuing a Non Maskable Interrupt.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C7600_ES-2-NP_FAILURE: C7600-ES Line Card NP [dec] Failure: [chars]

Explanation An unexpected fatal condition has occurred on the C7600-ES Line Card. The message that was previously received on the console or in the system log and cash dump should provide more information of the problem. This message indicates a NP failure or malfunction. The LC will reset to attempt to fix the problem.

Recommended Action If the problem persists, then collect crash dump and File a DDTS. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C7600_ES-2-NP_WORKAROUND: C7600-ES Line Card NP[[dec]] Workaround [chars] after [[dec]] retries

Explanation The NP workaround routine on the C7600-ES Line Card Passed/Fail.If the workaround failed, it will result in packets not being forwarded.

Recommended Action Attempt to reload the line card. If the problem persists, then 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C7600_ES-2-PEX_INIT_FAILED: C7600-ES Line Card PCI Express Initialization failed at [chars][[dec]]

Explanation The C7600-ES Line Card received an error during initialization when attempting to initialize the PCI Express interface with the forwarding hardware. A hardware problem has prevented the target line card from fully initializing. This will result in packets not being forwarded.

Recommended Action Attempt to reload the line card. If the problem persists, then copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

Error Message %C7600_ES-2-UNRECOVERABLE_FAILURE: C7600-ES Line Card Unrecoverable Failure for Device: [chars]

Explanation An unexpected fatal condition has occurred on the C7600-ES Line Card. The message that was previously received on the console or in the system log should provide more information on the specific nature of the problem. This message indicates a hardware failure or malfunction. The system will reload to attempt to fix the problem.

Recommended Action If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

C7600_ES-3

Error Message %C7600_ES_LINK-3-FPGA_NOT_READY: [chars] reports Link FPGA is not ready (ConfigPLD status [hex])!

Explanation The Link FPGA configuration is not done properly. This could be caused by an incompleting Link FPGA update in a previous FPD upgrade process.

Recommended Action Restart the FPD upgrade. If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

Error Message %C7600_ES-3-KPFPGA_FIFO_INT: C7600-ES Line Card Packet Engine Supertycho KPFPGA Interrupt

Explanation An unexpected hardware error condition has occurred on the C7600-ES Line Card. Some data traffic between EARL and the firmware ASIC Metropolis is flow controlled.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C7600_ES-3-KPFPGA_PARITY_ERR_INT: C7600-ES Line Card Packet Engine Supertycho KPFPGA Parity Error

Explanation An unexpected hardware error condition has occurred on the C7600-ES Line Card. A parity error occurred during KPFPGA register access.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C7600_ES-3-PE_INT_BUS_ACL_PARITY: C7600-ES Line Card Packet Engine ACL Counter FPGA Parity ErrorIO Bus Error Address = [hex], IO Bus Error Data = [hex]

Explanation An unexpected hardware error condition has occurred on the C7600-ES Line Card. A parity error is detected when reading from the ACL Counter FPGA.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C7600_ES-3-PE_INT_BUS_INV_ADDR_ERR: C7600-ES Line Card Packet Engine Invalid Address Access on Earl CardIO Bus Error Address = [hex], IO Bus Error Data = [hex]

Explanation An unexpected hardware error condition has occurred on the C7600-ES Line Card. An IO Bus transfer from the Baseboard goes to an undefined address on the EARL card.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C7600_ES-3-PE_INT_BUS_PARITY: C7600-ES Line Card Packet Engine Bus Parity ErrorIO Bus Error Address = [hex], IO Bus Error Data = [hex]

Explanation An unexpected hardware error condition has occurred on the C7600-ES Line Card. A parity error is detected on the IO Bus from the Baseboard.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

Error Message %C7600_ES-3-PE_INT_BUS_PROTOCOL_ERR: C7600-ES Line Card Packet Engine IO Bus Protocol ErrorIO Bus Error Address = [hex], IO Bus Error Data = [hex]

Explanation An unexpected hardware error condition has occurred on the C7600-ES Line Card. A transfer on the IO Bus between the Baseboard and the Earl FPGA did not follow the bus protocol.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

Error Message %C7600_ES-3-PE_INT_BUS_ST_PARITY: C7600-ES Line Card Packet Engine Supertycho Parity ErrorIO Bus Error Address = [hex], IO Bus Error Data = [hex]

Explanation An unexpected hardware error condition has occurred on the C7600-ES Line Card. A parity error is detected when reading from the Supertycho register.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

Error Message %C7600_ES-3-PE_INT_BUS_TIMEOUT: C7600-ES Line Card Packet Engine Bus Timeout: IO Bus Error Address = [hex], IO Bus Error Data = [hex]

Explanation An unexpected hardware error condition has occurred on the C7600-ES Line Card. Supertycho or the ACL Counter FPGA failed to respond to a read or write access within 1 usec.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

C7600_ES-5

Error Message %C7600_ES-5-BRIDGE_ASIC_INTR: The Bridge-ASIC-[chars][[dec]] interrupt asserted. Addr[[hex]]=[hex]

Explanation The Bridge-ASIC on the linecard has experienced an interrupt. The recovery action is already taken and no further action is needed.

Recommended Action No action is required.

Error Message %C7600_ES-5-FPGA_IMAGE_CORRUPTED: [chars] failed to program at power up, presumed corrupted.

Explanation One of the FPGAs failed to program at boot. The board will not and cannot forward traffic in this state. Failure to program presumably caused by corrupted FPGA image. Likely cause of corrupted FPGA image: write failure during FPGA FPD upgrade. Likely cause of FPGA FPD upgrade failure: unexpected LC reset during FPD upgrade.

Recommended Action If failure occurred during a FPGA FPD upgrade, ensure that LC was not or will not be inadvertently reset during upgrade. Some FPGA FPD upgrades might require a longer time to complete, and an inadvertent reset during the programming interval will corrupt the FPGA image. If failure did not occur during an FPD upgrade, the FPGA recovery logic will nevertheless necessitate a FPGA FPD upgrade. As a reminder, this requires an FPD bundle file on the supervisor to complete.

Error Message %C7600_ES-5-FPGA_RECOVERY: [chars] recovery invoked.

Explanation FPD is being invoked to recover corrupted FPGA FPD image. Allow a few minutes for programming to complete. FPD will report results from programming FPGA. If FPD reports success, recovery has completed successfully.

Recommended Action Verify that FPD successfully recovered image.

Error Message %C7600_ES-5-MET_TIMEOUT: Rewrite Engine Multicast Expansion Table access timeout recovery action invoked, Address = [hex]

Explanation The linecard experienced an IO-BUS timeout while accessing the Multicast Expansion Table. The recovery action is already taken and no further action is needed.

Recommended Action No action is required

C7600_ES-LINK-3

Error Message %C7600_ES_LINK-3-FPGA_NOT_READY: [chars] reports Link FPGA is not ready (ConfigPLD status [hex])!

Explanation The Link FPGA configuration is not done properly. This could be caused by an incompleting Link FPGA update in a previous FPD upgrade process.

Recommended Action Restart the FPD upgrade. If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

Error Message %C7600_ES_LINK-3-INIT_FAILED: Failed to initialize Link Daughtercard.

Explanation Link Daughter card initialization process failed caused by a Link FPGA not ready, memory allocation failure, or a fatal OS kernel 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C7600_ES_LINK-3-INTR_THROTTLE: Interface [chars] PHY interrupt is throttled. Total throttle count [dec].

Explanation A 10GE PHY interrupt burst has occurred on one of the interfaces on the link daughter card. The error message indicates that a throttling mechanism has been applied to this port to avoid any operational damage that could be provoked by this event. Possible causes of this problem include a bad transceiver, frequently flapping optical signals, or mismatched path signals (that is, receiving a 10GBASE-W signal on 10GE LAN interface).

Recommended Action Check the interface configuration and received signal characteristics. Verify the XFP transceiver and receive signal path to determine the exact root cause. If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

Error Message %C7600_ES_LINK-3-SEND_MSG: Link DC failed to notify driver process about a line state change in the interface port [dec]

Explanation A line state change has occurred on one of the interface ports on the link daughter card. The error message indicates the port number. The state change notification could not be sent to the link daughter card processor. The cause for this problem could be memory exhaustion.

Recommended Action Enter the **show memory summary** command to attempt to determine the cause of the error. If it is insufficient system memory, Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration. If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

C7600_ES-LINK-4

Error Message %C7600_ES_LINK-4-SCPBUF_ERR: Failed to get packet from SCP packet pool for [chars]

Explanation The Line Card failed to allocate a packet from the SCP packet pool for the transceiver control message specified in the error message.

Recommended Action No action is required.

C7600_ES-LINK-5

Error Message %C7600_ES_LINK-5-ALS_RESTARTREJ: ALS manual restart command on the Interface [chars] is rejected.

Explanation The most recent Automatic Laser Shutdown manual restart command (**als restart mode manual**) on the given interface was issued when the ALS statemachine was not in the IDLE state and could not be accepted.

Recommended Action No action is required.

C7600_SIP200 Messages

This section contains SPA Interface Processor 200 (C7600_SIP200) messages.

C7600_SIP200-3

Error Message %C7600_SIP200-3-BADIFCTRL: Corrupted sip-200 information for interface [chars] [[hex]]

Explanation The interface SIP 200 information is not valid. This message indicates an internal software error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show memory** command on the line card. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C7600_SIP200-3-SONET_CLOCK_FAILED: SPA Sonet clock has failed (status = [hex])

Explanation The SPA SONET clock has failed. SPAs that rely on the SPA SONET clock for proper operation, such as PoS and ATM, will be affected.

Recommended Action If the SPA SONET clock does not recover, perform an OIR.

Error Message %C7600_SIP200-3-SONET_CLOCK_RECOVERED: SPA Sonet clock has recovered (status = [hex])

Explanation The SPA SONET clock has recovered.

Recommended Action No action is required.

C7600_SIP200-4

Error Message %C7600_SIP200-4-MEM_MODULE_MISMATCH: Memory modules are not identical

Explanation The memory modules do not have identical parameters. This condition might impact performance.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show memory** command on the line card. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

C7600_SIP200_MP Messages

This section contains SIP 200 multiprocessing (C7600_SIP200_MP) messages.

C7600_SIP200_MP-1

Error Message %C7600_SIP200_MP-1-UNSAFE: Multiprocessor error on [chars]

Explanation The line card CPU contains two CPU cores, one of which is the master CPU. The CPU specified in the error message attempted to perform an operation that is illegal for multiprocessor operation between the two CPU cores.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

C7600_SIP200_MP-3

Error Message %C7600_SIP200_MP-3-INIT_FAILURE: Second CPU initialization failed

Explanation The line card CPU unit has two CPU cores in it. The second CPU core is not initialized successfully, so the line card is operating with one CPU core only. You may also see a SYS-2-MALLOCFAIL warning message.

Recommended Action If this message appears when a line card boots up, reload the line card by entering the **hw-module module slot reset** command. Also, check the amount of memory on the line card by entering the **show controller cwan** command.

C7600_SIP200_MP-4

Error Message %C7600_SIP200_MP-4-PAUSE: Non-master CPU is suspended for too long, from [hex]([int]) to [hex] for [int] CPU cycles. [chars]

Explanation The line card CPU contains two CPU cores, one of which is the master CPU. The master CPU caused the second nonmaster CPU to be suspended for too long a time. This condition could cause the nonmaster CPU to drop packets. This warning indicates a transient software problem, and the line card should continue to operate normally.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C7600_SIP200_MP-4-TIMEOUT: Master CPU request timed out [chars]

Explanation The line card CPU contains two CPU cores, one of which is the master CPU. The nonmaster CPU is not responding in time to the request from the master CPU. This warning indicates a transient software problem. The line card should continue to operate normally.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

C7600_SIP200_SPIRX Messages

This section contains SIP 200 SPI4.2 bus ingress interface (C7600_SIP200_SPIRX) messages.

C7600_SIP200_SPIRX-3

Error Message %C7600_SIP200_SPIRX-3-INITFAIL: Failed to configure the ingress SPI4.2 device. Error = [hex]

Explanation The system cannot program or configure the ingress SPI4.2 device on the line card. This condition indicates an internal hardware error.

Recommended Action If this problem 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %C7600_SIP200_SPIRX-3-SPA_INTERRUPT: SPA [int] - [chars], SPA Int status = [hex]

Explanation A SPA interrupt from the ingress SPI4.2 device has occurred.

Recommended Action If this problem 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %C7600_SIP200_SPIRX-3-SPI4_LINKERROR: SPA Bay [int], [int] SPI4 Link Failures

Explanation Link errors from the ingress SPI4.2 device have occurred.

Recommended Action If this problem 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %C7600_SIP200_SPIRX-3-SRAM_ERROR_DATA: SRAM[dec] Address = [hex] [hex]
Data = [hex] [hex] [hex]_[hex] [hex] [hex]_[hex] [hex] [hex]_[hex] [hex] [hex]

Explanation An SRAM address and data dump has occurred.

Recommended Action If this problem 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %C7600_SIP200_SPIRX-3-SRAM_INTERRUPT: [chars], Sram Int status = [hex]

Explanation An SRAM interrupt has occurred from the ingress SPI4.2 device.

Recommended Action If this problem 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %C7600_SIP200_SPIRX-3-STATUS_INTERRUPT: [chars], Global Int status = [hex]

Explanation A status interrupt has occurred from the ingress SPI4.2 device.

Recommended Action If this problem 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

C7600_SIP200_SPITX Messages

This section contains SIP 200 SPI4.2 bus egress interface (C7600_SIP200_SPIRX) messages.

C7600_SIP200_SPITX-3

Error Message %C7600_SIP200_SPITX-3-BADDESC: descriptor [hex], tag [hex], global channel [int]

Explanation The egress SPI4.2 device on the line card returns a descriptor entry that is corrupted.

Recommended Action If this problem 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %C7600_SIP200_SPITX-3-BADPAK: corrupted packet to [chars]

Explanation The egress SPI4.2 device on the line card is handling a packet that is corrupted. This condition indicates that an internal software error has occurred. The corrupted packet has been dropped.

Recommended Action If this problem 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %C7600_SIP200_SPITX-3-CHANNEL_ENABLE_FAIL: SPI4 Channel [int] for Bay [int], [chars] Failed

Explanation The specified SPI4 channel could not be enabled or disabled.

Recommended Action If this problem 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %C7600_SIP200_SPITX-3-DESCR_ERR_SPA0: SPAstatus=[hex], syndrome=[hex], RdRspOvf=[int], RdRspTo=[int], OvfVal=[int], OvfCh=[int], OvfDescHi=[hex], OvfDescLo=[hex], DisChk=[int], SeqErrVal=[int], SeqErrCh=[int]

Explanation The egress SPI4.2 device on the line card detected a sequence or FIFO overflow error while processing a TX descriptor. This condition could cause packets to drop.

Recommended Action If this problem 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %C7600_SIP200_SPITX-3-DESCR_ERR_SPA1: SPAstatus=[hex], syndrome=[hex], RdRspOvf=[int], RdRspTo=[int], OvfVal=[int], OvfCh=[int], OvfDescHi=[hex], OvfDescLo=[hex], DisChk=[int], SeqErrVal=[int], SeqErrCh=[int]

Explanation The egress SPI4.2 device on the line card detected a sequence or FIFO overflow error while processing a TX descriptor. This condition could cause packets to drop.

Recommended Action If this problem 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %C7600_SIP200_SPITX-3-DESCR_ERR_SPA2: SPAsatus=[hex], syndrome=[hex], RdRspOvf=[int], RdRspTo=[int], OvfVal=[int], OvfCh=[int], OvfDescHi=[hex], OvfDescLo=[hex], DisChk=[int], SeqErrVal=[int], SeqErrCh=[int]

Explanation The egress SPI4.2 device on the line card detected a sequence or FIFO overflow error while processing a TX descriptor. This condition could cause packets to drop.

Recommended Action If this problem 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %C7600_SIP200_SPITX-3-DESCR_ERR_SPA3: SPAsatus=[hex], syndrome=[hex], RdRspOvf=[int], RdRspTo=[int], OvfVal=[int], OvfCh=[int], OvfDescHi=[hex], OvfDescLo=[hex], DisChk=[int], SeqErrVal=[int], SeqErrCh=[int]

Explanation The egress SPI4.2 device on the line card detected a sequence or FIFO overflow error while processing a TX descriptor. This condition could cause packets to drop.

Recommended Action If this problem 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %C7600_SIP200_SPITX-3-DMA_SQERR: Syndrome=[hex], SPA=[int], Ch=[int], RdSz=[int], RdOff=[int] [chars]

Explanation The egress SPI4.2 device on the line card detected a sequence error while processing a DMA operation. This condition could cause packets to drop.

Recommended Action If this problem 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %C7600_SIP200_SPITX-3-EFC_ERR_SPA0: SPAstatus=[hex] [chars]

Explanation The egress data path device on the line card detected an error condition with the extended flow control (EFC) bus interface. This condition could cause packets to drop.

Recommended Action If this problem 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %C7600_SIP200_SPITX-3-EFC_ERR_SPA1: SPAstatus=[hex] [chars]

Explanation The egress data path device on the line card detected an error condition with the extended flow control (EFC) bus interface. This condition could cause packets to drop.

Recommended Action If this problem 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %C7600_SIP200_SPITX-3-EFC_ERR_SPA2: SPAstatus=[hex] [chars]

Explanation The egress data path device on the line card detected an error condition with the extended flow control (EFC) bus interface. This condition could cause packets to drop.

Recommended Action If this problem 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %C7600_SIP200_SPITX-3-EFC_ERR_SPA3: SPAstatus=[hex] [chars]

Explanation The egress data path device on the line card detected an error condition with the extended flow control (EFC) bus interface. This condition could cause packets to drop.

Recommended Action If this problem 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %C7600_SIP200_SPITX-3-EFCEVNT_ERR: [chars]

Explanation The egress data path device on the line card detected an error while processing internal extended flow-control events. This condition could cause a reduced packet rate.

Recommended Action If this problem 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %C7600_SIP200_SPITX-3-EFC_QUEUE_STUCK: [chars]

Explanation The egress data path device on the line card detected an error condition with the Extended Flow Control Bus interface. This condition could cause packets to drop.

Recommended Action If this problem 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %C7600_SIP200_SPITX-3-EFCSTAT_FAIL_SPA0: [chars]

Explanation The egress SPI4.2 device on the line card detected an EFC status clock or synchronization failure. This condition could cause packets to drop.

Recommended Action If this problem 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %C7600_SIP200_SPITX-3-EFCSTAT_FAIL_SPA1: [chars]

Explanation The egress SPI4.2 device on the line card detected an EFC status clock or synchronization failure. This condition could cause packets to drop.

Recommended Action If this problem 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %C7600_SIP200_SPITX-3-EFCSTAT_FAIL_SPA2: [chars]

Explanation The egress SPI4.2 device on the line card detected an EFC status clock or synchronization failure. This condition could cause packets to drop.

Recommended Action If this problem 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %C7600_SIP200_SPITX-3-EFCSTAT_FAIL_SPA3: [chars]

Explanation The egress SPI4.2 device on the line card detected an EFC status clock or synchronization failure. This condition could cause packets to drop.

Recommended Action If this problem 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %C7600_SIP200_SPITX-3-FCSTAT_FAIL_SPA0: [chars]

Explanation The egress SPI4.2 device on the line card detected a SPI4.2 status clock or synchronization failure. This condition could cause packets to drop.

Recommended Action If this problem 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %C7600_SIP200_SPITX-3-FCSTAT_FAIL_SPA1: [chars]

Explanation The egress SPI4.2 device on the line card detected a SPI4.2 status clock or synchronization failure. This condition could cause packets to drop.

Recommended Action If this problem 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %C7600_SIP200_SPITX-3-FCSTAT_FAIL_SPA2: [chars]

Explanation The egress SPI4.2 device on the line card detected a SPI4.2 status clock or synchronization failure. This condition could cause packets to drop.

Recommended Action If this problem 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %C7600_SIP200_SPITX-3-FCSTAT_FAIL_SPA3: [chars]

Explanation The egress SPI4.2 device on the line card detected a SPI4.2 status clock or synchronization failure. This condition could cause packets to drop.

Recommended Action If this problem 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %C7600_SIP200_SPITX-3-INITFAIL: Failed to configure the egress SPI4.2 device. Error = [hex]

Explanation The egress SPI4.2 device on the line card could not be programmed or configured. This indicates an internal hardware error.

Recommended Action If this problem 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %C7600_SIP200_SPITX-3-INT_PERR_SPA0: IntMemPerr=[hex] [chars]

Explanation The egress SPI4.2 device on the line card detected an internal memory parity error. This condition could cause packets to drop.

Recommended Action If this problem 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %C7600_SIP200_SPITX-3-INT_PERR_SPA1: IntMemPerr=[hex] [chars]

Explanation The egress SPI4.2 device on the line card detected an internal memory parity error. This condition could cause packets to drop.

Recommended Action If this problem 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %C7600_SIP200_SPITX-3-INT_PERR_SPA2: IntMemPerr=[hex] [chars]

Explanation The egress SPI4.2 device on the line card detected an internal memory parity error. This condition could cause packets to drop.

Recommended Action If this problem 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %C7600_SIP200_SPITX-3-INT_PERR_SPA3: IntMemPerr=[hex] [chars]

Explanation The egress SPI4.2 device on the line card detected an internal memory parity error. This condition could cause packets to drop.

Recommended Action If this problem 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %C7600_SIP200_SPITX-3-MISMATCH: Descriptor ring mismatch: expects [int] got [int]

Explanation The egress SPI4.2 device on the line card returned a descriptor entry that did not match what the line card CPU expected. This condition could cause packets to drop.

Recommended Action If this problem 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %C7600_SIP200_SPITX-3-OVERRUN_DROP: SPI4 overrun drops packet for SPA [int], queue [int], count [int]

Explanation While the egress SPI4.2 device on the line card sends a packet on the extended flow controlled channel, it overruns the SPI4 channel but cannot queue it to the internal hold queue. This indicates an internal software error.

Recommended Action If this problem 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %C7600_SIP200_SPITX-3-SPI4_ERR_SPA0: SPAstatus=[hex] [chars]

Explanation The egress SPI4.2 device on the line card detected an error condition with the SPI4.2 bus interface. This condition could cause packets to drop.

Recommended Action If this problem 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %C7600_SIP200_SPITX-3-SPI4_ERR_SPA1: SPAstatus=[hex] [chars]

Explanation The egress SPI4.2 device on the line card detected an error condition with the SPI4.2 bus interface. This condition could cause packets to drop.

Recommended Action If this problem 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %C7600_SIP200_SPITX-3-SPI4_ERR_SPA2: SPAstatus=[hex] [chars]

Explanation The egress SPI4.2 device on the line card detected an error condition with the SPI4.2 bus interface. This condition could cause packets to drop.

Recommended Action If this problem 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %C7600_SIP200_SPITX-3-SPI4_ERR_SPA3: SPAstatus=[hex] [chars]

Explanation The egress SPI4.2 device on the line card detected an error condition with the SPI4.2 bus interface. This condition could cause packets to drop.

Recommended Action If this problem 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

Error Message %C7600_SIP200_SPITX-3-SRAM_ECCERR: EccSynd=[hex], Err1bit=[int], ErrMbit=[int], SecHalf=[int], SPA=[int], Ch=[int], Addr=[hex], DataHi=[hex], DataLo=[hex], DataEcc=[hex]

Explanation The egress SPI4.2 device on the line card detected a parity error in the egress packet memory. This condition could cause packets to drop.

Recommended Action If this problem 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

C7600_SSC Messages

This section contains Services SPA Carrier Card (C7600_SSC) messages.

C7600_SSC-3

Error Message %C7600_SSC-3-BRDTYPE_INDEX_MISMATCH: [chars]: Board type ([dec]) and card index ([dec]) do not match

Explanation A mismatch was detected between the card index and board type. The C7600-SSC-400 board type is 4 and the card index is 191. The C7600-SSC-600 board type is 5 and the card index is 224.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C7600_SSC-3-DCM_FAIL: [chars]: [chars] FPGA module DCM Lock Failure, status:[hex]

Explanation One or more of the Digital Clock Managers (DCMs) for the data path FPGAs failed to lock. This indicates a hardware 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C7600_SSC-3-DP_COUNTERS: [chars]: Failed to create DP counter process.

Explanation A process is initiated on bootup to monitor the counters of the data path FPGAs. There was an error creating this process.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C7600_SSC-3-DP_ERROR: [chars]: Bus Error initializing [chars] FPGA, addr: [hex].

Explanation This FPGA could not be initialized due to a bus error. This condition indicates a hardware failure, possibly due to a failed FPD upgrade.

Recommended Action Enter the **show hw-module slot fpd** command. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C7600_SSC-3-DP_PROGRAMMING: [chars]: [chars] FPGA failed to program.

Explanation This FPGA failed to program. This condition indicates a hardware failure, possibly due to a failed FPD upgrade.

Recommended Action Enter the **show hw-module slot fpd** command. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C7600_SSC-3-DPRX_ERR: [chars]. [chars]

Explanation There was an error receiving data from the SPA, possibly due to data corruption.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C7600_SSC-3-DPTX_ERR: [chars]: [chars].

Explanation There was an error sending data to the SPA, possibly due to data corruption.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C7600_SSC-3-DPTX_ERR_MECC: [chars]: [chars]. ERR addr register:[hex].

Explanation There was an error sending data to the SPA, possibly due to data corruption.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C7600_SSC-3-DPTX_ERR_SECC: [chars]: [chars]. Single bit error count:[hex], ECC ERR addr register:[hex].

Explanation A data corruption error that was automatically fixed was detected while sending data to the SPA.

Recommended Action No action is required if you see this message once. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C7600_SSC-3-DPTX_QDR: [chars]: Error clearing QDR queue [dec].

Explanation One of the QDR queues did not flush completely.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C7600_SSC-3-SINGLE_SPA_MODE: [chars]: Module will use only bay [dec]. Bay [dec] is shut.

Explanation The 7600-SSC is in single SPA mode.

Recommended Action No action is required.

Error Message %C7600_SSC-3-SSC_BAY_SHUT: [chars]: Bay [dec] is shutdown because [chars] is in single-spa-mode

Explanation The specified bay is shut down. In single SPA mode, only one bay is active.

Recommended Action Refer to the IPsec VPN SPA documentation for information about single SPA mode.

Error Message %C7600_SSC-3-SW_ERROR: [chars]: [chars]

Explanation This error is seen when there is a problem in internal software coding; it should not be seen under normal operation.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C7600_SSC-3-UNKNOWN_BRDTYPE: [chars]: SSC board type [dec] is not supported

Explanation Board type does not belong to either C7600-SSC-600 or C7600-SSC-400.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

C7600_SSC-7

Error Message %C7600_SSC-7-DP_DISABLE: [chars]: [chars] FPGA is forced disabled.

Explanation This FPGA has been disabled. Forced disabling is a debugging feature.

Recommended Action No action is required.

C7600_SSC600 Messages

This section contains Services SPA Carrier Card (C7600_SSC600) messages.

C7600_SSC600-3

Error Message %C7600_SSC600-3-DCM_FAIL: [chars] FPGA module DCM Lock Failure, status: [hex]

Explanation One or more of the Digital Clock Managers (DCM) for the data path FPGAs failed to lock. This condition indicates a hardware 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C7600_SSC600-3-DP_COUNTERS: Failed to create DP counter process.

Explanation A process is initialized at bootup to monitor the counters of the data path FPGAs. There was an error in creating this process.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C7600_SSC600-3-DP_ERROR: Bus Error initializing [chars] FPGA, addr: [hex].

Explanation This FPGA could not be initialized because of a bus error. This condition indicates a hardware failure, possibly due to a failed FPD upgrade.

Recommended Action Enter the **show hw-module slot fpd** command to gather more information on the specific nature of the condition. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C7600_SSC600-3-DP_PROGRAMMING: [chars] FPGA failed to program.

Explanation This FPGA failed to program. This condition indicates a hardware failure, possibly due to a failed FPD upgrade.

Recommended Action Enter the **show hw-module slot fpd** command to gather more information on the specific nature of the condition. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C7600_SSC600-3-DPRX_ERR: [chars].

Explanation There was an error receiving data from the SPA, possibly due to data corruption.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C7600_SSC600-3-DPTX_ERR: [chars].

Explanation There was an error sending data to the SPA, possibly due to data corruption.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C7600_SSC600-3-DPTX_QDR: Error clearing QDR queue [dec].

Explanation One of the QDR queues did not clear completely.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %C7600_SSC600-3-SINGLE_SPA_MODE: Module will use only bay [dec]. Bay [dec] is shut.

Explanation The 7600-SSC-400 is in single SPA mode.

Recommended Action This message is informational. No action is required.

Error Message %C7600_SSC600-3-SSC_BAY_SHUT: Bay [dec] is shutdown because 7600-SSC-400 is in single-spa-mode

Explanation The specified bay is shut down. In single SPA mode, only one bay is active.

Recommended Action Refer to the IPsec VPN SPA documentation for information about single SPA mode.

Error Message %C7600_SSC600-3-SW_ERROR: NULL

Explanation This condition occurs when there is a problem in internal software coding; it should not occur under normal operation.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

C7600_SSC600-7

Error Message %C7600_SSC600-7-DP_DISABLE: [chars] FPGA is forced disabled.

Explanation This FPGA has been disabled. Forced disabling is a debugging feature.

Recommended Action No action is required.

CALL_HOME Messages

This section contains Call Home messages.

CALL_HOME-3

Error Message %CALL_HOME-3-CLI_CMD_RUN_FAILED: No VTY connection available to run CLI command for event notification message (ERR [dec])

Explanation Call Home was unable to open a VTY connection to run CLI commands and collect output for use in notification messages.

Recommended Action Increase the number of configured VTY lines or change the Alert Group subscriptions to make them more restrictive (to reduce the number of simultaneous event triggers).

Error Message %CALL_HOME-3-HTTP_REQUEST_FAILED: Call-Home HTTP request failed (ERR [dec])

Explanation The Call Home HTTP message failed to send to an HTTPS server.

Recommended Action Check whether you have configured a valid trustpoint certificate for secure HTTP messages.

Error Message %CALL_HOME-3-MESSAGE_SIZE_OVER_LIMIT: XML message size over limit, failed to send call-home message. configured message size limit ([dec]) is less than current message minimum length required ([dec]).

Explanation Unable to create the message because the message size exceeds the configured message size limit.

Recommended Action Increase the destination message size limit.

Error Message %CALL_HOME-3-REQUEST_MESSAGE_FAILED: call-home request message failed to send (ERR [dec], [chars])

Explanation An attempt to send a call-home request message has failed.

Recommended Action Configure Call Home to send call-home request messages.

Error Message %CALL_HOME-6-REQUEST_MESSAGE_SUCCEEDED: call-home request message succeeded

Explanation A call-home request message was sent successfully.

Recommended Action No action is required.

Error Message %CALL_HOME-3-SMTP_SEND_FAILED: Unable to send notification using all SMTP servers (ERR [dec], [chars])

Explanation Call Home was unable to send notification using any of the configured SMTP servers.

Recommended Action Verify the configuration of the Call Home SMTP servers and ports used to connect to the servers. Verify that the remote SMTP servers are reachable and that they are operating correctly.

CALL_HOME-4

Error Message %CALL_HOME-4-MESSAGE_IS_TRUNCATED: message size over limit, call-home message is truncated. configured message size limit ([dec]) is less than current message total length required ([dec]).

Explanation The Call Home message is truncated because it exceeds the configured message size limit.

Recommended Action Increase the destination message size limit.

CALL_HOME-5

Error Message %CALL_HOME-5-HTTPS_NOT_SUPPORTED: This image version does not support HTTPS

Explanation The configured message destination is a secure HTTP (HTTPS) URL, but this image does not support secure HTTP.

Recommended Action Upgrade your system image to a crypto image, which supports secure HTTP.

CALL_MGMT-1

Error Message %CALL_MGMT-1-UNAVAILABLE: %s

Explanation The specific message text is supplied by the Call Management software. This indicates an initialization failure. When this occurs, the Call Management subsystem is not operational.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CALL_MGMT-1-UNAVAILABLE: %s

Explanation The specific message text is supplied by the Call Management software. This indicates that internal data was corrupted due to a software 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CALL_MGMT-4

Error Message %CALL_MGMT-4-UNAVAILABLE: %s

Explanation The specific message text is supplied by the Call Management software. This indicates that a call record is missing from active call list

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CARRIER-2

Error Message %CARRIER-2-UNAVAILABLE: 3 NP108s were not found on Tetryl card, %d detected.

Explanation Tetryl requires 3 NP108s to be present

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CARRIER-2-UNAVAILABLE: Cannot mix E1 PRI and CT3 DFC in chassis, do not power up invalid card in slot %d

Explanation The user has put E1 PRI and CT3 DFC cards in the same chassis.

Recommended Action Remove the extra E1 PRI or CT3 DFC card.

Error Message %CARRIER-2-UNAVAILABLE: Cannot mix T1 and E1 8PRI DFC cards in chassis, do not power up invalid card in slot %d

Explanation The user has put T1 and E1 8PRI DFC cards in the same chassis.

Recommended Action Remove the extra T1 or E1 8PRI DFC card.

Error Message %CARRIER-2-UNAVAILABLE: Too many 8PRI DFC cards, do not power up invalid card in slot %d

Explanation The user has put too many 8PRI DFC cards in the chassis.

Recommended Action Remove the extra 8PRI DFC card.

Error Message %CARRIER-2-UNAVAILABLE: Too many CT3 DFC cards, do not power up invalid card in slot %d

Explanation The user has put too many CT3 DFC cards in the chassis.

Recommended Action Remove the extra CT3 DFC card, or 8PRI DFC card causing problem

Error Message %CARRIER-2-UNAVAILABLE: Too many trunk DFC cards, do not power up invalid card in slot %d

Explanation The user has put too many trunk DFC cards in the chassis.

Recommended Action Remove the extra trunk DFC card.

CARRIER-3

Error Message %CARRIER-3-UNAVAILABLE: DFC Carrier Platform Init Failed - Slot %d

Explanation DFC Carrier Platform Init 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CARRIER-3-UNAVAILABLE: DFC Power Changed - DFC %d

Explanation DFC Power is fluctuating

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CARRIER-3-UNAVAILABLE: DFC Power-On Failed - DFC %d

Explanation DFC Power-On 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CARRIER-3-UNAVAILABLE: DFC Reset Failed - DFC %d

Explanation During OIR Removal process, DFC reset 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CARRIER-3-UNAVAILABLE: DFC initialization is failed - DFC %d

Explanation DFC initialization is failed because of several reasons

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CARRIER-3-UNAVAILABLE: DFC is already initialized - DFC %d

Explanation DFC is already initialized, no need to initialize again

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CARRIER-3-UNAVAILABLE: Invalid DFC - DFC %d type %d

Explanation DFC has invalid board id/type

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CASA-3

Error Message %CASA-3-UNAVAILABLE: Incoming packet is CASA v%d, this router is v%d

Explanation A packet was received for the wrong version of CASA

Recommended Action Verify that all CASA devices are running the same version of the protocol

CASA-4

Error Message %CASA-4-UNAVAILABLE: %s security information in CASA packet.

Explanation Security check failed.

Recommended Action Make sure all CASA systems are configured with the same password.

Error Message %CASA-4-UNAVAILABLE: Message parsing error: %s

Explanation Failed to parse an incoming packet

Recommended Action If this message is occurring repeatedly, enable 'debug ip casa error' and record the output, call your Cisco technical support representative, and provide the gathered information.

Error Message %CASA-4-UNAVAILABLE: Unexpected condition: %s

Explanation An unexpected condition was detected while performing CASA operation

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CASA-4-UNAVAILABLE: Unexpected error: %s

Explanation An unexpected error occurred while performing CASA operation

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CASA-4-UNAVAILABLE: Wildcard overlap: %s

Explanation A CASA wildcard, received on one port, has been overwritten by a service manager sending to another port. This message may appear once if you are migrating your service to a new forwarding-agent port, if it recurs, it could indicate a configuration problem.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CAMP Messages

This section contains Cooperative Asymmetric Multiprocessing (CAMP) messages.

CAMP-3

Error Message %CAMP-3-MP_INIT_FAILURE: Second CPU initialization failed

Explanation The module CPU unit has two CPU cores in it. The second CPU core did not initialize successfully, so the module is operating with only one CPU core.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CAPI_EC Messages

This section contains card and EtherChannel limitation (CAPI_EC) messages.

CAPI_EC-4

Error Message %CAPI_EC-4-GROUP_RATE_LIMITED: Adding interfaces of the same port-group ([dec]-[dec]) on [chars] to an etherchannel will not increase the channel throughput!

Explanation Because ports on the specified slot use oversubscription, the total throughput of the port channel is limited by the port group.

Recommended Action If more throughput is required, either use ports from a line card that does not use oversubscription, or use ports from different line cards or port groupings on oversubscribed line cards. For example, if the line card has 48 ports in groups of 8, you can select ports 1, 9, 17, 25, 33, and 41 for the same port channel.

Error Message %CAPI_EC-4-RATE_LIMITED: Adding [chars] interfaces to an etherchannel will limit channel throughput to 1 Gbps!

Explanation Because ports on the indicated card type use oversubscription, throughput of the port channel is limited.

Recommended Action If more throughput is required, either use ports from a line card that does not use oversubscription, or use ports from different line cards or port-groupings on oversubscribed line cards. For example, if the line card has 48 ports in groups of eight, you can select ports 1, 9, 17, 25, 33, and 41 for the same port channel.

Error Message %CAPI_EC-4-SLOT_RATE_LIMITED: Adding interfaces on slot [dec] to an etherchannel will limit channel throughput to 1 Gbps!

Explanation Because ports on the indicated slot use oversubscription, the total throughput of the port channel is limited.

Recommended Action If more throughput is required, either use ports from a line card that does not use oversubscription, or use ports from different line cards or port-groupings on oversubscribed line cards. For example, if the line card has 48 ports in groups of eight, you can select ports 1, 9, 17, 25, 33, and 41 for the same port-channel.

CARDMGR Messages

This section contains SIP 400 Card Manager (data plane) (CARDMGR) messages.

CARDMGR-2

Error Message %CARDMGR-2-ESF_DEV_ERROR: An error has occurred on [chars]: [chars]

Explanation The ESF encountered an error during normal operation. Steps need to be taken to resolve the problem and allow traffic through the SIP 400 line card.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CARDMGR-2-ESF_LOAD_FAIL: [chars] failed to load: [chars]

Explanation The ESF could not be loaded because one of the steps in the startup sequence failed. This ESF is now not operational, which stops the traffic through the SIP-400 line card.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CARDMGR-2-SPABUS_ERROR: A [chars] FSM SPA bus error has occurred in subslot [dec]

Explanation An FSM SPA bus error occurred during normal operation.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CARDMGR-4

Error Message %CARDMGR-4-ESF_DEV_RELOADED: The ESF microcode has automatically recovered from an internal inconsistency.

Explanation An ESF internal inconsistency was detected during normal operation. The ESF microcode was reloaded to resolve the inconsistency.

Recommended Action No action is required unless this message appears multiple times. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CARDMGR-4-ESF_LOAD_WARN: [chars] microcode load: [chars]

Explanation The ESF was loaded even though a potential problem exists.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CARDMGR-4-ESF_LOOPBACK_FAIL: ESF loopback packet test failed: tried [dec] sent [dec] received [dec]

Explanation The ESF loopback packets sent after a microcode reload experienced excessive packet loss. This condition is usually an indication that data traffic through this line card is impacted as well.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CARDMGR-5

Error Message %CARDMGR-5-ESF_DEV_INFO: ESF internal inconsistency corrected on [chars]: [chars]

Explanation An ESF internal inconsistency was detected and corrected during normal operation.

Recommended Action No action is required unless this message appears multiple times. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CARDMGR-5-ESF_UCODE_DONE: Microcode download complete for [chars], time elapsed [time-stamp]

Explanation The ESF microcode was successfully downloaded and started. The forwarding engine is now configured and operational. The time elapsed is measured from the ESF_UCODE_START message.

Recommended Action This is a normal activity at Cisco IOS boot time or after a fatal ESF error occurs. No action is necessary.

Error Message %CARDMGR-5-ESF_UCODE_START: Downloading microcode [chars] for [chars], version=[chars], [chars]

Explanation The platform code was starting to download a particular ESF microcode image.

Recommended Action This is a normal activity at Cisco IOS boot time or after a fatal ESF error occurs. No action is necessary.

CAT6000_SSC Messages

This section contain Services SPA Carrier Card (SSC) messages.

CAT6000_SSC-3

Error Message %CAT6000_SSC-3-BRDTYPE_INDEX_MISMATCH: [chars]: Board type ([dec]) and card index ([dec]) do not match

Explanation A mismatch was detected between the card index and board type. For the C7600-SSC-400, the board type is 4 and the card index is 191. For the C7600-SSC-600, the board type is 5 and the card index is 224.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CAT6000_SSC-3-DCM_FAIL: [chars]: [chars] FPGA module DCM Lock Failure, status:%08x

Explanation One or more of the digital clock managers (DCM) for the data path FPGAs failed to lock. This indicates a hardware 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CAT6000_SSC-3-DPRX_ERR: [chars]. [chars]

Explanation An error occurred while receiving data from the SPA, possibly due to data corruption.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CAT6000_SSC-3-DPTX_ERR: [chars]: [chars].

Explanation An error occurred while sending data to the SPA, possibly due to data corruption.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CAT6000_SSC-3-DPTX_ERR_MECC: [chars]: [chars]. ERR addr register:0x%08lx.

Explanation An error occurred while sending data to the SPA, possibly due to data corruption.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CAT6000_SSC-3-DPTX_ERR_SECC: [chars]: [chars]. Single bit error count:0x%08lx, ECC ERR addr register:0x%08lx.

Explanation A data corruption error was detected and automatically fixed while sending data to the SPA.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CAT6000_SSC-3-DPTX_QDR: [chars]: Error clearing QDR queue [dec].

Explanation One of the QDR queues did not flush completely.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CAT6000_SSC-3-DP_COUNTERS: [chars]: Failed to create DP counter process.

Explanation A process is spawned on bootup to monitor the counters of the data path (DP) FPGAs. There was an error creating this process.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CAT6000_SSC-3-DP_ERROR: [chars]: Bus Error initializing [chars] FPGA, addr: 0x%08x.

Explanation This FPGA could not be initialized due to a bus error. This condition indicates a hardware failure, possibly due to a failed FPD upgrade.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show hw-module slot fpd** commands and your pertinent troubleshooting logs.

Error Message %CAT6000_SSC-3-DP_PROGRAMMING: [chars]: [chars] FPGA failed to program.

Explanation This FPGA failed to program. This condition indicates a hardware failure, possibly due to a failed FPD upgrade.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show hw-module slot fpd** commands and your pertinent troubleshooting logs.

Error Message %CAT6000_SSC-3-SINGLE_SPA_MODE: [chars]: Module will use only bay [dec]. Bay [dec] is shut.

Explanation The 7600-SSC is in single SPA mode.

Recommended Action No action is required.

Error Message %CAT6000_SSC-3-SSC_BAY_SHUT: [chars]: Bay [dec] is shutdown because [chars] is in single-spa-mode

Explanation The specified bay is shut down. In single SPA mode, only one bay is active.

Recommended Action Refer to the IPsec VPN SPA documentation for information about single SPA mode.

Error Message %CAT6000_SSC-3-SW_ERROR: [chars]: [chars]

Explanation This error indicates a problem in internal software coding.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CAT6000_SSC-3-UNKNOWN_BRDTYPE: [chars]: SSC board type [dec] is not supported

Explanation The board type is not supported.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CAT6000_SSC-7

Error Message %CAT6000_SSC-7-DP_DISABLE: [chars]: [chars] FPGA is forced disabled.

Explanation This FPGA has been forced disabled. This is a debugging feature.

Recommended Action No action is required.

CAT6000_SVC Messages

Error Message %CAT6000_SVC_APP_HW-0-DPFGAINTFATALERR: [chars], hardware register offset [hex] value [hex]

Explanation DPFGA fatal 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CAT6000_SVC_APP_HW-2-APP_PROC_ALERT: Service Application Processor alert: [chars]

Explanation A hardware problem was detected on the Service Application Processor.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CAT6000_SVC_APP_HW-2-HW_INTERRUPT: Hardware interrupt for Device:
[chars]

Explanation A hardware interrupt occurred on the Line card.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CAT6000_SVC_APP_HW-2-UNSUPPORTED_HW: Unsupported Hardware: [chars]

Explanation Unsupported hardware was found on the Line card.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CAT6000_SVC_APP_HW-3-BAD_IFCOMTYPE: Bad ifcom message type=[int]

Explanation A Trifecta module passed down a message that the RP software was not prepared to handle.

Recommended Action lcp-services

Error Message %CAT6000_SVC_APP_HW-3-DPFPGADRVFAIL: DPFPGA object driver [chars]
failure

Explanation DPFPGA object driver create or pll check or TSE and XAUIs bring-up or check all blocks except GLOBAL and XAUIs or check global interrupt register or check XAUIs global status or check XAUIs global error status 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CAT6000_SVC_APP_HW-3-DPFPGAHWFAIL: Hardware bring-up failure

Explanation The DPFGA manager failed to bring-up the hardware prior to constructing the device object driver.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CAT6000_SVC_APP_HW-3-DPFPGAIMAGE: DPFGA image [chars] error, IOFPGA config flash status register [hex]

Explanation DPFGA image download or CRC error, the actual hardware reason is stored in IOFPGA config flash register

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CAT6000_SVC_APP_HW-3-DPFPGAINTERR: [chars], hardware register offset [hex] value [hex]

Explanation DPFGA 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CAT6000_SVC_APP_HW-3-DPFPGAMNGRFAIL: DPFPGA manager [chars] failure

Explanation The DPFPGA manager create various processes failure or initialization 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CAT6000_SVC_APP_HW-3-DPFPGASEUERR: A [chars] occurred on the DPFPGA. SEU_EMR_REG = [hex]

Explanation DPFPGA 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CAT6000_SVC_APP_HW-3-DPFPGATIMEOUT: DPFPGA [chars] timeout after [dec]ms

Explanation DPFPGA init done or pll lock timeout during bring-up

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CAT6000_SVC_APP_HW-3-IPCALLOCFAIL: Failed to allocate IPC buffer [chars]

Explanation The Linecard failed to allocate a buffer for communication with the Route Processor (Draco).

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CAT6000_SVC_APP_HW-3-IPCPORT: Failed to [chars] IPC port '[chars]', error [chars]

Explanation The Linecard failed to create a port for communication with the Route Processor (Draco).

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CAT6000_SVC_APP_HW-3-IPCSENDFAIL: Failed to send IPC message [chars]

Explanation The Linecard failed to send a message to the Route Processor (Draco).

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CAT6000_SVC_APP_HW-3-SHMEMFAIL: Shared memory write time out after [dec]ms

Explanation The DPFPGA manager failed to get into the critical section for update the statistics counters in the PCI shared 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CAT6000_SVC_APP_HW-6-APP_FPGAVER_MISMATCH: Module [dec]: [chars]

Explanation Service application FPGA version mismatch.

Recommended Action No action is required.

Error Message %CAT6000_SVC_APP_HW-6-APP_RESTART_REASON: [chars] : [chars]

Explanation Service application restart reason.

Recommended Action No action is required.

Error Message %CAT6000_SVC_APP_HW-6-APPONLINE: Service application in slot [int] is online.

Explanation Service application has finished booting up and is online

Recommended Action No action is required.

CAT6000_TRIFECTA Messages

CAT6000_TRIFECTA-0

Error Message %CAT6000_TRIFECTA-0-DPFPGAINTFATALERR: [chars], hardware register offset [hex] value [hex]

Explanation A DPFPGA fatal error has occurred.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support**

command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

CAT6000_TRIFECTA-2

Error Message %CAT6000_TRIFECTA-2-APP_PROC_ALERT: Service Application Processor alert: [chars]

Explanation A hardware problem was detected on the Service Application Processor.

Recommended Action If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

Error Message %CAT6000_TRIFECTA-2-HW_INTERRUPT: Hardware interrupt for Device: [chars]

Explanation A hardware interrupt occurred on the line card.

Recommended Action If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

CAT6000_TRIFECTA-3

Error Message %CAT6000_TRIFECTA-3-BAD_IFCOMTYPE: Bad ifcom message type=[int]

Explanation A Trifecta module passed down a message that the RP software was not prepared to handle.

Recommended Action If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the

Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

Error Message %CAT6000_TRIFECTA-3-DPFPGADRVFAIL: DPFPGA object driver [chars] failure

Explanation DPFPGA object driver create or pll check or TSE and XAUIs bring-up or check all blocks except GLOBAL and XAUIs or check global interrupt register or check XAUIs global status or check XAUIs global error status failure

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

Error Message %CAT6000_TRIFECTA-3-DPFPGAHWFAIL: Hardware bring-up failure

Explanation The DPFPGA manager failed to bring-up the hardware prior to construct the device object driver

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

Error Message %CAT6000_TRIFECTA-3-DPFPGAIMAGE: DPFPGA image [chars] error, IOFPGA config flash status register [hex]

Explanation DPFPGA image download or CRC error, the actual hardware reason is stored in IOFPGA config flash register

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

Error Message %CAT6000_TRIFECTA-3-DPFPGAINTERR: [chars], hardware register offset [hex] value [hex]

Explanation A DPFPGA error has occurred.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

Error Message %CAT6000_TRIFECTA-3-DPFPGAMNGRFAIL: DPFPGA manager [chars] failure

Explanation The DPFPGA manager has created a processes failure or an initialization failure.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

Error Message %CAT6000_TRIFECTA-3-DPFPGATIMEOUT: DPFPGA [chars] timeout after [dec]ms

Explanation DPFPGA init done or pll lock timeout during bring-up

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

Error Message %CAT6000_TRIFECTA-3-IPCALLOCFAIL: Failed to allocate IPC buffer [chars]

Explanation The linecard failed to allocate a buffer for communication with the Route Processor (Draco).

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance,

open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

Error Message %CAT6000_TRIFECTA-3-IPCPORT: Failed to [chars] IPC port '[chars]', error [chars]

Explanation The linecard failed to create a port for communication with the Route Processor (Draco).

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

Error Message %CAT6000_TRIFECTA-3-IPCSENDFAIL: Failed to send IPC message [chars]

Explanation The linecard failed to send a message to the Route Processor (Draco).

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

Error Message %CAT6000_TRIFECTA-3-SHMEMFAIL: Shared memory write time out after [dec]ms

Explanation The DPFPGA manager failed to get into the critical section for update the statistics counters in the PCI shared memory.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

CBUS Messages

This section contain Cisco Bus Controller (CBUS) messages.

CBUS-3

Error Message %CBUS-3-UNAVAILABLE: %s %d/%d got bad VC packet %08x %08x %08x %08x %08x %08x %08x %08x

Explanation An interface received a packet with bad VC encapsulation. This indicates either a software or hardware problem.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CBUS-3-UNAVAILABLE: %s %s command failed (error code 0x%04x)

Explanation The cBus ATM microcode rejected a command sent by the Route Processor (RP). The error code is the status value returned by the command.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CBUS-3-UNAVAILABLE: %s ustatus: %s (%04x), %04x %04x %04x %04x

Explanation Debugging information when an IP panics.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CBUS-3-UNAVAILABLE: %s: tx%c output hung (%-04x - %s), %s

Explanation A transmission attempt on an interface failed. The interface might not be attached to a cable or there might be a software problem.

Recommended Action Check that the interfaces are all connected to the proper cables. If that is not the problem, call your technical support representative.

Error Message %CBUS-3-UNAVAILABLE: (%s)Illegal E3 value - unit is %d

Explanation A status information message was received from the CT3 VIP, but during message processing it was detected that an element in the data structure corresponding to the status information message has not been set. This condition may be caused by either an element that has not been passed by the VIP or a corruption in the status message.

Recommended Action If this error recurs, enter the **show tech-support** and **show logging** commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message %CBUS-3-UNAVAILABLE: (%s)Illegal dsx3 value - unit is %d

Error Message %CBUS-3-UNAVAILABLE: (%s)Illegal sdh value - unit is %d

Explanation Internal data structure is corrupted, which causes the love letter to drop.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CBUS-3-UNAVAILABLE: Buffer allocation failure: %s

Explanation A hardware or software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CBUS-3-UNAVAILABLE: CCB handover timed out, CCB 0x%x, slot %d

Explanation A hardware or software error occurred.

Recommended Action Please gather the logs and tracebacks and contact the TAC

Error Message %CBUS-3-UNAVAILABLE: CCB semaphore acquired traceback:%s CCB semaphore released traceback:%s

Explanation More information on the CCB semaphore. The tracebacks indicate the program counters and stack that point to the code that was the last to acquire this semaphore and the last to release this semaphore respectively

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CBUS-3-UNAVAILABLE: Cmd dropped, CCB 0x%x, slot %d, cmd code %d

Explanation A software or hardware error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CBUS-3-UNAVAILABLE: Cmd failed: %s, response %#04x, %s

Explanation A software or hardware error occurred.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CBUS-3-UNAVAILABLE: Cmd timed out, CCB 0x%x, slot %d, cmd code %d

Explanation A software or hardware error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CBUS-3-UNAVAILABLE: Config queue is full, command was dropped, slot %d

Explanation Sending a config command was retried. The receiving queues were still full after retries therefore the command was dropped.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CBUS-3-UNAVAILABLE: Controller %d, Error (%-04x), Buffersize = %d, Bufferpool = %d, number %d

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CBUS-3-UNAVAILABLE: Controller %d, cmd (%d 0x%-04x, 0x%-04x, 0x%-04x) failed (0x%-04x)

Explanation A command sent from the system to an interface processor failed to complete successfully.

Recommended Action The system recovered by generating an error code to the requester.

Error Message %CBUS-3-UNAVAILABLE: Controller %d, cmd (%d 0x%-08x) failed (0x%-04x)

Explanation A command sent from the system to an interface processor failed to complete successfully.

Recommended Action The system recovered by generating an error code to the requester.

Error Message %CBUS-3-UNAVAILABLE: Controller %d, cmd (%d 0x%-08x) failed (0x%-04x) count (%d)

Explanation A command sent from the system to an interface processor failed to complete successfully.

Recommended Action The system recovered by generating an error code to the requester.

Error Message %CBUS-3-UNAVAILABLE: Controller %d, cmd (%d) failed (0x%-04x)

Explanation A command sent from the system to an interface processor failed to complete successfully.

Recommended Action The system recovered by generating an error code to the requester.

Error Message %CBUS-3-UNAVAILABLE: Controller %d, cmd (%d) failed (0x%-04x) count (%d)

Explanation A command sent from the system to an interface processor failed to complete successfully.

Recommended Action The system recovered by generating an error code to the requester.

Error Message %CBUS-3-UNAVAILABLE: Controller %d, wrote 0x%-04x, read 0x%-04x, loc 0x%-04x - dci_memtest()

Explanation A hardware component failed an internal diagnostic test.

Recommended Action Replace the malfunctioning device.

Error Message %CBUS-3-UNAVAILABLE: Detected bad tx vc encaps on %s, vc %d. Board encaps failed %#x, %#x, %#x

Explanation Board encaps failed on a transmit packet on a channelized serial interface which does not have the vc number encapsulation

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CBUS-3-UNAVAILABLE: Dump of MEMB follows -SRB_ADDR: %04x %04x %04x %04x %04x %04x %04x %04x %04x

Explanation The system is printing codes related to a previous lovenote error message.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CBUS-3-UNAVAILABLE: Error (%-04x) tx_allocate - cbus_init()

Explanation A hardware device did not respond appropriately to a request.

Recommended Action Make sure the device is functioning and is configured correctly.

Error Message %CBUS-3-UNAVAILABLE: Failed to select a BCE, response 0x%04x - cbus_bce_permissions_update()

Explanation A hardware or software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CBUS-3-UNAVAILABLE: Failed to select a BCE, response 0x%04x - cbus_bce_update_ifa()

Explanation A hardware or software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CBUS-3-UNAVAILABLE: Int %d: %04X %04X %04X %04X %04X %04X

Explanation This is the debugging information for the CBUS-3-POLLFAIL error.

Recommended Action LOG_STD_DBG_ACTION

Error Message %CBUS-3-UNAVAILABLE: Interface %d, Error (%-04x), idb %08x %d %s - cbus_init()

Explanation The switch processor or ciscoBus controller signaled an error while processing a packet or selecting an interface. This indicates a software problem.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CBUS-3-UNAVAILABLE: Interface %d, idb %08x %d %s - cbus_interrupt()

Explanation The switch processor or ciscoBus controller returned a nonsensical value.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CBUS-3-UNAVAILABLE: Interface %s failed to initialize

Explanation The Token Ring interface failed to insert into the Token Ring. The interface is placed into reset state and will not automatically try to re-insert itself.

Recommended Action Issue a **clear interface** command. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CBUS-3-UNAVAILABLE: Interface %s failed to respond, debug info follows

Explanation A Token Ring interface card failed to respond to periodic polling. This can indicate a software or hardware problem. See CBUS-3-POLLFAILDAT for the syntax of this message.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CBUS-3-UNAVAILABLE: Interface %s, Adapter Check Error (%04x %04x %04x %04x)

Explanation The Token Ring monitor firmware detected a fatal error on the interface card.

Recommended Action Issue a **clear interface** command. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CBUS-3-UNAVAILABLE: Interface %s, CTR Command %s Failed, %s (%#04x)

Explanation A command sent from the system to the Token Ring interface failed to complete successfully.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CBUS-3-UNAVAILABLE: Interface %s, CTR Command %s Failed, Code %#04x

Explanation A command sent from the system to the Token Ring interface failed to complete successfully.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CBUS-3-UNAVAILABLE: Interface %s, CTR Initialization Failed - %s

Explanation The Token Ring interface failed one of its internal self-tests.

Recommended Action Issue a **clear interface** command. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CBUS-3-UNAVAILABLE: Interface %s, Cannot config interface, CBus ATM MEM 0x%x, status %d

Explanation A software error occurred.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CBUS-3-UNAVAILABLE: Interface %s, Error (%-04x) %s - aip_reset()

Explanation A software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CBUS-3-UNAVAILABLE: Interface %s, Error (%-04x) %s - fddi_reset()

Explanation A hardware device did not respond appropriately to a request.

Recommended Action Make sure the device is functioning and is configured correctly.

Error Message %CBUS-3-UNAVAILABLE: Interface %s, Error (%-04x) %s - fsip_reset()

Explanation A Fast Serial Interface Processor (FSIP) did not respond to a reset request from the Route Processor.

Recommended Action Check FSIP electrical connections, cable, and ciscoBus connections. An FSIP microcode reload will be required. If the check of electrical connections reveals no problems and the message recurs, call your technical support representative for assistance.

Error Message %CBUS-3-UNAVAILABLE: Interface %s, Error (%-04x) %s - hssi_reset()

Explanation A command to reset an HSSI interface was issued by the RSP, but the interface did not respond to the command within the expected time delay. The delay is given for the processor to return the buffers that it has allocated and to perform any necessary cleanup. This condition may be caused by a large number of buffers that have been allocated by the interface due to either heavy traffic or a hardware problem with the interface.

Recommended Action Verify that the card is properly seated. If this error recurs, then issue the **show tech-support** and **show logging** commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message %CBUS-3-UNAVAILABLE: Interface %s, Error (%-04x) %s - serial_reset()

Explanation A software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CBUS-3-UNAVAILABLE: Interface %s, Error (%-04x) %s - srp_reset()

Explanation A command to reset an SRP interface was issued by the RSP, but the interface did not respond to the command within the expected time delay. The delay is given for the processor to return the buffers that it has allocated and to perform any necessary cleanup. This condition may be caused by a large number of buffers that have been allocated by the interface due to either heavy traffic or a hardware problem with the interface.

Recommended Action Verify that the card is properly seated. If this error recurs, then issue the **show tech-support** and **show logging** commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message %CBUS-3-UNAVAILABLE: Interface %s, Invalid PLIM detected. Interface downed

Explanation A software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CBUS-3-UNAVAILABLE: Interface %s, Microcode Check Error

Explanation The Token Ring interface microcode detected an unrecoverable error.

Recommended Action Issue a **clear interface** command. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CBUS-3-UNAVAILABLE: Interface %s, RAM Addressing Test Failed - %s

Explanation The Token Ring interface failed its memory diagnostic tests.

Recommended Action Issue a **clear interface** command. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CBUS-3-UNAVAILABLE: Interface %s, SRB_COMPLETE lovenote received with unknown command (0x%04x)

Explanation The system received a message from the Token Ring interface but does not recognize the message.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CBUS-3-UNAVAILABLE: Interface %s, address filter %s command failed, code %#04x

Explanation The specified address filter command sent to the specified interface failed with the displayed error code.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CBUS-3-UNAVAILABLE: Interface %s, unknown encaps type %x

Explanation A packet was received from the CIP with an unknown encapsulation type. The packet will be dropped.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CBUS-3-UNAVAILABLE: Missing %s for %s

Explanation A hardware or software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CBUS-3-UNAVAILABLE: Out of buffers--losing status information for CT3 on VIP card

Explanation A status information message from the VIP was received. A memory buffer is required to process the status information message, but the memory allocation routine due to insufficient system buffer memory. Therefore, the status information message was not processed. This condition may be caused either by a heavy memory utilization at the time of the memory buffer request or by insufficient memory in the system.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration. If this message recurs or appears regularly, contact your Cisco technical representative to upgrade the memory of the system.

Error Message %CBUS-3-UNAVAILABLE: Out of buffers--losing status information for ChSTM-1 on VIP card

Explanation An internal software resource has been exhausted.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CBUS-3-UNAVAILABLE: Out of buffers--losing status information for POTENT on VIP card

Explanation An internal software resource has been exhausted.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CBUS-3-UNAVAILABLE: Reset of removed interface %x (%s)

Explanation An interface reset was attempted on an interface that was removed from the router. This message appears if you use the shutdown command to bring down a removed interface.

Recommended Action LOG_STD_NO_ACTION

Error Message %CBUS-3-UNAVAILABLE: Select invalid vc number %d.

Explanation An invalid channel number is selected

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CBUS-3-UNAVAILABLE: Send Ip Cmd Failed. Command dropped after %d retries, CCB 0x%x, slot %d, cmd code %d

Explanation Sending an ip command was retried. The receiving queues were still full after retries therefore the command was dropped.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CBUS-3-UNAVAILABLE: Unexpected interface type for %s%u, port %u, type %u

Explanation A hardware or software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CBUS-3-UNAVAILABLE: Unit %d, Error (%-04x) %s - cbus_atm_reset()

Explanation A software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CBUS-3-UNAVAILABLE: Unit %d, Error (%-04x) %s - fddi_reset()

Explanation A hardware device did not respond appropriately to a request.

Recommended Action Make sure the device is functioning and is configured correctly.

Error Message %CBUS-3-UNAVAILABLE: Unit %d, daughter %d, not responding (0x%04x) - disabled

Explanation A hardware component failed an internal diagnostic test. Test output and descriptions of ranges are as follows: Unit [dec] (ranges 0-14): Indicates the Multibus jumper setting for the ciscoBus controller. daughter controller [dec] (ranges 0-3): Indicates the ciscoBus relative slot number (0 to 3, or in the Cisco 7000, 0 to 4) of the daughter card that failed the test. The daughter card hardware was recognized across the cBus backplane, but the daughter card did not respond to the first command issued to it. This condition is a result of one of the following: the daughter card did not reset, or the microcode on the card is in a hung state, or the card cannot fully communicate across the ciscoBus backplane (cannot read or write shared MEMD or does not get the MALU_ATTENTION signal across the ciscoBus).

Recommended Action First, make sure that the daughter card is properly seated in its Multibus and ciscoBus connectors. If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information

Error Message %CBUS-3-UNAVAILABLE: Unit %d, daughter controller %d failed %s test - interface disabled

Explanation A hardware component failed an internal diagnostic test. Test output and descriptions of ranges follow: Unit [dec] (ranges 0-14): Indicates the Multibus jumper setting for the ciscoBus controller, or in the Cisco 7000, a slot number. daughter controller [dec] (ranges 0-3): Indicates the ciscoBus relative slot number (0 to 3, or in the Cisco 7000, 0 to 4) of the daughter card that failed the test. failed [chars] test ([chars]= memd read, memd write):If the failed test was memd read, the processor was able to write to shared ciscoBus buffer memory from the ciscoBus registers, but was unable to read back that memory through special commands to the daughter card. If the failed test was memd write, writes to the memory device through the daughter card were not verified successfully with reads through the ciscoBus controller. The daughter card under test responds successfully to some commands (otherwise the software would have received a DAUGHTER_NO_RSP message), but its memory device tests failed. The daughter card must be able to write to some memory device addresses; otherwise, it cannot respond to any commands.

Recommended Action First check that the daughter controller card is properly seated in its Multibus and ciscoBus connectors. Next, swap daughter cards and check whether the error follows the daughter card or the slot. If the message recurs, call your technical support representative for assistance.

Error Message %CBUS-3-UNAVAILABLE: Unit %d, failed %s test - interface disabled

Explanation A hardware component failed an internal diagnostic test.

Recommended Action Check switch settings on the interface cards. Check for proper unit numbers. Reset the cards. Replace the malfunctioning device.

CBUS-4

Error Message %CBUS-4-UNAVAILABLE: %s-%d controller missing configuration data - disabled

Explanation The controller type was derived from a hardware probe. The controller number indicates the ciscoBus relative slot number. This is a hardware 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CBUS-4-UNAVAILABLE: Detected and fixed bad tx vc encaps on %s, bad vc %d, fixed vc %d

Explanation A transmit packet on a channelized serial interface does not have the vc number encapsulation

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CBUS-4-UNAVAILABLE: Interface %s failed to reset properly in %s, code %x

Explanation An interface reset command failed. This may be a software or hardware problem.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CBUS-4-UNAVAILABLE: Interface %s, Unexpected SRB_COMPLETE lovenote, command=0x%04x, result=0x%04x

Explanation The system received an unsolicited message from the Token Ring interface. The system ignored the message and continued normal processing.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CBUS-5

Error Message %CBUS-5-UNAVAILABLE: '%s' is not supported on %s

Explanation This command is not supported on this FDDI interface.

Recommended Action LOG_STD_NO_ACTION

Error Message %CBUS-5-UNAVAILABLE: Interface %s excessive input error rate

Explanation Interface disabled because too many input errors occurred.

Recommended Action Inspect condition of attached network hardware

Error Message %CBUS-5-UNAVAILABLE: Interface %s, setup vc failed with vci exceeding (vc-per-vp - 3) on the last vpi.

Explanation The TI1570 chip reserves 3 RX DMA channels for OAM cells. As a result, the last 3 VCIs of the last VPI block cannot be used for regular traffic.

Recommended Action Avoid try different vci/vpi combinations.

Error Message %CBUS-5-UNAVAILABLE: Send Ip Cmd Succeeded after %d retries, CCB 0x%x, slot %d, cmd code %d

Explanation Sending an ip command was retried due to receiving queues being full. But after some retries, command was send successfully.

Recommended Action LOG_STD_NO_ACTION

CCE_DP Messages

This section contains Common Classification Engine Data Plane (CCE_DP) messages related to the application firewall for HTTP.

CCE_DP-4

Error Message %CCE_DP-4-CCE_DP_DYNAMIC_CLASS: Sig:[dec] Content type does not match the specified type - [chars] [chars] from %i:[dec] to %i:[dec]

Explanation The HTTP message violates the content-type-verification application firewall inspection rule.

Recommended Action This message is informational only, but may indicate a security problem.

Error Message %CCE_DP-4-CCE_DP_ICMP: ICMP Classification Result Invalid

Explanation The HTTP message violates the request-method application firewall inspection rule.

Recommended Action This message is informational only, but may indicate a security problem.

Error Message %CCE_DP-4-CCE_DP_NAMED_DB: Sig:[dec] Content type not found - [chars] [chars] from %i:[dec] to %i:[dec]

Explanation The HTTP message violates the content-type-verification application firewall inspection rule.

Recommended Action This message is informational only, but may indicate a security problem.

Error Message %CCE_DP-4-CCE_DP_PACKET_PATH: Sig:[dec] Content type: [chars] does not match the Accept-Type from %i:[dec] to %i:[dec]

Explanation The HTTP message violates the content-type-verification application firewall inspection rule.

Recommended Action This message is informational only, but may indicate a security problem.

Error Message %CCE_DP-4-CCE_DP_POLICY: Sig:[dec] HTTP protocol violation detected - [chars] [chars] from %i:[dec] to %i:[dec]

Explanation The HTTP message violates the strict-http application firewall inspection rule.

Recommended Action This message is informational only, but may indicate a security problem.

Error Message %CCE_DP-4-CCE_DP_TARGET: content-length

Explanation The HTTP message violates the content-length application firewall inspection rule.

Recommended Action This message is informational only, but may indicate a security problem.

Error Message %CCE_DP-4-CCE_DP_TIMERS: Sig:[dec] Content size %lu out of range - [chars] [chars] from %i:[dec] to %i:[dec]

Explanation The HTTP message violates the content-type-verification application firewall inspection rule.

Recommended Action This message is informational only, but may indicate a security problem.

Error Message %CCE_DP-4-CCE_DP_UDP: UDP Classification Result Invalid

Explanation The HTTP message violates the request-method application firewall inspection rule.

Recommended Action This message is informational only, but may indicate a security problem.

Error Message %CCE_DP-4-CCE_DP_VFR: Fragment classification result invalid

Explanation The HTTP message violates the max-uri-len application firewall inspection rule.

Recommended Action This message is informational only, but may indicate a security problem.

Error Message %CCE_DP-4-CCE_DP_VTCP: Virtual VTCP Classification result invalid

Explanation The HTTP message violates the max-hdr-len application firewall inspection rule.

Recommended Action This message is informational only, but may indicate a security problem.

CCH323 Messages

Error Message %CCH323-2-UNAVAILABLE: %s: E164 address length %d is not supported

Explanation Received E164 address with the length that is not supported.

Recommended Action Report this immediately to the technical support representative.

Error Message %CCH323-2-UNAVAILABLE: Gatekeeper %s requested unregister from Gateway %s

Explanation Gatekeeper requested unregister from Gateway

Recommended Action Verify whether this is user intended or otherwise report this to the technical support representative.

Error Message %CCH323-2-UNAVAILABLE: Gateway %s failed attempt to register with Alternate Gatekeeper %s

Explanation Gateway failed attempt to register with Alternate Gatekeeper

Recommended Action Report this immediately to the technical support representative.

Error Message %CCH323-2-UNAVAILABLE: Gateway %s failed to register with Gatekeeper %s even after %d retries

Explanation Gateway failed to register with Gatekeeper

Recommended Action Report this immediately to the technical support representative.

Error Message %CCH323-2-UNAVAILABLE: Gateway %s unregistered from Gatekeeper %s

Explanation Gateway unregistered from the Gatekeeper

Recommended Action Verify whether this is user intended or otherwise report this to the technical support representative.

Error Message %CCH323-3-UNAVAILABLE: cch323_store_call_history: %s

Explanation Insert an active H323 call record into call history list failed

Recommended Action No action is required

Error Message %CCH323-3-UNAVAILABLE: unknown event %x

Explanation Unknwon CCH323 Event

Recommended Action No action is required

Error Message %CCH323-3-UNAVAILABLE: %s%d

Explanation A failure was encountered in setting up the monitoring of H323 resources.

Recommended Action Try power cycling the system. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CCH323-3-UNAVAILABLE: %s: OSS init failure: errno = %d

Explanation OSS ASN1 initialization failed

Recommended Action This can be catastrophic

Error Message %CCH323-3-UNAVAILABLE: %s: call setup failed

Explanation The call setup request failed

Recommended Action Verify that the remote destination identified by the IP address is reachable

Error Message %CCH323-3-UNAVAILABLE: %s: cannot allocate call control block

Explanation Allocation of the CCH323 call control block failed. This is possibly due to the fact that system memory pool is exhausted.

Recommended Action This can be a catastrophic error

Error Message %CCH323-3-UNAVAILABLE: %s: cannot allocate call info data structure

Explanation Allocation of the CCH323 call info structure failed. This is possibly due to the fact that system memory pool is exhausted.

Recommended Action This call will be terminated due to lack of resource

Error Message %CCH323-3-UNAVAILABLE: %s: cannot allocate gateway structure

Explanation Allocation of the CCH323 gateway instance failed. This is possibly due to the fact that system memory pool is exhausted.

Recommended Action This can be a catastrophic error

Error Message %CCH323-3-UNAVAILABLE: %s: cannot allocate message buffer

Explanation Allocation of the CCH323 message buffer failed. This is possibly due to the fact that system memory pool is exhausted.

Recommended Action This can be a catastrophic error

Error Message %CCH323-3-UNAVAILABLE: %s: cannot create the H.323 ccb Tree

Explanation Creation of the H.323 CCB Tree failed. This is possibly due to the fact that system memory pool is exhausted.

Recommended Action This can be a catastrophic error

Error Message %CCH323-3-UNAVAILABLE: %s: cannot find CCH323 call control block based on callID %d

Explanation Cannot find a CCH323 call control block based on the specified callID

Recommended Action No action is required. This is an indication that some events happen out of sequence

Error Message %CCH323-3-UNAVAILABLE: %s: cannot insert control block 0x%x to tree

Explanation Insertion of this CCH323 call control block to the RBTree failed. This can be related to a corrupted RBTree

Recommended Action This can be a catastrophic error

Error Message %CCH323-3-UNAVAILABLE: %s: cc_api_call_disconnected returns %d

Explanation An error is returned when CCH323 attempts to call cc_api_call_connected

Recommended Action None

Error Message %CCH323-3-UNAVAILABLE: %s: cc_api_call_disconnected returns %d

Explanation An error is returned when CCH323 attempts to call cc_api_call_disconnected

Recommended Action None

Error Message %CCH323-3-UNAVAILABLE: %s: create and send event to H.225 state machine failed

Explanation create and send event to H.225 state machine failed. This is possibly due to the missing call control block

Recommended Action This can be a catastrophic error

Error Message %CCH323-3-UNAVAILABLE: %s: illegal destination %s

Explanation The IP address passed from CCAPI in the call setup request is invalid

Recommended Action Check the dial-peer configuration for the dial-peer that matches the called party number. Make sure that the session target field contains valid IP address, or DNS name

Error Message %CCH323-6-UNAVAILABLE: Gateway %s registered with Gatekeeper %s

Explanation Gateway registered with the Gatekeeper

Recommended Action no action is required

CDP-3

Error Message %CDP-3-UNAVAILABLE: Chunk_malloc Failure

Explanation chunk malloc 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CDP-4

Error Message %CDP-4-UNAVAILABLE: Native VLAN mismatch discovered on %s (%d), with %s %s (%d).

Explanation CDP discovered a mismatch of native-VLAN configuration

Recommended Action Configure the interfaces to the same native VLAN.

Error Message %CDP-4-UNAVAILABLE: duplex mismatch discovered on %s (%s), with %s %s (%s).

Explanation CDP discovered a mismatch of duplex configuration

Recommended Action Configure the interfaces to the same duplex (full or half).

CE3 Messages

CE3-1

Error Message %CE3-1-UNAVAILABLE: %s could not be disabled by %s

Explanation The shutdown failed to disable the interface.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CE3-1-UNAVAILABLE: %s could not be enabled by %s

Explanation The restart failed to enable the interface.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CE3-1-UNAVAILABLE: %s could not be reset by %s

Explanation The restart failed to reset the interface.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CE3-1-UNAVAILABLE: %s init failed at %s

Explanation CE3 initialization failure.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CE3-1-UNAVAILABLE: Failed to configure %d interfaces in bay %d, shutting down bay

Explanation The CE3 hardware failed. Some components on the board failed to initialize.

Recommended Action Replace the CE3 port adapter.

Error Message %CE3-1-UNAVAILABLE: Found %d interfaces in bay %d, shutting down bay

Explanation The CE3 hardware failed. Some components on the board failed to initialize.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CE3-1-UNAVAILABLE: Microcode to slot %d

Explanation Failed to download firmware into the CE3 port adapter.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CE3-1-UNAVAILABLE: Slot %d firmware init (%s)

Explanation CE3 firmware initialization failure.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CE3-1-UNAVAILABLE: Slot %d for microcode download

Explanation An error was detected on the communication path between VIP and CE3.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

CE3-2

Error Message %CE3-2-UNAVAILABLE: %08x %08x %08x %08x

Explanation CE3 firmware does not update the software watchdog.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CE3-2-UNAVAILABLE: %s: packet received for unknown VC %d

Explanation The virtual channel encapsulation is corrupted.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CE3-2-UNAVAILABLE: CE3 F/W crashed: %x - VIP reset

Explanation CE3 firmware does not update the software watchdog.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

CE3-3

Error Message %CE3-3-UNAVAILABLE: %s - Accumulator is not available

Explanation An invalid TX accumulator is detected.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CE3-3-UNAVAILABLE: %s

Explanation General error information.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CE3-3-UNAVAILABLE: %s: failed to send %s love letter

Explanation A love letter was not sent to RSP.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CE3-3-UNAVAILABLE: Failed to receive reply %d from bay %d firmware

Explanation A message was not received from CE3 firmware.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CE3-3-UNAVAILABLE: Failed to receive reply %d to %s driver firmware

Explanation A port related message was not received from CE3 firmware.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CE3-3-UNAVAILABLE: Failed to send msg %d to %s driver firmware

Explanation A port related message was not sent to CE3 firmware.

Recommended Action Copy the error message exactly as it appears, collect the output of 'show tech-support' command immediately, and report it to your technical support representative. If possible, try to do an OIR (Online Insertion and Removal). Please refer to the Cisco documentation for information on 'Online Insertion and Removal' for your platform

Error Message %CE3-3-UNAVAILABLE: Failed to send msg %d to bay %d firmware

Explanation A message was not sent to CE3 firmware.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CE3-3-UNAVAILABLE: Received unexpected mailbox message (id = %d)

Explanation Unexpected message from CE3 firmware.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CE3-3-UNAVAILABLE: Slot %d device ID seen as %#x, expected %#x
(FREEDM)

Explanation Failed to detect the hdlc controller on the CE3.

Recommended Action Replace the CE3 port adaptor.

Error Message %CE3-3-UNAVAILABLE: Slot %d device ID seen as %#x, expected %#x
(PLX9060)

Explanation The PLX 9060 was not detected on the CE3.

Recommended Action Replace the CE3 port adaptor.

CERF-2

Error Message %CERF-2-UNAVAILABLE: %s

Explanation This message is emitted when a cache error has occurred, but an attempt to recover has been aborted

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

CES-2

Error Message %CES-2-UNAVAILABLE: %s

Explanation The CES subsystem encountered an internal software error. The error message contains text which can be used to help identify the nature of the problem.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CES-3

Error Message %CES-3-UNAVAILABLE: %s

Explanation The CES subsystem encountered an internal software error. The error message contains text which can be used to help identify the nature of the problem.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CES-4

Error Message %CES-4-UNAVAILABLE: %s

Explanation The CES subsystem encountered an internal software error. The error message contains text which can be used to help identify the nature of the problem.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CERF-3

Error Message %CERF-3-UNAVAILABLE: %s

Explanation This message is emitted when there has been a full recovery after a cache error

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

CFGMGR Messages

This section contains Configuration Manager (CFGMGR) messages.

CFGMGR-1

Error Message %CFGMGR-1-UNABLE_TO_SEND_RUN_CFG: unable to send running-cfg, bits: [hex], retrying...

Explanation The system is attempting to push the running configuration to the slaves.

Recommended Action No action is required.

Error Message %CFGMGR-1-UNABLE_TO_SEND_STARTUP_CFG: unable to send startup-cfg, bits: [hex], retrying...

Explanation The system is attempting to push the startup configuration to the slaves.

Recommended Action No action is required.

CFGMGR-3

Error Message %CFGMGR-3-ERROR_APPLYING_STARTUP_CFG: Error Applying Startup Config to Running Config

Explanation The system encountered an error while automatically applying the startup configuration to the running 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CFGMGR-4

Error Message %CFGMGR-4-SLAVE_WRITING_STARTUP_CFG: only master can do that

Explanation An attempt to write to the startup configuration was made on a slave, but is allowed only on the master.

Recommended Action No action is required.

CFGMGR-6

Error Message %CFGMGR-6-APPLYING_RUNNING_CFG: as new master

Explanation The new master is applying a backed-up running configuration.

Recommended Action No action is required.

Error Message %CFGMGR-6-SPURIOUS_SLAVE_ADD: CFG MGR Recvd Spurious New Slave Notification: [int]

Explanation Configuration Manager was notified about a slave that it already knows about.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CFGMGR-6-UNABLE_TO_NVGEN_BUSY_RUNNING_CFG: config file busy, retrying...

Explanation The master is temporarily unable to complete the nonvolatile generation process (NVGEN) to construct the running configuration.

Recommended Action No action is required.

Error Message %CFGMGR-6-UNABLE_TO_NVGEN_RUNNING_CFG: config file too large...

Explanation The master is unable to complete the nonvolatile generation process (NVGEN) to construct the running configuration because the configuration file is too large.

Recommended Action Remove some configuration commands.

CGC-0

Error Message %CGC-0-UNAVAILABLE: %s

Explanation CGC_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CGC-1

Error Message %CGC-1-UNAVAILABLE: %s

Explanation CGC_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CGC-2

Error Message %CGC-2-UNAVAILABLE: %s

Explanation CGC_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CGC-3

Error Message %CGC-3-UNAVAILABLE: %s

Explanation CGC_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CGC-4

Error Message %CGC-4-UNAVAILABLE: %s

Explanation CGC_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CGC-5

Error Message %CGC-5-UNAVAILABLE: %s

Explanation Normal but significant conditions

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CGC-7

Error Message %CGC-7-UNAVAILABLE: Assertion Failure (%s @%s:%d) : %s

Explanation CGC_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CHAT-3

Error Message %CHAT-3-UNAVAILABLE: %t in use, can't run startup script

Explanation When the startup script attempted to run, it found another process had Already been started on the line

Recommended Action Remove startup script from line configuration if it's inappropriate. Report to cisco.

CFIB Messages

This section contains Constellation Forwarding Information Base (CFIB) messages.

CFIB-3

Error Message %CFIB-3-CFIB_UNEXPECTED_OCE_CHAIN: Unexpected oce length
obj: **Unrecognized format ‘ %p’** type: [dec]

Explanation The Output Chain Element(OCE) specified in the system message is invalid because it has exceeded the maximum depth. One known cause is invalid static route configuration. Traffic for this path will be dropped.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

Error Message %CFIB-3-REQ_VPN_MAPPER_IPV4_FAIL: CFIB vpn mapper request fails for
ipv4 appid [chars]

Explanation All vpn ids for ipv4 app are used

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

Error Message %CFIB-3-REQ_VPN_MAPPER_IPV6_FAIL: CFIB vpn mapper request fails for
ipv6 appid in [chars]

Explanation All vpn ids for ipv6 app are used.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

CFIB-7

Error Message %CFIB-7-CFIB_ADJBASE: Failed to free adjacency base from hash table (entry not found)

Explanation An error has occurred while attempting to free an adjacency from a hash table. This condition might be caused by an inconsistent use of hash key during creation of the adjacency hash table. This condition might cause a memory leak

Recommended Action Copy the message exactly as it appears on the console or in the system log. To check memory usage over time, enter the **show process memory** command to gather data that may help identify the cause of the error. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CFIB-7-CFIB_EXCEPTION: FIB TCAM exception, Some entries will be software switched

Explanation Because there are no free memory blocks in the FIB TCAM, some switching will be done in software rather than hardware.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CFIB-7-END_CFIB_EXCEPTION: FIB TCAM exception cleared, all CEF entries will be hardware switched

Explanation Because free memory blocks have become available in the FIB TCAM, switching will be done in hardware.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CFIB_TUNNEL_RP Messages

This section contains Constellation Forwarding Information Base (CFIB) messages.

CFIB_TUNNEL_RP-4

Error Message %CFIB_TUNNEL_RP-4-TUN_RECIR_FORCED: The current configuration of hardware and software requires MPLS tunnel recirculation to be enabled. 'mls mpls tunnel-recir' has been added to the running configuration

Explanation When the chassis contains a SIP-600 line card, and VRF forwarding is configured on a tunnel interface, MPLS tunnel recirculation must be enabled to prevent the creation of corrupted packets from EARL. The **mls mpls tunnel-recir** command has been added to the running configuration automatically.

Recommended Action No action is required.

CFM_CONST Messages

This section contains Connectivity Fault Management (CFM) messages.

CFM_CONST-3

Error Message %CFM_CONST-3-AEB_ON_EC_UNSUPPORTED: CFM AEB mode is unsupported on etherchannels. Cannot set CFM AEB mode

Explanation CFM AEB mode is unsupported on etherchannels.

Recommended Action Set CFM AEB mode only on physical (unbundled) ports.

Error Message %CFM_CONST-3-CFM_ON_SUPERVISOR_PORTS_DISABLED: CFM is enabled system wide except it's disabled on supervisor ports due to spanning tree configuration.

Explanation Unable to program all port ASIC MAC match registers on supervisor ports for CFM due to hardware limitations on these ports. Continued with enabling CFM system-wide to allow coexistence with other protocols such as PVST.

Recommended Action System has handled this by disabling CFM on all supervisor ports. If this is unacceptable configure STP mode to MST and re-enable CFM or disable CFM completely.

Error Message %CFM_CONST-3-CFM_ON_SUPERVISOR_PORTS_DISALLOWED: CFM is enabled system wide except on supervisor ports due to spanning tree configuration.

Explanation Unable to program all port ASIC MAC match registers on supervisor ports for CFM due to hardware limitations on these ports. Continued with enabling CFM system-wide to allow coexistence with other protocols such such as PVST.

Recommended Action Administrator action may be required. Ensure no CFM traffic is presented to any supervisor ports via configuration. If not possible configure STP mode to MST and re-enable CFM or disable CFM completely

Error Message %CFM_CONST-3-MAC_OPERATIONALLY_ERROR: The set MAC operationally action on interface [chars] has encountered an error.

Explanation The set MAC operationally action failed and ended abnormally.

Recommended Action No action is required.

Error Message %CFM_CONST-3-MATCH_REG_GLOBAL_RESERVE_FAILED: Unable to program port ASIC MAC match register on one or more slots. Cannot run CFM

Explanation The Content Flow Monitor (CFM) attempted to reserve and program the port ASIC MAC match registers, but there are insufficient match registers available. CFM cannot be run.

Recommended Action To free MAC match registers, disable protocols that use the MAC match register. Protocols using port ASIC match registers can be viewed with the **remote command switch show platform mrm info** command.

Error Message %CFM_CONST-3-MATCH_REG_RESERVE_FAILED: Unable to reserve port ASIC MAC match register on slot [dec]. Cannot run CFM

Explanation CFM attempted to reserve a port ASIC MAC match register for the slot indicated and there is no register available. CFM cannot be run without support from all line cards.

Recommended Action To free MAC match registers, disable protocols that use the MAC match register. Protocols using port ASIC match registers can be viewed with the **remote command switch show platform mrm info** command.

Error Message %CFM_CONST-3-MATCH_REG_RESERVE_ON_SUPERVISOR_FAILED: Unable to program port ASIC MAC match register on supervisor slot [dec]. Cannot run CFM on supervisor ports

Explanation CFM attempted to reserve a port ASIC MAC match register for the indicated supervisors' slot and there is no register available. CFM cannot run on supervisors ports.

Recommended Action Protocols that use the MAC match register must be disabled to free MAC match registers. Protocols using port ASIC match registers can be can be viewed with **remote command switch show platform mrm info**.

Error Message %CFM_CONST-3-MST_SIMULATE_PVST_PLAT_ENABLED_FAILED: Unable to enable CFM when spanning tree mode is MST and PVST simulation is enabled on the platform

Explanation CFM does not work along with MST plus PVST simulation.

Recommended Action Disable PVST simulation on the platform.

Error Message %CFM_CONST-3-STP_MODE_CHANGE_NOT_ALLOWED: Unable to change STP mode while CFM is enabled

Explanation STP modes PVST and rapid PVST are not compatible with CFM due to hardware limitations.

Recommended Action Either configure STP mode MST or disable CFM.

CFM_CONST-6

Error Message %CFM_CONST-6-CFM_ON_SUPERVISOR_PORTS_ENABLED: CFM is enabled on supervisor ports also due to spanning tree mode change to mst configuration.

Explanation Able to program all port ASIC MAC match registers on supervisor ports for CFM due to spanning tree mode change to mst configuration.

Recommended Action No action is required.

Error Message %CFM_CONST-6-MAC_OPERATIONALLY: Interface [chars] is MAC operationally [chars].

Explanation The specified interface is MAC operationally up or down.

Recommended Action No action is required.

CH-1 Messages

Error Message %CH-1-RM_STATE: _state_ attribute still available

Explanation The _state_ attribute was still available in CH db re_auth recand it should have been removed by now as part of the re_auth process.

Recommended Action No action required.

CHARLOTTE Messages

This section contains Dual OC-3 PoS port adapter (CHARLOTTE) messages.

CHARLOTTE-1

Error Message %CHARLOTTE-1-INITFAIL: Failed to initialize port [dec].

Explanation The dual OC-3 PoS port adapter failed to complete IDB initialization.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CHARLOTTE-1-PCIINITFAIL: PCI initialization failed.

Explanation The dual OC-3 PoS port adapter failed to complete hardware initialization.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CHARLOTTE-3

Error Message %CHARLOTTE-3-INVALIDPCI: Device reported [hex]

Explanation The dual OC-3 PoS port adapter hardware failed. The PCI device has an invalid ID.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CHARLOTTE-3-UNSUPPORTED: [chars]

Explanation The dual OC-3 PoS port adapter hardware is not supported on the specified platform.

Recommended Action Upgrade your system so that it supports the dual OC-3 PoS port adapter.

CHKPT Messages

This section contains checkpointing (CHKPT) messages.

CHKPT-3

Error Message %CHKPT-3-INVALID_CALLBACK_ARG: Attempt to add a checkpointing client with an invalid [chars] argument

Explanation An invalid argument was supplied to an internal application program interface (API). As a result, the system state between one or more checkpointing clients might not be properly synchronized. The message output identifies the type of error that occurred. This failure is probably caused by a software 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CHKPT-3-ISSU_MSG_NOT_COMPATIBLE: Checkpointing message type not compatible

Explanation An error was detected when verifying the checkpointing message type compatibility between checkpointing client peers. As a result, the system state between one or more checkpointing clients might not be properly synchronized. This failure is probably caused by a software 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show checkpoint client** commands and your pertinent troubleshooting logs.

Error Message %CHKPT-3-ISSU_NEGO_FAILED: Checkpointing Facility failed to start ISSU negotiation with the peer ([chars])

Explanation The checkpointing facility was unable to start the ISSU negotiation successfully. The failure to start negotiation is a fatal error condition and is probably caused by a software 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CHKPT-3-ISSU_RCV_TRANSFORM_FAILED: Checkpointing receive message header transformaton failed ([chars])

Explanation An error was detected while performing a receive-level transformation on a checkpointing message. As a result, the system state between one or more checkpointing clients might not be properly synchronized. The message output identifies the type of error that occurred. This failure is probably caused by a software 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

Error Message %CHKPT-3-ISSU_XMIT_TRANSFORM_FAILED: Checkpointing transmit message header transformaton failed ([chars])

Explanation An error was detected while performing a transmit-level transformation on a checkpointing message. As a result, the system state between one or more checkpointing clients might not be properly synchronized. The message output identifies the type of error that occurred. This failure is probably caused by a software 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

Error Message %CHKPT-3-RMI_CALLBACK: Checkpointing Facility encountered an error while processing a callback from the Resource Manager (RMI), [chars]

Explanation The checkpointing facility registers with the Resource Manager (RMI) to receive status notifications about resources (such as IPC) and uses them to throttle the sending of messages to the peer. The checkpointing facility encountered an error while processing a callback from RMI. This error is probably caused by a software 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CHKPT-3-RMI_FAILED: Checkpointing Facility failed to register with the Resource Manager (RMI), [chars]

Explanation The checkpointing facility registers with the Resource Manager (RMI) to get status notifications about resources (such as IPC) and uses them to throttle the sending of messages to the peer. The checkpointing facility was unable to register itself with RMI and cannot throttle the sending of any messages. The system may still operate normally. This error is probably caused by a software 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CHKPT-3-SYSMGR_LOOKUP: Failed to get process Job ID from SysMgr

Explanation The checkpointing facility was unable to get a job ID for an ION (run-time Modular IOS) process from the System Manager. The job ID lookup is done when any ION checkpointing facility client first registers itself with the checkpoint facility. The error does not affect the checkpointing capabilities of the system. The job ID is used by the reset manager for tracking process restarts.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CHKPT-3-TRANSFORMFAILED: Checkpointing msg header transform failed ([dec])

Explanation A transform error related to check pointing 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

Error Message %CHKPT-3-TRANSMIT_FAILED: Checkpointing message transmission failure ([chars])

Explanation An error was detected when transmitting a checkpointing message between checkpointing client peers. As a result, the system state between one or more checkpointing clients might not be properly synchronized. The failure is probably caused by a software error. The message output identifies the type of error that 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

CHKPT-4

Error Message %CHKPT-4-GET_BUFFER: Checkpointing ISSU session ([dec]) failed to get buffer

Explanation The checkpointing ISSU session failed to get a buffer.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

Error Message %CHKPT-4-INIT: Checkpoint [chars] initialization failed in RF state ([chars])

Explanation The checkpointing standby initialization 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CHKPT-4-INVALID_STATE: Checkpoint State ([dec]) is invalid

Explanation The checkpointing state is invalid.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CHKPT-4-MSG_SEND: Checkpointing ISSU session ([dec]) failed to send message

Explanation The checkpointing ISSU session failed to send a negotiate message to the peer.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

Error Message %CHKPT-4-NOCLIENT: CF client is NULL, ([chars])

Explanation The checkpointing facility cannot send the message because the client is NULL.

Recommended Action This is a warning message; no action is required.

Error Message %CHKPT-4-NOIPCPORT: IPC port is NULL, ([chars])

Explanation The checkpointing facility cannot send the message because the IPC port information is NULL.

Recommended Action This is a warning message; no action is required.

Error Message %CHKPT-4-NOMESSAGE: Message is NULL, ([chars])

Explanation The checkpointing facility cannot send the message because the message is NULL.

Recommended Action This is a warning message; no action is required.

CHOPIN Messages

This section contains Versatile Interface Processor (VIP) multichannel port adapter messages.

CHOPIN-1

Error Message %CHOPIN-1-UNAVAILABLE: %s channel not disabled

Explanation The PRI port adaptor failed to respond to a request to disable an interface.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CHOPIN-1-UNAVAILABLE: %s channel not enabled;called from function %s

Explanation A software or hardware error occurred. The CHOPIN serial interface is not responding to commands used to initialize it.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CHOPIN-1-UNAVAILABLE: Download failed

Explanation Microcode download to CHOPIN port adapter failed.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CHOPIN-1-UNAVAILABLE: Fail to configure %d interfaces on bay %d, shutting down bay

Explanation Cannot configure some interfaces on board

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CHOPIN-1-UNAVAILABLE: Failed for bay %d, sent = 0x%x, received = 0x%x

Explanation The download of the internal firmware to the CHOPIN failed to checksum correctly. This usually indicates a hardware failure

Recommended Action Perform a power cycle. If the problem persists, the CHOPIN hardware may have a problem.

Error Message %CHOPIN-1-UNAVAILABLE: Microcode download failed to complete

Explanation The CHOPIN hardware has failed. It could not download its operational microcode.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CHOPIN-1-UNAVAILABLE: Not ready for download.

Explanation Error on the communication path between DRIVER and CHOPIN

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CHOPIN-1-UNAVAILABLE: Slot %d: %s

Explanation The PRI port adaptor failed to complete hardware initialization.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CHOPIN-1-UNAVAILABLE: System detected OVERTEMPERATURE condition. Putting the system in Power save mode and going to rommon. Please resolve cooling problem and restart system!

Explanation The environmental monitor detected a high-temperature condition.

Recommended Action Make sure that the room temperature is not too high and that air flow to the card is not blocked. If this condition persists, the environmental monitor might shut down the system. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CHOPIN-1-UNAVAILABLE: only found %d interfaces on bay %d, shutting down bay

Explanation Mismatched type or CHOPIN hardware failure

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

CHOPIN-2

Error Message %CHOPIN-2-TXBADVC: [chars], vc [dec]

Explanation The VIP multichannel port adapter had a bad transmit VC.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech** and **show controllers vip slot tech-support** commands and your pertinent troubleshooting logs.

CHOPIN-3

Error Message %CHOPIN-3-UNAVAILABLE: %s - packet was less than two bytes

Explanation A packet that is too small (lsp %#x

Explanation An internal error occurred in the Intermediate System-to-Intermediate System (ISIS) or NetWare Link Services Protocol (NLSP).

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CI Messages

This section contains chassis interface (CI) messages and temperature alarms.

CI-0

Error Message %CI-0-SHUT_LC_CRITICALTEMP: Line cards shutdown as critical temperature exceeded [chars]

Explanation The chassis temperature has exceeded a critical threshold and line cards have been shut down.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CI-0-SHUT_LC_FANFAIL: Line cards are being shut on fan failure

Explanation The chassis fan tray failure timer has expired and line cards have been shut down.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CI-0-SHUT_LC_FANGONE: Line cards are being shut as fan tray is missing

Explanation The chassis fan missing timer has expired and line cards have been shut down.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CI-1

Error Message %CI-1-CHASSISFAULTYSENSOR: Alarm: Chassis temperature sensor is faulty

Explanation This error indicates that the chassis temperature sensor is faulty.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CI-1-CHASSISTEMPCRITICAL: Chassi temperature CRITICAL limit exceeded

Explanation The system chassis temperature critical limit has been exceeded.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CI-1-CRITICALTEMP_LC_SHUT: Alarm: [chars], [chars], [chars], [chars], [chars]

Explanation This error indicates that line cards have been shut down due to the core temperature exceeding the critical threshold.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CI-1-FAN_FAILURE_LC_SHUT: Alarm: [chars], [chars], [chars], [chars], [chars]

Explanation This error indicates that line cards have been shut down due to total fan failure or a missing fan tray.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CI-3

Error Message %CI-3-CHASSISTEMPLOW: Chassis temperature too low

Explanation The system chassis temperature is below -15 degrees Celsius.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CI-3-CHASSISTEMPMAJOR: Chassis temperature major limit exceeded

Explanation The system chassis temperature major limit has been exceeded.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CI-3-CHASSISTEMPMINOR: Chassis temperature minor limit exceeded

Explanation The system chassis temperature minor limit has been exceeded.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CI-3-MIB_ALM_SUBMIT: MIB alarm: [chars], [chars], [chars], [chars], [chars]

Explanation An alarm message is contained in the MIB.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CI-3-PS_FAIL: Power supply module [dec] failure

Explanation The specified power supply module 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CI-4

Error Message %CI-4-MULTIPLE_FAN_FAILURE: [chars] [dec] [chars]
[chars]

Explanation When two or more of the fans in the chassis fan tray have failed or the fan tray is missing, the line cards will be powered down after the user-configured timer interval. This warning message is generated one minute after the fans have failed or the fan tray is detected to be missing.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CI-6

Error Message %CI-6-CHASSIS_SHUTDOWN: Chassis shutdown. Card/subcard not powered up

Explanation The chassis is shut down. Line cards will not be powered up.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CI-6-FANOK: Fan tray module OK

Explanation The chassis fan tray is operating normally.

Recommended Action No action is required.

Error Message %CI-6-LINECARD_SHUTDOWN: [chars]

Explanation When two or more of the fans in the chassis fan tray have failed or the fan tray is missing, the line cards will be powered down after a user configured timer interval. This message is generated before shutting down line cards.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CI-6-PS_MISSING: Power supply module [dec] missing

Explanation The specified power supply module is not present in the system

Recommended Action No action is required.

Error Message %CI-6-PSNORMAL: Power supply [int] normal

Explanation A failed power supply is working normally now.

Recommended Action If the situation does not correspond with a normal operation of the system's power supplies, 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CI-6-PS_OK: Power supply module [dec] OK

Explanation The specified power supply module is operating normally.

Recommended Action No action is required.

Error Message %CI-6-PS_PRESENT: Power supply module [dec] present

Explanation The specified power supply module is present in the system .

Recommended Action No action is required.

CLNS Messages

This section contains OSI Connectionless Network Service messages.

CLNS-3

Error Message %CLNS-3-UNAVAILABLE: %s: L%d LSP %s database checksum error, restarting

Explanation A hardware or software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CLNS-3-UNAVAILABLE: %s: L%d LSP %s size %d bigger than interface %s MTU %d, LSP dropped

Explanation A software or hardware error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CLNS-3-UNAVAILABLE: %s: L%d LSP filled to capacity %s

Explanation A hardware or software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CLNS-3-UNAVAILABLE: %s: LSPix %s %d head %#x doesn't match first prev %#x

Explanation An internal error occurred in the Intermediate System-to-Intermediate System (ISIS) or NetWare Link Services Protocol (NLSP).

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CLNS-3-UNAVAILABLE: %s: LSPix entry %d mismatch with LSP %#x, LSP %s is %d, entry %d

Explanation An internal error occurred in the Intermediate System-to-Intermediate System (ISIS) or NetWare Link Services Protocol (NLSP).

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CLNS-3-UNAVAILABLE: %s: LSPix entry %d should be null, is %#x

Explanation An internal error occurred in the Intermediate System-to-Intermediate System (ISIS) or NetWare Link Services Protocol (NLSP).

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CLNS-3-UNAVAILABLE: %s: Schedule L&d LSP to set overload bit

Explanation The LSP was filled to capacity and after applying any lsp-full suppress options, we still can't recover out of it. So we are going to set overload bit on the LSP

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CLNS-3-UNAVAILABLE: %s: non-null %s pointer %#x on freed LSP, index %d

Explanation An internal error occurred in the Intermediate System-to-Intermediate System (ISIS) or NetWare Link Services Protocol (NLSP).

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CLNS-3-UNAVAILABLE: Checkpoint initialization error (%s)

Explanation An unrecoverable error occurred during initialization of the checkpoint client.

Recommended Action At the current time there is no work around. If the error message continues to occur, report the problem to the TAC.

Error Message %CLNS-3-UNAVAILABLE: Checkpoint send error (%s)

Explanation An unrecoverable error occurred following a request to checkpoint a new or changed adjacency or LSP.

Recommended Action At the current time there is no work around. If the error message continues to occur, report the problem to the TAC.

Error Message %CLNS-3-UNAVAILABLE: Checkpointed ADJ circuit id mismatch for %s (%d/%d)

Explanation A checkpoint message for an ISIS adjacency was dropped by the standby RP because the circuit id interface does not match the circuit ID reported by the active RP.

Recommended Action At the current time there is no work around. The circuit id problem should disappear following the next switchover.

Error Message %CLNS-3-UNAVAILABLE: ISIS bulk sync failed to complete

Explanation The bulk sync of ISIS adjacency and LSP data from the active to the standby RP failed to complete successfully. Any attempt by ISIS to perform a non-stop forwarding restart may be incomplete. (Note that ISIS should still converge correctly.)

Recommended Action At the current time there is no work around. The adjacency and LSP databases should still sync up between the active and standby RPs, following completion of the bulk sync. If they do not, report the output from 'show isis nsf', 'show clns neighbor', and 'show isis database' on both RPs and contact the TAC.

Error Message %CLNS-3-UNAVAILABLE: ISIS: Bad if number, pdb %x, idb %x, if %x

Explanation An internal error occurred in the Intermediate System-to-Intermediate System (ISIS) or NetWare Link Services Protocol (NLSP). An inconsistency was detected in an internal data structure related to tracking protocol/interface state, possibly related to enable/disable of the protocol on an interface.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CLNS-3-UNAVAILABLE: ISIS: LSP list traversal incomplete (%s)

Explanation An internal error occurred in the Intermediate System-to-Intermediate System (ISIS) or NetWare Link Services Protocol (NLSP).

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CLNS-3-UNAVAILABLE: ISIS: entry already threaded, prev %#x, next %#x, index %d, ver %d

Explanation An internal error occurred in the Intermediate System-to-Intermediate System (ISIS) or NetWare Link Services Protocol (NLSP).

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CLNS-3-UNAVAILABLE: Interface %s cannot be encoded for nsf cisco

Explanation Adjacency and LSP information learned from this interface cannot be checkpointed due to an interface encoding error.

Recommended Action Please verify that this interface type is supported for NSF in this release. If so, report the problem to the TAC.

Error Message %CLNS-3-UNAVAILABLE: Invalid NSAP type in ES table: %x for %s

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CLNS-4

Error Message %CLNS-4-UNAVAILABLE: %s Invalid interface clns MTU %d

Explanation This message occurs if the interface MTU becomes unusable while ISIS is running on the interface. This condition maybe temporary and recoverable.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CLNS-4-UNAVAILABLE: %s%s: attempt to exceed LSP maximum sequence number for LSP %s

Explanation Attempt was made to exceed maximum sequence number for an LSP.

Recommended Action Protocol will shutdown for max-lsp-lifetime + 1 minute. This is a very unlikely natural occurrence. Investigate to find the source of any out of order reception, generation, or incrementing of this LSP's sequence number.

Error Message %CLNS-4-UNAVAILABLE: %s: %s authentication failed

Explanation An ISIS packet(IIH, CSNP, PSNP or LSP) was received and did not pass authentication check.

Recommended Action If the error persists, check the originating router for matching authentication mode and password.

Error Message %CLNS-4-UNAVAILABLE: %s: Bad L%d LSP %s checksum %04x received on %s, length %d, should be %04x, bad count %d

Explanation A link-state packet (LSP) was received for either Intermediate System-to-Intermediate System (ISIS) or NetWare Link Services Protocol (NLSP), which failed an internal data checksum, but which passed the data-link checksum. The interface on which the LSP was received is indicated, along with the total count of checksum errors received, the LSP ID, and the level of the failing LSP. This message usually indicates data corruption occurring on a link, but might also indicate data corruption in a neighboring router's memory.

Recommended Action If the error is in a neighboring router's memory, the problem will correct itself within 15 minutes. That router will detect its internal error and regenerate the corrupted data. This case is usually indicated by a single LSP ID appearing repeatedly in these messages. The same LSP

ID might appear in this message on other routers as well. If data-link corruption has caused the error, check the link for errors and deal with them appropriately. This case is usually indicated by a number of different LSP IDs appearing in these messages.

Error Message %CLNS-4-UNAVAILABLE: %s: possible duplicate system ID %s detected

Explanation This is a configuration error.

Recommended Action One of the duplicate IDs needs to be corrected.

Error Message %CLNS-4-UNAVAILABLE: Encapsulation failed, dst= %s

Explanation This message can occur when an interface is down and a static neighbor entry exists in the system's CLNS routing table. If this is not the case, the message indicates an internal software error.

Recommended Action Check the interface. If the interface is not down and no static neighbor entry exists for that interface, call your technical support representative for assistance.

Error Message %CLNS-4-UNAVAILABLE: ISIS: Inconsistent ip prefix and mask(%i%#m) in ISIS LSP: pdb=%s, level=%d, lspid=%s. The route wasn't added into RIB.

Explanation The system received a link-state packet (LSP) which contained a bad IP prefix TLV (type length value). The mask corresponding with the address was incorrect.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CLNS-4-UNAVAILABLE: Invalid NSAP type in IS table: %x %d

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CLNS-4-UNAVAILABLE: Redirect found for non-route entry, dst= %s, next-hop= %s

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CLNS-4-UNAVAILABLE: Too many IS-IS areas--can't route to area %s

Explanation Intermediate System-to-Intermediate system (IS-IS) allows only three area addresses per area. Multiple routers with at least one area address in common merge all of their configured area addresses into a single set. If the resulting set includes more than three area addresses, this message appears and indicates that there will be a loss of connectivity to the specified area.

Recommended Action Reconfigure the network so that the area has fewer area addresses, or split the area into multiple areas.

CLNS-5

Error Message %CLNS-5-UNAVAILABLE: %s%s: All %sadjacencies cleared

Explanation All Intermediate System-to-Intermediate System (ISIS) or NetWare Link Services Protocol (NLSP) adjacencies of the specified type have been cleared. This message appears only if the **log-adjacency-changes** command is configured for the ISIS or NLSP process.

Recommended Action This informational message appears as a normal side effect of appropriate console or configuration commands.

Error Message %CLNS-5-UNAVAILABLE: %s: %scast address in use on %s

Explanation A NetWare Link Services Protocol (NLSP) adjacency with a neighboring router has either come up or gone down. The message describes whether the NLSP multicast address is in use for future updates sent on the LAN. This message appears only if the **log-adjacency-changes** command is configured for the NLSP process.

Recommended Action This message is primarily informational and appears normally as routers and links go up or down.

Error Message %CLNS-5-UNAVAILABLE: %s: Adjacency to %s (%s) %s, %s

Explanation An Intermediate System-to-Intermediate System (ISIS) or NetWare Link Services Protocol (NLSP) adjacency with a neighboring router has either come up or gone down. The message describes the change and the reason for it. This message appears only if the **log-adjacency-changes** command is configured for the ISIS or NLSP process.

Recommended Action This informational message normally appears as routers and links go up or down. However, unexpected adjacency loss might indicate high error rates or high packet loss in the network and should be investigated.

Error Message %CLNS-5-UNAVAILABLE: %s: MPLS TE Forwarding Adjacency to %s (%s) %s, %s

Explanation A Multiprotocol Label Switching forwarding adjacency associated with the Intermediate System-to-Intermediate System (ISIS) routing protocol has either come up or gone down. The message describes the change and the reason for it. This message appears only if the **log-adjacency-changes** command is configured for the ISIS or NLSP process.

Recommended Action This informational message normally appears as routers and links go up or down. However, unexpected adjacency loss might indicate high error rates or high packet loss in the network and should be investigated.

Error Message %CLNS-5-UNAVAILABLE: ISIS NSF cancelled - 'nsf interval' expiration pending

Explanation ISIS cancelled the NSF restart since either the active or standby RP had not been up long enough. In Cisco mode, the active RP must signal that it has been up for a minimum of 'nsf interval' seconds. For IETF mode, the standby RP must be up for a minimum of 'nsf interval' seconds.

Recommended Action Review the setting of the 'nsf interval' command

Error Message %CLNS-5-UNAVAILABLE: ISIS NSF cancelled - ISSU negotiation failed for NSF CISCO

Explanation ISIS cancelled the NSF restart since ISSU negotiation failed in Cisco mode.

Recommended Action Review the output of 'show issu negotiated version' command

Error Message %CLNS-5-UNAVAILABLE: ISIS NSF completion

Explanation ISIS performed an NSF restart

Recommended Action This informational message appears as a normal side effect of a restart performed while NSF is enabled.

CLNS-7

Error Message %CLNS-7-UNAVAILABLE: %s: %08x %08x %08x %08x %08x %08x

Explanation Internal use only

Recommended Action Should not be seen in the field

Error Message %CLNS-7-UNAVAILABLE: Debug: %s

Explanation Debug information.

Recommended Action No action required

CLOCK-3

Error Message %CLOCK-3-UNAVAILABLE: Hardware Calendar (RTC) Error.

Explanation The hardware calendar contains an invalid date. The accepted range is from 1993 to 2035.

Recommended Action To correct the invalid date, use the **calendar set** command and the **clock read-calendar** command.

CLOCKSW-3

Error Message %CLOCKSW-3-UNAVAILABLE: %s: bogus plimtype 0x%x

Explanation This indicates an internal error in the IDB. This interface can not be selected as a network clocking source.

Recommended Action Select another interface as the network clocking source.

Error Message %CLOCKSW-3-UNAVAILABLE: All selected network clock sources have failed

Explanation All of the configured network clocking sources have failed.

Recommended Action Restore proper operation to one or more of the selected interfaces

Error Message %CLOCKSW-3-UNAVAILABLE: Network clock source %s, priority %d, failure

Explanation Specified network clocking source has failed.

Recommended Action Restore proper operation of the selected interface

CLOCKSW-6

Error Message %CLOCKSW-6-UNAVAILABLE: Bypassing FC-PFQ PLL

Explanation The FC-PFQ clock is non-operational, bypassing

Recommended Action LOG_STD_NO_ACTION

Error Message %CLOCKSW-6-UNAVAILABLE: Network clock source %s, priority %d, ok

Explanation Specified network clocking source is operational.

Recommended Action LOG_STD_NO_ACTION

Error Message %CLOCKSW-6-UNAVAILABLE: Switching from %s to %s at priority level %d

Explanation The network clock source has changed from one source to another.

Recommended Action LOG_STD_NO_ACTION

CLS-3

Error Message %CLS-3-UNAVAILABLE: %s

Explanation A software error detected while manipulating CLSIMsg objects.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CLS-3-UNAVAILABLE: CLS: Assertion failed: %s

Explanation A software or hardware error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CLS-3-UNAVAILABLE: Unknown CLS verb for %s context, DlcOpcodeT=%04x

Explanation A bad opcode was generated by the DLC for the STN or CEP.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CLSDR-3

Error Message %CLSDR-3-UNAVAILABLE: %s couldn't get a message

Explanation The destination logical unit (DLU) could not send a correct message to Cisco Link Services I (CLSI) because the message was formed incorrectly. CLSI will not perform the desired action.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CLSDR-3-UNAVAILABLE: %s failed error 0x%x

Explanation An error was returned from Cisco Link Services I (CLSI) to the destination logical unit (DLU) because CLSI did not perform the action desired by the DLU.

Recommended Action Refer to CLSI software documentation for more information about this error. Report this error to your technical support representative.

Error Message %CLSDR-3-UNAVAILABLE: CLSDRIVER not initialized

Explanation A CLSDRIVER initialization failed earlier. Trying to use the driver now results in an error condition.

Recommended Action Remove and then restore the destination logical unit (DLU) in the configuration file and try and reboot the system. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CLSDR-3-UNAVAILABLE: Cannot create DLU for this type %d

Explanation The CLSDRIVER does not understand the destination logical unit (DLU) type. Currently, only STUN uses the CLSDRIVER. Any other value results in 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CLSDR-3-UNAVAILABLE: Cannot create PORT structure

Explanation The CLSDRIVER cannot enable this port for processing.

Recommended Action Try rebooting the router. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CLSDR-3-UNAVAILABLE: Cannot found cep in free pool

Explanation A software or hardware error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CLSDR-3-UNAVAILABLE: Incorrect port pointer in USapId

Explanation Cisco Link Services I (CLSI) returned an incorrect port pointer in the USapID.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CLSDR-3-UNAVAILABLE: RemoveCep : Cep 0x%x not on list

Explanation The destination logical unit (DLU) is trying to remove a nonexistent connection end point from the internal data structure. This creates a problem in the connection end point (CEP) maintenance logic.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CLSDR-3-UNAVAILABLE: RemovePort: port 0x%x not on list

Explanation The destination logical unit (DLU) is trying to remove a nonexistent port from the list of active ports because it does not have the correct list of active ports.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CLSDR-3-UNAVAILABLE: Should never be here, cls message type unknown 0x%x

Explanation The CLS message type is unknown to the destination logical unit (DLU).

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CLSDR-3-UNAVAILABLE: unable to start the Server process

Explanation Could not start the CLSDRIVER process, possibly due to a resource problem. The subsystem using CLSDRIVER does not work.

Recommended Action Remove and then restore the destination logical unit (DLU) in the configuration file and try and reboot the system. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CLUE Messages

This section contains Compact Local Unit Exchange (CLUE) messages.

CLUE-3

Error Message %CLUE-3-CHECKSUM_ERROR: CLUE record checksum error in record, id [dec], record starting address %#x, new checksum %#x, previous checksum %#x

Explanation A Compact Local Unit Exchange (CLUE) record stored in the CLUE memory has a bad checksum and cannot be accessed. The CLUE record was either modified by a CLUE client but not committed or it was modified by memory corruption.

Recommended Action Internal CLUE client software will attempt to automatically correct the error. If the error persists, reload the unit.

Error Message %CLUE-3-CLIENT_REGISTRY_FULL: Maximum of [dec] CLUE clients registered. Cannot register callback %#x

Explanation No more Compact Local Unit Exchange (CLUE) clients can be registered because the client registry for callback service is full. Unregistered CLUE clients will not be informed about CLUE service events such as CLUE service ready status or CLUE record corruptions.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show clue** commands and your pertinent troubleshooting logs.

Error Message %CLUE-3-COMMIT_FAILED: CLUE cannot commit record, id [dec]

Explanation The specified CLUE record was not committed in the CLUE storage memory, so the CLUE record cannot be accessed. Either the CLUE record was not allocated by the CLUE client before committing or there was an error in the internal CLUE record index table.

Recommended Action The internal CLUE client software will attempt to automatically correct the error. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CLUE-3-EOR_CORRUPT: CLUE record corruption in end of record field, record id [dec], record starting address %#x

Explanation A CLUE record's end of record delimiter was corrupted in the CLUE storage memory, so the CLUE record cannot be accessed. The CLUE record was overwritten by the previous CLUE record or by a memory corruption.

Recommended Action Internal CLUE client software will attempt to automatically correct the error. If the error persists, reload the unit.

Error Message %CLUE-3-INDEX_BUILD_FAIL: Failed to build CLUE internal record index due to [chars]

Explanation CLUE could not build an internal record index table, so the CLUE service will not be available and any data in the CLUE storage cannot be accessed. This failure can occur either when CLUE storage does not exist or when any CLUE record within the CLUE storage is corrupted.

Recommended Action Internal CLUE client software will attempt to automatically correct the error. If the error persists, reload the unit.

Error Message %CLUE-3-INIT_ERROR: Failed to initialise the reserved memory for new CLUE context due to [chars]

Explanation Reserved memory for the Compact Local Unit Exchange (CLUE) storage area was not initialized due to the reason given. The CLUE storage area will not be available to provide any CLUE service.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show clue** commands and your pertinent troubleshooting logs.

Error Message %CLUE-3-INTERNAL_SW_ERROR: [chars]

Explanation An internal Compact Local Unit Exchange (CLUE) software error was reported.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show clue** commands and your pertinent troubleshooting logs.

Error Message %CLUE-3-INVALID_AREA: Either address %#x or size [dec] reserved for CLUE storage area is invalid

Explanation An internal Compact Local Unit Exchange (CLUE) software error occurred. In order to initialize and use the reserved area as a CLUE storage area, CLUE expected a non-zero reserved memory address and a non-zero reserved memory size.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show clue** commands and your pertinent troubleshooting logs.

Error Message %CLUE-3-INVALID_REC_DATA_SIZE: CLUE record size [dec] is invalid to allocate CLUE record [dec]

Explanation An internal Compact Local Unit Exchange (CLUE) software error occurred. When the CLUE client requested to allocate the CLUE record, the record size was zero or was not the same as expected. The CLUE record was not allocated.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show clue** commands and your pertinent troubleshooting logs.

Error Message %CLUE-3-INVALID_REC_ID: Invalid CLUE record id [dec] has been received so CLUE cannot [chars] it

Explanation An internal Compact Local Unit Exchange (CLUE) software error occurred. The indicated action cannot be carried out on the specified CLUE record ID because the record ID is not valid.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show clue** commands and your pertinent troubleshooting logs.

Error Message %CLUE-3-NOT_ENOUGH_CLUE_STORAGE: CLUE storage has not enough space to allocate record, id [dec] and data size [dec]

Explanation An internal Compact Local Unit Exchange (CLUE) software error occurred. The CLUE record was not allocated for the record ID because not enough space for CLUE storage was reserved or the CLUE storage contingency space was full.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show clue** commands and your pertinent troubleshooting logs.

Error Message %CLUE-3-NOT_ENOUGH_MEMORY: [dec]-bytes of local memory has not enough space left to reserve [dec]-bytes of CLUE storage

Explanation Insufficient local memory was available to reserve the required Compact Local Unit Exchange (CLUE) storage space.

Recommended Action Add more local memory.

Error Message %CLUE-3-NO_SIGNATURE: CLUE cannot [chars] record, id [dec]

Explanation The specified CLUE record was not serviced because CLUE storage was not available or because the CLUE storage signature was invalid.

Recommended Action The internal CLUE client software will attempt to automatically correct the error. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CLUE-3-SOR_CORRUPT: CLUE record corruption in start of record field, record id [dec], record starting address %#x

Explanation A CLUE record's start of record delimiter was corrupted in the CLUE storage memory, so the CLUE record cannot be accessed. The CLUE record was overwritten by the previous CLUE record or by a memory corruption.

Recommended Action The internal CLUE client software will attempt to automatically correct the error. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CM622_CM155-4

Error Message %CM622_CM155-4-UNAVAILABLE: (%d/%d) %s command error: %s

Explanation Linecard ATM driver handles RP command errors.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CM622_CM155-4-UNAVAILABLE: (%d/%d) ATM Clock Internal Set on (%d/%d) too

Explanation CM155 ATM Clock Internal is enabled for the other channel on the same framer too, the framer defines one bit for both channels.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CM622_CM155-4-UNAVAILABLE: (%d/%d) RX SAR doing %s error: %s
(indication=0x%08x 0x%08x 0x%08x)

Explanation Linecard ATM driver RX SAR indication errors.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CM622_CM155-4-UNAVAILABLE: (%d/%d) VC:%u %s error (cause: %s)

Explanation CM622/CM155 ATM SAR VC operation error.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CM622_CM155-4-UNAVAILABLE: (%d/%d) VC:%u is close pending

Explanation The VC is in the TX SAR close pending state.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CM622_CM155-4-UNAVAILABLE: (%d/%d) VC:%u unsupported vc encapsulation type=%u

Explanation CM622/CM155 ATM SAR VC operation error.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CM622_CM155-4-UNAVAILABLE: (Port %d): %s SAR doing %s error: %s

Explanation Linecard ATM driver SAR operation error.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CM622_CM155-4-UNAVAILABLE: (Port %d): %s SAR firmware selftest failure (expected 0x%04x, obtained 0x%04x)

Explanation Linecard ATM SAR firmware checksum errors.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CM622_CM155-4-UNAVAILABLE: (Port %d): TX SAR %s command error: %s (indication=0x%08x)

Explanation Linecard ATM driver TX SAR indication error.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CM622_CM155-4-UNAVAILABLE: Error: (%d/%d) %s (value=0x%04x)

Explanation Linecard ATM driver framer operation errors.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CM622_CM155-4-UNAVAILABLE: Error: (%d/%d) %s

Explanation Linecard ATM driver general operation errors.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative

CMCC-3

Error Message .%CMCC-3-UNAVAILABLE: Config queue is full, command was dropped, slot %d

Explanation Sending a config command was retried. The receiving queues were still full after retries therefore the command was dropped.

Recommended Action Issue the **debug channel events** command and try each of the following tasks in sequence. If an action corrects the problem, the remaining tasks do not need to be performed.

Reissue the configuration command.

Clear the interface using the **clear interface** command.

Reload the microcode.

Reload the router.

If the error still occurs, copy the error message exactly as it appears. Record the output from the following commands:

show tech

show log

Provide this information to your technical support representative.

Error Message %CMCC-3-UNAVAILABLE: DNS lookup failed - %s

Explanation The InterProcess Communication (IPC) service used by the TN3270 Server on the CMCC has experienced a DNS lookup failure.

Recommended Action Verify that the proper revisions of code are selected.

Error Message %CMCC-3-UNAVAILABLE: Interface %s: Error (%-04x) %s

Explanation An error occurred sending an interface enable or disable command.

Recommended Action The interface was reset by the software and the condition rectified. If that did not occur, then issue the **debug channel events** command and try each of the following tasks in sequence. If an action corrects the problem, the remaining tasks do not need to be performed.

Clear the interface using the **clear interface** command.

Reload the microcode.

Reload the router.

If the error still occurs, copy the error message exactly as it appears. Record the output from the following commands:

show tech

show log

Provide this information to your technical support representative.

Error Message %CMCC-3-UNAVAILABLE: Interface %s: No elements avail for msg (%08X %08X); interface reset.

Explanation An encapsulated control message arrived, but no elements were available to receive it. It is likely that a configuration will now be in a PENDING state. An interface reset was attempted to clear this condition.

Recommended Action Issue the **debug channel events** command and try each of the following tasks in sequence. If an action corrects the problem, the remaining tasks do not need to be performed. Clear the interface using the **clear interface** command. Reload the microcode. Reload the router. If the error still occurs, copy the error message exactly as it appears. Record the output from the following commands: **show tech show log** Provide this information to your technical support representative.

Error Message %CMCC-3-UNAVAILABLE: Interface %s: No pre-allocated buffers available; enable not sent

Explanation An attempt to get a pre-allocated buffer for the enable command was unsuccessful. The interface will not be enabled.

Recommended Action Issue the **debug channel events** command and try each of the following tasks in sequence. If an action corrects the problem, the remaining tasks do not need to be performed. Clear the interface using the **clear interface** command. Reload the microcode. Reload the router. If the error still occurs, copy the error message exactly as it appears. Record the output from the following commands: **show tech show log** Provide this information to your technical support representative.

Error Message %CMCC-3-UNAVAILABLE: Interface %s: encaps msg size (%d) smaller than min (%d); dropped.

Explanation An encapsulated control message had a size smaller than the minimum expected size. The message was dropped.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CMCC-3-UNAVAILABLE: Interface %s: unknown encapsulated msg(%d) len(%d)

Explanation An encapsulated control message had an unknown encapsulation type. The message was dropped.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CMCC-3-UNAVAILABLE: Invalid IPC request (%d) received from (%x)

Explanation The InterProcess Communication (IPC) service used by the TN3270 Server on the CMCC has received an invalid message.

Recommended Action Verify that the proper revisions of code are selected.

Error Message %CMCC-3-UNAVAILABLE: Unable to initialize IPC %s services

Explanation The InterProcess Communication (IPC) service used by the TN3270 Server on the CMCC has failed to initialize.

Recommended Action The CMCC will not load properly. The router must be reloaded to clear the problem.

Error Message %CMCC-3-UNAVAILABLE: Unable to obtain IPC resources

Explanation The InterProcess Communication (IPC) service used by the TN3270 Server on the CMCC has failed to obtain a buffer.

Recommended Action The CMCC will not load properly. Try the reload command again. If this message recurs, call your technical support representative for assistance.

CMCC-4

Error Message %CMCC-4-UNAVAILABLE: DNS lookup failed - the DNS server has no entry for hostname %s

Explanation The InterProcess Communication (IPC) service used by the TN3270 Server on the CMCC has experienced a DNS lookup failure.

Recommended Action Verify that the DNS server entries are up to date.

Error Message %CMCC-4-UNAVAILABLE: Interface %s: Channel-protocol %s cmd failed; resetting to default

Explanation The **channel-protocol** configuration command sent after a reset failed to complete successfully.

Recommended Action The channel data transfer rate was reset to the default value. Reissue the configuration command.

Error Message %CMCC-4-UNAVAILABLE: Interface %s: Unable to pre allocate response element; cfg not sent

Explanation An attempt to allocate a buffer for the configuration response, or for the configuration state change request, was unsuccessful. The configuration request was not sent.

Recommended Action The configuration command must be reissued.

Error Message %CMCC-4-UNAVAILABLE: Interface %s: configuration command %s %s failed

Explanation An error occurred sending the configuration command to the CMCC card, or the CMCC negatively acknowledged the command

Recommended Action Reissue the configuration command.

Error Message %CMCC-4-UNAVAILABLE: Interface %s: encapsulated msg size (%d) exceeds max (%d); truncated.

Explanation An encapsulated control message had a size greater than the maximum expected size. The message was truncated.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CMCC-5

Recommended Action **logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CMCC-5-UNAVAILABLE: DNS lookup failed - DNS server %i is unreachable

Explanation The InterProcess Communication (IPC) service used by the TN3270 Server on the CMCC has experienced a DNS lookup failure.

Recommended Action Check for available routes to DNS servers.

Error Message %CMCC-5-UNAVAILABLE: DNS lookup failed - query to DNS server %s timed out

Explanation The InterProcess Communication (IPC) service used by the TN3270 Server on the CMCC has experienced a DNS lookup failure.

Recommended Action Check the status of the DNS server.

CMCC-6

Error Message %CMCC-6-UNAVAILABLE: Interface %s: adapter type changed from %s to %s

Explanation The interface reported a different interface type than it previously did. This should not happen without removing the CMCC card and replacing it with one that has an interface of the reported type.

Recommended Action This is an informational message, no action is required

CMAPP-6

Error Message %CMAPP-6-UNAVAILABLE: Cannot create Call Manager Application process

Explanation Failed to create the Call Manager Application process.

Recommended Action Check the size of free memory to make sure there is enough memory.

CMP Messages

This section contains Cluster Membership Protocol (CMP) module messages.

CMP-5

Error Message %CMP-5-NBR_UPD_SIZE_TOO_BIG: Number of neighbors in neighbor update is [int], maximum number of neighbors allowed in neighbor update is [int]

Explanation The number of cluster neighbors in the clustering neighbor update packet exceeds the number of neighbors supported by the clustering module design.

Recommended Action No action is required.

CMP-DSPRM

Error Message %CM_DSPRM-1-UNAVAILABLE: DSPRM event unavailable

Explanation The router or access server could not allocate internal resources.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CM_DSPRM-1-UNAVAILABLE: DSPRM internal error[%s:%d]

Explanation The router or access server has detected an internal error.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CM_DSPRM-1-UNAVAILABLE: IOS buffer pool unavailable [%s:%d]

Explanation The router or access server could not allocate internal resources.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CM_DSPRM-1-UNAVAILABLE: IOS memory unavailable [%s:%d]

Explanation The router or access server could not allocate memory for internal data structures.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

CM-MONITOR

Error Message %CM_MONITOR-5-UNAVAILABLE: Sending DNS response to %i (request was for %i)

Explanation A hardware or software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CM_MONITOR-5-UNAVAILABLE: Starting DNS process

Explanation A hardware or software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CM_MONITOR-5-UNAVAILABLE: Terminating DNS process

Explanation A hardware or software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CM-SYNC

Error Message %CM_SYNC-3-UNAVAILABLE: Unable to transmit message type %d from %s

Explanation A transmit error occurred while sending msg to other CPU, due to msg translation

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CM_SYNC-3-UNAVAILABLE: Unable to transmit message type %d from %s

Explanation A transmit error occurred while sending msg to other CPU, due to non-availability of buffer

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CNS Messages

This section contains Cisco Networking Services (CNS) messages.

CNS-3

Error Message %CNS-3-MEMORY: [chars]

Explanation CNS subsystem has experienced a problem getting the required memory to complete this operation.

Recommended Action Check system memory for other memory allocation errors and contact Technical support for problem resolution. In the absence of IOS errors, upgrading the memory in the network device may be required.

Error Message %CNS-3-TRANSPORT: [chars]

Explanation The CNS subsystem has experienced a problem contacting an external application.

Recommended Action See specific message text for an indication of what the cause might be. Check the network configuration and cables to make sure that the remote application is running and the address is accessible.

Error Message %CNS-3-WARNING: [chars]

Explanation The CNS subsystem has encountered an unexpected condition while executing a set of commands that did not cause a failure but suggests things did not go totally correctly.

Recommended Action Check the error log for additional information. This is an informational message and does not necessarily indicate that an error occurred.

Error Message %CNS-3-XML_SEMANTIC: [chars]

Explanation The CNS subsystem has encountered an error while processing the XML encapsulation of configuration command.

Recommended Action The externally supplied XML has errors in it and cannot be processed. See the specific message text for an indication of what the cause might be. This condition could possibly require that the command be checked and reissued from the server.

CNS-5

Error Message %CNS-5-CONFIG_SUCCESS: SUCCESSFUL_COMPLETION

Explanation The configuration download has been applied successfully.

Recommended Action No action is required.

CNS-6

Error Message %CNS-6-NO_EVENT_AGENT: CNS EVENT AGENT IS NOT CONFIGURED

Explanation The CNS event agent is not configured. The event that was to be sent to it will be dropped

Recommended Action Configure the CNS event agent.

COLLECTION Messages

This section contains COLLECTION messages.

COLLECTION-3

Error Message %COLLECTION-3-UNAVAILABLE: Attempted to start a walk with incompatible mode and priority (mode %s priority %s)

Explanation COLLECTION_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COLLECTION-3-UNAVAILABLE: Attempted to start a walk with incompatible mode and process (mode %s process %s)

Explanation COLLECTION_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COLLECTION-3-UNAVAILABLE: Initialization of process %s failed, unable to %s

Explanation COLLECTION_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COLLECTION-3-UNAVAILABLE: Subwalk mismatch, walk %p (priority %s mode %s) subwalk %p (priority %s mode %s)

Explanation COLLECTION_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

COMMON_FIB Messages

This section contains CEF address Forwarding Information Base (FIB) messages.

COMMON_FIB-3

Error Message %COMMON_FIB-2-UNAVAILABLE: Attempt to create CEF interface for %s with illegal if_number: %d

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-2-UNAVAILABLE: Attempt to create CEF interface for %s with illegal index: %d

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-2-UNAVAILABLE: Attempt to use out of bounds interface index: %d

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-2-UNAVAILABLE: Attempt to used uninitialized CEF data structure.

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: %s %s

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: %s %s subblock doesn't support ISSU and can't be used.

Explanation The given SW subblock doesn't support ISSU so may not be processed correctly on the LC. It has not been registered by the CEF component.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: %s

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: %s NULL fibidb in broadcast sb

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: %s broker failed to encode msg type %d for slot(s) %s

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: %s chunk pool could not be %s. Possible memory leak.

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: %s distribution broker not found - distributing %s

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: %s for %s - %s

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: %s path list %s

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: %s: %s

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: API called with NULL fibidb

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: An internal software error occurred. %s linked to wrong hwidb %s

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: An internal software error occurred. %s linked to wrong idb %s

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: An internal software error occurred. %s should be first fibidb

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: Assertion '%s' failed in %s CEF [0x%08x]: %s (%s)%s.

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: Attached export tracking error: %s

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: Attempt to clear the name of %s table with tableid %d, previous name %s

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: Attempt to create %s table with illegal tableid %d (%s)

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: Attempt to update fibidb prior to completion of idb initialization.

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: Bad magic for element %p (0x%08x != 0x%08x)

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: Cannot find ISSU message type for FIB %s (%d) %sSB %s msg

Explanation The given SW subblock is being sent to an ISSU aware endpoint but CEF cannot verify that this message has been negotiated successfully and cannot send it. This is a coding 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: FIB%sIDB name %s error (lengths %d (%d), short %d (%d))

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: Failed to start %s of %sentries in table %s

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: Generic subblock error: %s

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: HW API failure for %s CEF [0x%08x]: %s (%s) %s.

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: IPMFI Timing Tool present in image - performance will be degraded

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: IPV6_SWSB_CTRL name length error, %s (acl_in %d (%d), acl_out %d (%d), pbr %d (%d))

Explanation IPv6 in/out ACL and IPv6 PBR name lengths for/from an IPC XDR message are invalid. The names will not be used so as to prevent any buffer overrun errors. There is a possibility that either the XDR message or an internal IPv6 FIB structure is corrupted

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: Illegal arguments - %s

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: Invalid XDR format. %s

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: Invalid XDR length. Type %d (%s).
XDR/buffer len %d/%d

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: Invalid address family %d%s

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: Invalid address type %d%s

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: Manipulating interest list - %s

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: Memory allocation failure for %s in %s CEF [0x%08x] (%s)%s.

Explanation An attempt to allocate memory has failed. Depending on the criticality of the data to be stored, CEF operation may be impacted.

Recommended Action Verify that the configuration is supported by the memory present in the system. Copy the message exactly as it appears, and report it to your technical support representative.

Error Message %COMMON_FIB-3-UNAVAILABLE: Message %s (%d) is ISSU aware so cannot use old FIB API.

Explanation ALL FIB subblocks must be ISSU aware. The subblock code must be rewritten for ISSU. Otherwise this may lead to unpredictable behaviour when running in SSO mode with two different versions of IOS.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: Missing name for fibhwidb (ifindex %d)

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: No %s subblock control decode function for %s

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: No fibidb for %s (ignoring path) during path no %d update for %s

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: No handler for units (%s) - from slot %s

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: No valid paths for prefix %s in vrf %s.

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: Subtree context unexpected error: app %s: %s

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: Unable to find MPLS oce for %s IP oce

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: Unexpected disposition information for %s

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: Unexpected element type %u

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: Walk specification %p missing handler for type %d dependency

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: dqueue has an active collection just prior to destruction

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: dqueue is not empty just prior to destruction

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: elem %p type 0x%x elem-next %p elem-next_type 0x%x elem-next-prev %p

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: elem %p type 0x%x elem-prev %p elem-prev_type 0x%x elem-prev-next %p

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-3-UNAVAILABLE: fibidb %s if_nb %d could not be %s db

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

COMMON_FIB-4

Error Message %COMMON_FIB-4-UNAVAILABLE: %s CEF is being disabled due to a fatal error.

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-4-UNAVAILABLE: Attempted add of subblock of type '%s' (%d) for %s failed%s

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-4-UNAVAILABLE: Attempting to insert %p after %p but it has prev set to %p

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-4-UNAVAILABLE: Attempting to insert %p after %p but it is still pointed at by %p

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-4-UNAVAILABLE: Attempting to remove %p but it has no prev (next is %p)

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-4-UNAVAILABLE: Attempting to remove %p but prev %p points at %p instead

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-4-UNAVAILABLE: Attempting to remove %p with next %p thinks its prev is %p

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-4-UNAVAILABLE: CEF %s database auto-repair executed

Explanation The CEF consistency checkers have detected an inconsistent prefix in one of the CEF forwarding databases. The auto-repair function has been executed to repair the problem. Details of the prefix can be found using the 'show cef table consistency' command.

Recommended Action Copy the message exactly as it appears, together with the output of the 'show cef table consistency' command and report it to your technical support representative,

Error Message %COMMON_FIB-4-UNAVAILABLE: Encoding of %s %s stats XDR too big

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-4-UNAVAILABLE: HW subblock decode (%s / %d) - wrong length read (expected %d, decoded %d)

Explanation The given HW subblock is not being processed correctly on the linecard. The error has been corrected, but should be reported in case there are related problems that need to be addressed.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-4-UNAVAILABLE: Hardware in slot %s missing prefix for %s/%d in FIB table %s (present in LC FIB) [%s]

Explanation A passive consistency checker discovered a prefix in the LC FIB table which is not present in the hardware forwarding table on this linecard. This may be a transient condition.

Recommended Action LOG_SH_FIB_PREFIX_ACTION

Error Message %COMMON_FIB-4-UNAVAILABLE: Hardware on RP missing prefix for %s/%d in FIB table %s (present in RP FIB) [%s]

Explanation A passive consistency checker discovered a prefix in the RP FIB table which is not present in the hardware forwarding table on the RP. This may be a transient condition.

Recommended Action LOG_SH_FIB_PREFIX_ACTION

Error Message %COMMON_FIB-4-UNAVAILABLE: Invalid message received. Type %s, event/sub-type %d, length %d

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-4-UNAVAILABLE: Invalid message: %s, type %s, len %d

Explanation An invalid message has been received by this broker.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-4-UNAVAILABLE: Message %s for slots %s is too large (%d bytes, max %d)

Explanation There is not enough buffer space for ISSU transformations. The message must not proceed any further or a buffer overrun may result.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-4-UNAVAILABLE: Message %s for slots %s is wrong length (%d, should be %d)

Explanation The encoded message length doesn't match the expected length. Message will not be sent.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-4-UNAVAILABLE: Mis-match between hwidb %s (ifindex %d) and fibhwidb %s (ifindex %d)

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-4-UNAVAILABLE: Mis-match between idb %s (if_number %d) and fibidb %s (if_number %d)

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-4-UNAVAILABLE: Missing hwidb for fibhwidb %s (ifindex %d)

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-4-UNAVAILABLE: Missing idb for fibidb %s (if_number %d).

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-4-UNAVAILABLE: No fibhwidb for %s found during %s

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-4-UNAVAILABLE: No fibhwidb while initializing fibidb for %s (if_number %d)

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-4-UNAVAILABLE: No fibidb found for %s during %s

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-4-UNAVAILABLE: RP has prefix %s/%d in FIB table %s (missing in routing table) [%s]

Explanation A passive consistency checker discovered a prefix in the CEF forwarding table which is not present in the routing table. This may be a transient condition.

Recommended Action LOG_SH_FIB_PREFIX_ACTION

Error Message %COMMON_FIB-4-UNAVAILABLE: RP missing prefix for %i% in FIB table %s (present in routing table) [%s]

Explanation A passive consistency checker discovered a prefix in the routing table which is not present in the CEF forwarding table on the RP. This may be a transient condition.

Recommended Action LOG_SH_FIB_PREFIX_ACTION

Error Message %COMMON_FIB-4-UNAVAILABLE: RP missing prefix for %s/%d in FIB table %s (present in RP hardware) [%s]

Explanation A passive consistency checker discovered a prefix in the hardware table which is not present in the FIB forwarding table on the RP. This may be a transient condition.

Recommended Action LOG_SH_FIB_PREFIX_ACTION

Error Message %COMMON_FIB-4-UNAVAILABLE: RP prefix for %s/%d in FIB table %s (inconsistent on slot %s - %s) [%s]

Explanation A passive consistency checker discovered a prefix in the forwarding table of the linecard which is inconsistent on the RP. This may be a transient condition.

Recommended Action If the same prefix gives repeated errors check the CEF prefix on the RP and linecard. If necessary, a clear cef linecard will download a new CEF table to the linecard.

Error Message %COMMON_FIB-4-UNAVAILABLE: Ratio of unequal path weightings (%s) prevents oce %s from being used.

Explanation When attempting to setup the load balancing infrastructure for a prefix with unequal path weightings, CEF discovered that the range of weightings caused one or more paths to be excluded from the final set of load balancing paths. Load balancing will continue with the remaining paths.

Recommended Action Reduce the range of weightings to allow all the paths to be used.

Error Message %COMMON_FIB-4-UNAVAILABLE: SW subblock decode (%s / %d) - wrong length read (expected %d, decoded %d)

Explanation The given SW subblock is not being processed correctly on the linecard. The error has been corrected, but should be reported in case there are related problems that need to be addressed.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-4-UNAVAILABLE: Slot %s missing prefix entry for %s in FIB table %s when looking up %s [%s]

Explanation A packet arrived on the linecard, but the lookup of the destination IP address failed to find this prefix in the forwarding table. However the prefix is present on the RP. This may be a transient condition.

Recommended Action If the same prefix gives repeated errors check the CEF prefix on the RP and linecard. If necessary, a clear cef linecard will download a new CEF table to the linecard. You can also try a clear adjacency command to reload host prefixes.

Error Message %COMMON_FIB-4-UNAVAILABLE: Slot %s missing prefix for %s/%d in FIB table %s (present in LC hardware) [%s]

Explanation A passive consistency checker discovered a prefix in the LC hardware table which is not present in the FIB forwarding table on this linecard. This may be a transient condition.

Recommended Action LOG_SH_FIB_PREFIX_ACTION

Error Message %COMMON_FIB-4-UNAVAILABLE: Slot %s prefix entry for %s/%d in FIB table %s [%s] reason: %s

Explanation A passive consistency checker discovered a prefix that is present on the RP, but is inconsistent in the forwarding table of the linecard. This may be a transient condition.

Recommended Action If the same prefix gives repeated errors check the CEF prefix on the RP and linecard. If necessary, a clear cef linecard will download a new CEF table to the linecard. You can also try a clear adjacency command to reload host prefixes.

Error Message %COMMON_FIB-4-UNAVAILABLE: The platform has enabled and prohibited %s for %s

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_FIB-4-UNAVAILABLE: Unable to register XDR client (%s).

Explanation COMMON_FIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

COMMON_FIB-6

Error Message %COMMON_FIB-6-UNAVAILABLE: %s has too many (%u) levels of recursion during %s

Explanation CEF discovered that the routing for a prefix involved excessive many levels of recursion and was forced to terminate an operation on the entry for that prefix. This is likely to be caused by a recursion loop

Recommended Action If the problem persists use show commands to display the RIB and CEF information for the prefix in question and check its configuration

Error Message %COMMON_FIB-6-UNAVAILABLE: %s is found to resolve via itself during %s

Explanation CEF discovered that the routing for a prefix has recursive paths that leads back to itself and CEF was forced to terminate an operation on the entry for that prefix.

Recommended Action If the problem persists use show commands to display the RIB and CEF information for the prefix in question and check its configuration

Error Message %COMMON_FIB-6-UNAVAILABLE: Test subblock error: %s

Explanation The subblock test command could not be completed successfully

Recommended Action LOG_STD_NO_ACTION

COMMON_MFIB_3

Error Message %COMMON_MFIB-3-UNAVAILABLE: %s broker failed to encode msg type %d for slot(s) %s

Explanation COMMON_MFIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_MFIB-3-UNAVAILABLE: %s distribution broker not found - distributing %s

Explanation COMMON_MFIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_MFIB-3-UNAVAILABLE: %s: %s

Explanation COMMON_MFIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_MFIB-3-UNAVAILABLE: Assertion '%s' failed in %s MFIB [0x%08x]: %s (%s)%s.

Explanation COMMON_MFIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_MFIB-3-UNAVAILABLE: Attempt to clear the name of %s table with tableid %d, previous name %s

Explanation COMMON_MFIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_MFIB-3-UNAVAILABLE: Attempt to create %s table with illegal tableid %d (%s)

Explanation COMMON_MFIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_MFIB-3-UNAVAILABLE: Failed to %s table %s%

Explanation COMMON_MFIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_MFIB-3-UNAVAILABLE: Failed to initialise %s RP broker facility

Explanation COMMON_MFIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_MFIB-3-UNAVAILABLE: Generic subblock error: %s

Explanation COMMON_MFIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_MFIB-3-UNAVAILABLE: Illegal arguments - %s

Explanation COMMON_MFIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_MFIB-3-UNAVAILABLE: Invalid XDR format. %s

Explanation COMMON_MFIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_MFIB-3-UNAVAILABLE: Invalid XDR length. Type %d %s. XDR/buffer len %d/%d

Explanation COMMON_MFIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_MFIB-3-UNAVAILABLE: Invalid address family %d%s

Explanation COMMON_MFIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_MFIB-3-UNAVAILABLE: Memory allocation failure for %s in %s MFIB [0x%08x].

Explanation An attempt to allocate memory has failed. Depending on the criticality of the data to be stored, MFIB operation may be impacted.

Recommended Action Verify that the configuration is supported by the memory present in the system. Copy the message exactly as it appears, and report it to your technical support representative.

COMMON_MFIB_4

Error Message %COMMON_MFIB-4-UNAVAILABLE: %s MFIB is being disabled due to a fatal error.

Explanation COMMON_MFIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_MFIB-4-UNAVAILABLE: Failed to %s table %s %s

Explanation An MFIB table was found to be missing when attempting to perform a change to it. This may be a transient condition

Recommended Action If the same table gives repeated warnings or generates more serious errors, copy the message exactly as it appears and report it to your technical support representative

Error Message %COMMON_MFIB-4-UNAVAILABLE: Invalid message received. Type %s, event/sub-type %d, length %d

Explanation COMMON_MFIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_MFIB-4-UNAVAILABLE: Invalid message: %s, type %s, len %d

Explanation An invalid message has been received by this broker.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_MFIB-4-UNAVAILABLE: Unable to register XDR client (%s).

Explanation COMMON_MFIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMMON_MFIB-4-UNAVAILABLE: XDR client (%s) should be registered.

Explanation COMMON_MFIB_INTERNAL_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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

COMP-3

Error Message %COMP-3-UNAVAILABLE: %s: COMPRESS: (stac error!) status: %d, size in: %d, size out: %d

Explanation An internal software error occurred.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %COMP-3-UNAVAILABLE: Interface %s Bad status returned from packet compression operation

Explanation An internal software error occurred.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %COMP-3-UNAVAILABLE: Interface %s Compression Version mismatch expected %x received %x

Explanation One interface is configured for predictor compression, the other is not.

Recommended Action Configure both interfaces for predictor compression.

Error Message %COMP-3-UNAVAILABLE: Interface %s Compression internal configuration error

Explanation An internal software error occurred.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %COMP-3-UNAVAILABLE: Interface %s Decompression size error

Explanation One interface is configured for predictor compression, the other is not.

Recommended Action Configure both interfaces for predictor compression.

Error Message %COMP-3-UNAVAILABLE: Interface %s Decompression sync error

Explanation One interface is configured for predictor compression, the other is not.

Recommended Action Configure both interfaces for predictor compression.

Error Message %COMP-3-UNAVAILABLE: Interface %s compression subblock creation failed.

Explanation An internal software error occurred.

Copy the error message exactly as it appears, and report it to your technical support representative.

COMP-5

Error Message %COMP-5-UNAVAILABLE: Interface %s %s

Explanation Interface serial0 compression getbuffer failed, causing Link Access Procedure, Balanced (LAPB) retransmissions.

Recommended Action Configure additional large and big buffers.

COMP_MATRIX Messages

This section contains ISSU Compatibility Matrix messages.

COMP_MATRIX-3

Error Message %COMP_MATRIX-3-UNAVAILABLE: ISSU Compatibility Matrix was unable to delete a persistent variable from the %s system (rc = %d).

Explanation The ISSU compatibility matrix was unable to access a persistent variable. There is no way to determine if issu image-version compatibility checking should be enabled or disabled.

Recommended Action Show persistent variable. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMP_MATRIX-3-UNAVAILABLE: ISSU Compatibility Matrix was unable to read a persistent variable from the local system (rc = %d).

Explanation The ISSU compatibility matrix was unable to access a persistent variable. There is no way to determine if issu image-version compatibility checking should be enabled or disabled.

Recommended Action Show persistent variable. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COMP_MATRIX-3-UNAVAILABLE: ISSU Compatibility Matrix was unable to write to persistent variables on the %s system (rc = %d).

Explanation The ISSU compatibility matrix was unable to access a persistent variable. There is no way to determine if issu image-version compatibility checking should be enabled or disabled.

Recommended Action Show persistent variable. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

COMP_MATRIX-4

Error Message %COMP_MATRIX-4-UNAVAILABLE: Compatibility Matrix has been disabled. No image compatibility checking will be done.

Explanation The ISSU compatibility matrix check has been disabled via configuration command **no service image-version compatibility**. When the standby comes up, no image compatibility checking will be done, which results in SSO redundancy mode even if the active and standby are running different images.

Recommended Action The ISSU compatibility matrix check has been disabled using the global configuration command **no service image-version compatibility**. Redundancy mode would be SSO. Please be sure this is your intention or change configuration using **service image-version compatibility**.

COT-1

Error Message %COT-1-UNAVAILABLE: %s

Explanation Failed to allocate memory for COT DSP event queue

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COT-1-UNAVAILABLE: %s

Explanation Failed to create a periodic process or chunk pool or cot/dsp queue for COT

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COT-1-UNAVAILABLE: %s

Explanation Failed to enqueue DSP event to COT DSP event queue

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

COUGAR_EHSA-5

Error Message %COUGAR_EHSA-5-UNAVAILABLE: %s %d

Explanation A significant Running config sync file event 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %COUGAR_EHSA-5-UNAVAILABLE: Forcibly closing fd: %d name:%s

Explanation A file activity timeout occurred on the secondary.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CPAD-1

Error Message %CPAD-1-UNAVAILABLE: %s creation failed for slot %d

Explanation The CSA driver, in its initialization phase, could not allocate memory for the specified data structure.

Recommended Action Consider adding more shared memory. Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CPAD-1-UNAVAILABLE: %s: %s

Explanation An error occurred in the application using the CSA.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CPAD-1-UNAVAILABLE: Slot %d: %s

Explanation The CSA driver failed to initialize at the specified point.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CPAD-1-UNAVAILABLE: bay %d Invalid vendor/device id %d

Explanation The CSA driver, in its initialization phase, encountered a communication failure with the CSA in the specified bay.

Recommended Action Consider reseating the specified CSA. Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CPAD-1-UNAVAILABLE: bay %d: Deactivating card

Explanation An error occurred during initialization. The CSA is being deactivated

Recommended Action Copy the error message exactly as it appears, and report it to your technical support

CPAD-6

Error Message %CPAD-6-UNAVAILABLE: %s shutting down

Explanation The specified CSA is shutting down. It may have been physically removed.

Recommended Action This is an informational message only. It occurs in normal operation.

Error Message %CPAD-6-UNAVAILABLE: %s starting up

Explanation The specified CSA has initialized successfully.

Recommended Action This is an informational message only. It occurs in normal operation.

CPM-3

Error Message %CPM-3-UNAVAILABLE: CPM at slot %d: PCI device not supported

Explanation An interface controller device did not report the correct PCI device ID.

Recommended Action Power down, reinsert the port module, and reboot. If the message recurs, call your technical support representative for assistance.

Error Message %CPM-3-UNAVAILABLE: CPM at slot %d: PCI discovery failed count = %d

Explanation One of the interface controller devices on the module did not initialize properly.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

CPU_NET-0

Error Message %CPU_NET-0-UNAVAILABLE: The interface between the CPU and the switch has become stuck. The switch must now reset to clear this condition .Retrieval queue %d.

Explanation The CPU can no longer communicate with the network.

Recommended Action Reload the system.

CPU_REDUN-2

Error Message %CPU_REDUN-2-UNAVAILABLE: %s

Explanation A software error occurred during initialization of the CPU redundancy subsystem

Recommended Action Check for sufficient processor memory. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CPU_REDUN-3

Error Message %CPU_REDUN-3-UNAVAILABLE: %s %d %d

Explanation A subsystem initialization error occurred.

Recommended Action LOG_STD_NO_ACTION

Error Message %CPU_REDUN-3-UNAVAILABLE: %s %d

Explanation The 4msec timer interrupt was shut off for an extended period while the hardware watchdog was enabled.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPU_REDUN-3-UNAVAILABLE: %s %d sec, %s = %x

Explanation The CPU redundancy process didn't run for a long time, because an interrupt routine ran too long.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPU_REDUN-3-UNAVAILABLE: %s %s

Explanation An error occurred that affects CPU Redundancy services. The details about what was attempted and what went wrong will be printed.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPU_REDUN-3-UNAVAILABLE: %s %s software subsystem. Active=%d, Standby=%d.

Explanation Standby CPU software subsystem is older or missing. See message text for software subsystem type. May result in feature losses in the event of a switchover.

Recommended Action May require a software upgrade on the Standby CPU. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPU_REDUN-3-UNAVAILABLE: Alarm: %s, %s, %s, %s, %s

Explanation If the alarm appears when this is asserted for a standby processor with a different software image, it indicates an alarm condition on the peer that the active processor can not decode. If this is asserted for the active processor, it indicates a software error condition.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPU_REDUN-3-UNAVAILABLE: Alarm: %s, %s, %s, %s, %s

Explanation The alarm appears when the active processor is detecting bad parity on the active/standby bits read from the standby processor.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPU_REDUN-3-UNAVAILABLE: Alarm: %s, %s, %s, %s, %s

Explanation The alarm appears when the capabilities reported by the standby processor are less than the active processor. The processors are conditionally redundant, which means that a switchover could result in a partial loss of system control.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPU_REDUN-3-UNAVAILABLE: Alarm: %s, %s, %s, %s, %s

Explanation The alarm appears when the peer processor is either missing or can not be detected. The active processor currently is not being protected.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPU_REDUN-3-UNAVAILABLE: Alarm: %s, %s, %s, %s, %s

Explanation The alarm appears when the peer processor is present but not responding or sending keepalives.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPU_REDUN-3-UNAVAILABLE: Alarm: %s, %s, %s, %s, %s

Explanation The alarm appears when the processor can not access its backplane IDPROM.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPU_REDUN-3-UNAVAILABLE: Alarm: %s, %s, %s, %s, %s

Explanation The alarm appears when the processor has failed the linecard access test for multiple linecards.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPU_REDUN-3-UNAVAILABLE: Alarm: %s, %s, %s, %s, %s

Explanation The alarm appears when the processor has failed the online diagnostic internal PCI bus test.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPU_REDUN-3-UNAVAILABLE: Alarm: %s, %s, %s, %s, %s

Explanation The alarm appears when the processor has failed the online diagnostic internal PCMCIA slot test.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPU_REDUN-3-UNAVAILABLE: Alarm: %s, %s, %s, %s, %s

Explanation The alarm appears when the processor has failed the online diagnostic internal SRC test.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPU_REDUN-3-UNAVAILABLE: Alarm: %s, %s, %s, %s, %s

Explanation The alarm appears when the processor redundancy state is either not consistent with the peer state, or the software state is not consistent with the hardware state.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPU_REDUN-3-UNAVAILABLE: Alarm: %s, %s, %s, %s, %s

Explanation The alarm appears when the slot ID read from the backplane IDPROM does not match the slot ID read from the SRC.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPU_REDUN-3-UNAVAILABLE: Alarm: %s, %s, %s, %s, %s

Explanation This alarm appears when the processor can't transmit characters on the console UART. It indicates a probable equipment failure

Recommended Action If the symptom persists following a reload, remove and replace the processor module.

Error Message %CPU_REDUN-3-UNAVAILABLE: Attempt to sync %s config to standby failed

Explanation Unable to send Startup or Private Config file to Standby CPU

Recommended Action LOG_STD_NO_ACTION

Error Message %CPU_REDUN-3-UNAVAILABLE: Attempt to sync running config to standby failed

Explanation Unable to send Running Config file to Standby CPU

Recommended Action LOG_STD_NO_ACTION

Error Message %CPU_REDUN-3-UNAVAILABLE: Can't change my state. desired state %s, read-back %s

Explanation Local CPU can't set its redundancy state to the desired calculated value

Recommended Action Check health of local CPU. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPU_REDUN-3-UNAVAILABLE: Can't get Global Lock

Explanation Peer CPU won't relinquish the arbitration lock.

Recommended Action Check that both the local and peer CPUs are fully seated in the backplane. Check the health of the Peer CPU. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPU_REDUN-3-UNAVAILABLE: Detected invalid redundancy states, local = %s, peer = %s

Explanation Detected an invalid combination of redundant states

Recommended Action LOG_STD_NO_ACTION

Error Message %CPU_REDUN-3-UNAVAILABLE: Error/Mismatch in readingVendor ID for PCI device %d

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPU_REDUN-3-UNAVAILABLE: Incorrectly formatted message (0x%x, 0x%x) received by %s

Explanation Inconsistent message data was received from the peer CPU, possibly due to an incompatible image version.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPU_REDUN-3-UNAVAILABLE: Invalid peer CPU severity (%d) (current peer register=0x%x)

Explanation Peer CPU is reporting an invalid severity value.

Recommended Action Check that both the local and peer CPUs are fully seated in the backplane. Check the health of the Peer CPU. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPU_REDUN-3-UNAVAILABLE: Invalid peer CPU state (%s) (current peer register=0x%x)

Explanation Peer CPU is reporting an invalid redundancy state.

Recommended Action Check that both the local and peer CPUs are fully seated in the backplane. Check the health of the Peer CPU. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPU_REDUN-3-UNAVAILABLE: Mismatch in %s driver versions. Active=%d.%d, Standby=%d.%d.

Explanation Standby CPU is reporting lower versions than the Active CPU. See message text for type of limitation. May result in a loss of connections.

Recommended Action May require a software upgrade on the Standby CPU. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPU_REDUN-3-UNAVAILABLE: Mismatch in %s. Active=%d, Standby=%d.

Explanation Standby CPU is reporting lower Capabilities than the Active CPU. See message text for type of limitation.

Recommended Action Check for sufficient Standby CPU capabilities. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPU_REDUN-3-UNAVAILABLE: Mismatch in %s. Active=%d.%d, Standby=%d.%d.

Explanation Standby CPU is reporting lower versions than the Active CPU. See message text for type of limitation.

Recommended Action Check Standby CPU version numbers. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPU_REDUN-3-UNAVAILABLE: Missing %s driver support on Standby.
Active=%d.%d

Explanation Standby CPU is missing support for one of the drivers available on the Active CPU. The corresponding linecard will go down in the event of a switchover.

Recommended Action May require a software upgrade on the Standby CPU. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPU_REDUN-3-UNAVAILABLE: Parity Error on PCI Bus fromPCI Device

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPU_REDUN-3-UNAVAILABLE: Software state (%s) doesn't reflect local hardware (%s)

Explanation Software state is not following the underlying hardware redundancy state

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPU_REDUN-3-UNAVAILABLE: Status error in PCI device %d

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPU_REDUN-3-UNAVAILABLE: Unknown message type 0x%x received by %s

Explanation An unknown message type was received from the peer CPU, possibly due to an incompatible image version.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CPU_REDUN-4

Error Message %CPU_REDUN-4-UNAVAILABLE: %s %d %s

Explanation System is running for an extended period in an unprotected mode even though a peer CPU is present

Recommended Action Check the health of the Peer CPU. Configure as maintenance mode to intentionally suppress error messages. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPU_REDUN-4-UNAVAILABLE: Active CPU FPGA has been reprogrammed. Please remove and re-insert the CPU in slot %d or power-cycle the box, for the new FPGA to take effect.

Explanation Active CPU FPGA has been reprogrammed. This CPU is now running with old FPGA and it needs to be hot-swapped or the system needs to be power-cycled for the new FPGA to take effect.

Recommended Action LOG_STD_NO_ACTION

Error Message %CPU_REDUN-4-UNAVAILABLE: Non-volatile configuration memory is not present

Explanation The startup-config is missing. This may be due to either a manual user erase command or an interrupted write to the startup-config.

Recommended Action Do a copy running-config startup-config to save current system configuration. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CPU_REDUN-5

Error Message %CPU_REDUN-5-UNAVAILABLE: %s %d

Explanation Reloading due to a negotiated switchover.

Recommended Action LOG_STD_NO_ACTION

Error Message %CPU_REDUN-5-UNAVAILABLE: %s (sev %d), peer is %s (sev %d)

Explanation A CPU hardware redundancy status change occurred.

Recommended Action LOG_STD_NO_ACTION

Error Message %CPU_REDUN-5-UNAVAILABLE: %s

Explanation Reloading due to a hardware software state mismatch.

Recommended Action LOG_STD_NO_ACTION

Error Message %CPU_REDUN-5-UNAVAILABLE: %s

Explanation Reloading standby since Active CPU shows loss of comm.

Recommended Action LOG_STD_NO_ACTION

Error Message %CPU_REDUN-5-UNAVAILABLE: Forcibly closing fd: %d name:%s

Explanation A file activity timeout occurred on the slave.

Recommended Action LOG_STD_NO_ACTION

Error Message %CPU_REDUN-5-UNAVAILABLE: Msgtype %s sent by %s unsupported by peer.

Explanation Peer responded that it didn't recognize a message sent by this CPU, possibly due to a different image version.

Recommended Action May require a software upgrade on the Standby CPU. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CPU_REDUN-5-UNAVAILABLE: Peer CPU hardware and software is fully compatible.

Explanation Standby CPU H/W, drivers and software subsystems have matching versions and capabilities.

Recommended Action LOG_STD_NO_ACTION

Error Message %CPU_REDUN-5-UNAVAILABLE: Peer CPU has been removed from the chassis

Explanation Peer CPU has been removed from the chassis.

Recommended Action LOG_STD_NO_ACTION

Error Message %CPU_REDUN-5-UNAVAILABLE: Peer CPU has exited IOS

Explanation Peer CPU has exited IOS.

Recommended Action LOG_STD_NO_ACTION

Error Message %CPU_REDUN-5-UNAVAILABLE: Running config successfully synced to standby

Explanation Running Config file was sent to the Standby CPU

Recommended Action LOG_STD_NO_ACTION

Error Message %CPU_REDUN-5-UNAVAILABLE: Sending %s = %d

Explanation Normal response for CPU EHSA Redundancy services. The details about what was sent will be printed.

Recommended Action LOG_STD_NO_ACTION

Error Message %CPU_REDUN-5-UNAVAILABLE: Startup config successfully synced to standby

Explanation Startup Config file was sent to the Standby CPU

Recommended Action LOG_STD_NO_ACTION

Error Message %CPU_REDUN-5-UNAVAILABLE: Switchover occurred. Reason: %s

Explanation A CPU switchover took place. The reported reason is listed in the error message text.

Recommended Action LOG_STD_NO_ACTION

CPU_REDUN-6

Error Message %CPU_REDUN-6-UNAVAILABLE: %s %s

Explanation A significant EHSA Redundancy services event occurred. The details will be printed.

Recommended Action LOG_STD_NO_ACTION

Error Message %CPU_REDUN-6-UNAVAILABLE: After returning to ROM by %s

Explanation Informational message notifying about a system startup with no switchover.

Recommended Action LOG_STD_NO_ACTION

Error Message %CPU_REDUN-6-UNAVAILABLE: Running config on this CPU has possibly changed

Explanation Informational message to notify of possible changes to the running-config file

Recommended Action LOG_STD_NO_ACTION

Error Message %CPU_REDUN-6-UNAVAILABLE: Startup config on this CPU has possibly changed

Explanation Informational message to notify of possible changes to the startup-config file

Recommended Action LOG_STD_NO_ACTION

CSM-1

Error Message %CSM-1-UNAVAILABLE: %s

Explanation Failed to create a periodic process for CSM or the number of digit collectors reported to CSM exceeds the maximum number of digit collectors.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CSM-1-UNAVAILABLE: %s

Explanation The modem signaling module failed initialization

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CSM-1-UNAVAILABLE: %s at slot %d, controller %d, timeslot %d

Explanation This is an internal software error. An attempt is made to add non-existent CAS signalling interface.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CSM-1-UNAVAILABLE: %s at slot %d, port %d

Explanation An initialization error occurred on the specified port. The error message specifies more details

Recommended Action Try resetting the port or power cycling the system. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CSM-1-UNAVAILABLE: %s: %d/%d received invalid event %d

Explanation An invalid operation was detected by the router

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CSM-1-UNAVAILABLE: %s: hwidb is NULL

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CSM-1-UNAVAILABLE: %s: hwidb is NULL

Explanation An invalid operation was detected by the router

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CSM-1-UNAVAILABLE: %s: hwidb subblock for b channel %d is in use

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CSM-1-UNAVAILABLE: %s: modem_info is NULL

Explanation An internal software error 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CSM-1-UNAVAILABLE: A new RBS channel added

Error Message %CSM-1-UNAVAILABLE: An Unexpected event received by tone process - %d %d.

Explanation An invalid operation was detected by the router

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CSM-1-UNAVAILABLE: An error was encountered in enqueueing a %s (%d) for slot/port %d/%d.

Explanation The modem may no longer be usable.

Recommended Action The amount of memory available in the router may not be sufficient. Copy the error message exactly as it appears and contact your technical support representative.

Error Message %CSM-1-UNAVAILABLE: An error was encountered in enqueueing a CAS message - %s.

Explanation The modem may no longer be usable.

Recommended Action The amount of memory available in the router may not be sufficient. Copy the error message exactly as it appears and contact your technical support representative.

Error Message %CSM-1-UNAVAILABLE: Modem %d/%d has been marked as bad by the router software.

Explanation The modem is no longer usable due to a runtime error.

Recommended Action The modem may become operational following a reset of the router. If not, copy the error message exactly as it appears and contact your technical support representative.

Error Message %CSM-1-UNAVAILABLE: String copy exceeded buffer size

Explanation The string written into the allocated buffer exceeded the size of the buffer. This can cause memory corruption.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CSM-1-UNAVAILABLE: The T1 or E1 network module is incompatible with the digital modems: %s

Explanation The T1 or E1 network module cannot be used with digital modems.

Recommended Action Copy the error message exactly as it appears, and contact your technical support representative for upgrade information.

CSM-5

Error Message %CSM-5-UNAVAILABLE: %s at slot %d, unit %d, channel %d with index %d

Explanation An ISDN PRI interface has changed states. Details of the new state are shown in the error message.

Recommended Action LOG_STD_NO_ACTION

Error Message %CSM-5-UNAVAILABLE: %s at slot %d, unit %d, with index %d

Explanation An ISDN MBRI interface has changed states. Details of the new state are shown in the error message.

Recommended Action LOG_STD_NO_ACTION

Error Message %CSM-5-UNAVAILABLE: CAS mbox at %x in use - message has been %s.

Explanation A CAS IPC message has been queued because the mailbox is in use.

Recommended Action This is a notification message. Copy the error message exactly as it appears and contact your technical support representative if the modems are not functional or this message appears frequently.

CSM-SLB-3

Error Message %CSM_SLB-3-UNAVAILABLE: Module %d FT error: %s

Explanation An error occurred in CSM-SLB fault tolerance.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CSM_SLB-3-UNAVAILABLE: Module %d configuration reload failed: %s

Explanation Configuration reload of the CSM-SLB card 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CSM_SLB-3-UNAVAILABLE: Module %d error: %s

Explanation An error occurred in a CSM-SLB module.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CSM_SLB-3-UNAVAILABLE: Module %d image version mismatch, RP = %s, CSM = %s: %s

Explanation Router image and CSM-SLB image do not correspond.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CSM_SLB-3-UNAVAILABLE: Module %d memory error: %s

Explanation Out of memory condition while downloading SLB configurations onto CSM card.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CSM_SLB-3-UNAVAILABLE: Module %d script error: %s

Explanation An error occurred in a CSM-SLB script.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CSM_SLB-3-UNAVAILABLE: Module %d unexpected error: %s

Explanation An unexpected error condition occurred on the CSM-SLB card while performing Server Load Balancing.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CSM_SLB-3-UNAVAILABLE: Portchannel allocation failed for module %d.

Explanation Unable to allocate enough portchannel groups for CSM-SLB card.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CSM_SLB-3-UNAVAILABLE: Unknown error occurred while configuring IDB for CSM-SLB module: %s.

Explanation Unable to configure data path for CSM-SLB card.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CSM-SLB-4

Error Message %CSM_SLB-4-UNAVAILABLE: Module %d ARP configuration error: %s

Explanation Error creating or removing a static ARP route.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CSM_SLB-4-UNAVAILABLE: Module %d FT warning: %s

Explanation Some possibly undesired event occurred in CSM-SLB fault tolerance.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CSM_SLB-4-UNAVAILABLE: Module %d configuration warning: %s

Explanation Syntax error in a URL or COOKIE regular expression in SLB configuration.

Recommended Action LOG_STD_NO_ACTION

Error Message %CSM_SLB-4-UNAVAILABLE: Module %d duplicate ID: %s

Explanation Same ID was used to create multiple entities.

Recommended Action LOG_STD_NO_ACTION

Error Message %CSM_SLB-4-UNAVAILABLE: Module %d invalid ID: %s

Explanation The entity identified does not exist.

Recommended Action LOG_STD_NO_ACTION

Error Message %CSM_SLB-4-UNAVAILABLE: Module %d probe configuration error: %s

Explanation Health probe configuration failed.

Recommended Action LOG_STD_NO_ACTION

Error Message %CSM_SLB-4-UNAVAILABLE: Module %d regular expression memory error: %s

Explanation A lookup table does not contain enough space to store the configured URL and COOKIE regular expressions. Use 'show ip slb memory' to determine which virtual server(s) were unable to be configured because of insufficient memory.

Recommended Action LOG_STD_NO_ACTION

Error Message %CSM_SLB-4-UNAVAILABLE: Module %d script warning: %s

Explanation Some possibly undesired event occurred in CSM-SLB scripting.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CSM_SLB-4-UNAVAILABLE: Module %d warning: %s %s

Explanation There is a mismatch between the configuration and the specified environment variable

Recommended Action Check the documentation for any caveats regarding the use of the concerned environment variable.

Error Message %CSM_SLB-4-UNAVAILABLE: Module %d warning: %s

Explanation Some possibly undesired event occurred in a CSM-SLB module.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CSM_SLB-4-UNAVAILABLE: Module %d warning: %s

Explanation There may be a problem with your network topology or 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CSM_SLB-4-UNAVAILABLE: Received CSM-SLB module version wildcard on slot %d. Supervisor has version %d.

Explanation User issued a command from the linecard to bypass the safeguard against module version mismatch. As a result, configuration may fail.

Recommended Action LOG_STD_NO_ACTION

CSM-SLB-6

Error Message %CSM_SLB-6-UNAVAILABLE: Module %d FT info: %s

Explanation Some event occurred in CSM-SLB fault tolerance.

Recommended Action LOG_STD_NO_ACTION

Error Message %CSM_SLB-6-UNAVAILABLE: Module %d gateway state changed: %s

Explanation A gateway changed states.

Recommended Action LOG_STD_NO_ACTION

Error Message %CSM_SLB-6-UNAVAILABLE: Module %d info: %s

Explanation Some event occurred in a CSM-SLB module.

Recommended Action LOG_STD_NO_ACTION

Error Message %CSM_SLB-6-UNAVAILABLE: Module %d script info: %s

Explanation Some event occurred in CSM-SLB scripting.

Recommended Action LOG_STD_NO_ACTION

Error Message %CSM_SLB-6-UNAVAILABLE: Module %d server state changed: %s

Explanation A real server changed states (failed or recovered). Possible causes might be configuration changes, arp checks or health probes.

Recommended Action LOG_STD_NO_ACTION

CSM_VOICE-3

Error Message %CSM_VOICE-3-UNAVAILABLE: CSM failed to add the CAS TDM hairpinning call

Explanation The CSM voice software interface was unable to add this call as hairpinning because of presence of another call for the same DS0. Internal software 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CSM_VOICE-3-UNAVAILABLE: CSM failed to get a free dsp tdm channel from the DSP Resource Manager (DSPRM) to handle an incoming call

Explanation The voice software was unable to obtain the tdm channel for a free dsp from the DSP Resource Manager. All of the dsp's have been used to process calls, or have been taken out of service.

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CSM_VOICE-3-UNAVAILABLE: Invalid interface slot:controller:group(%d/%d:%d)

Explanation The voice interface defined by slot:controller:group is not yet defined within the voice software but attempts were made to use this interface.

Recommended Action Internal software fault. Contact your field service representative if this message is coincident with dropped calls.

Error Message %CSM_VOICE-3-UNAVAILABLE: Invalid voice interface controller:group(%d:%d)

Explanation The voice interface defined by controller:group is not yet defined within the voice software but attempts were made to use this interface.

Recommended Action Internal software fault. Contact your field service representative if this message is coincident with dropped calls.

Error Message %CSM_VOICE-3-UNAVAILABLE: No memory is available to build any internal data structure for the voice software.

Explanation The voice software was unable allocate memory to build any internal data structures. The system may be out of 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CSM_VOICE-3-UNAVAILABLE: No memory is available to build the voice interface (%d:%d)

Explanation The voice software was unable allocate memory to build a voice interface data structure. The system may be out of 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CSM_VOICE-3-UNAVAILABLE: No signaling data block is available to build the voice interface(%d/%d:%d)

Explanation The voice software was unable to obtain a signaling data block from the Voice Telephony Service Provider. The system may be out of 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CSM_VOICE-3-UNAVAILABLE: No signaling data block is available to build the voice interface(%d:%d)

Explanation The voice software was unable to obtain a signaling data block from the Voice Telephony Service Provider. The system may be out of 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CSM_VOICE-3-UNAVAILABLE: The Voice Telephony Service Provider has rejected our request to add this voice interface (%d/%d:%d)

Explanation The voice software was unable to report a new signaling interface to the Voice Telephony Service Provider

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CSM_VOICE-3-UNAVAILABLE: The Voice Telephony Service Provider has rejected our request to add this voice interface (%d:%d)

Explanation The voice software was unable to report a new signaling interface to the Voice Telephony Service Provider

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %CSM_VOICE-3-UNAVAILABLE: Undefined dsx0 interface for controller(%d)

Explanation The dsx0 interface for the specified controller is not defined but the voice software use it.

Recommended Action Internal software fault. Contact your field service representative if this message is coincident with dropped calls.

Error Message %CSM_VOICE-3-UNAVAILABLE: Undefined dsx0 interface for controller(%d/%d)

Explanation The dsx0 interface for the specified controller is not defined but the voice software use it.

Recommended Action Internal software fault. Contact your field service representative if this message is coincident with dropped calls.

CT3-1

Error Message %CT3-1-UNAVAILABLE: %s

Explanation A CT3 Port Adapter was detected which has a revision earlier than rev3. This port adapter pre-dates the router platform it has been installed in, and is not a supported combination.

Recommended Action Upgrade to a CT3 Port Adapter which is rev3 or above.

Error Message %CT3-1-UNAVAILABLE: %s could not be disabled by %s

Explanation The shutdown failed to disable the interface.

Recommended Action Copy the error message exactly as it appears, collect the output of 'show tech-support' command immediately, and report it to your and report it to your technical support representative. If possible, try to do an OIR (Online Insertion and Removal). Please refer to the Cisco documentation for information on 'Online Insertion and Removal' for your platform

Error Message %CT3-1-UNAVAILABLE: %s could not be enabled by %s

Explanation The restart failed to enable the interface.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative. If possible, try to do an OIR (Online Insertion and Removal). Please refer to the Cisco documentation for information on 'Online Insertion and Removal' for your platform

Error Message %CT3-1-UNAVAILABLE: %s could not be reset by %s

Explanation The restart failed to reset the interface.

Recommended Action Copy the error message exactly as it appears, collect the output of 'show tech-support' command immediately, and report it to your technical support representative.

Error Message %CT3-1-UNAVAILABLE: %s init failed at %s

Explanation CT3 initialization failure.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CT3-1-UNAVAILABLE: Failed to configure %d interfaces in bay %d, shutting down bay

Explanation The CT3 hardware failed. Some components on the board failed to initialize.

Recommended Action Replace the CT3 port adapter.

Error Message %CT3-1-UNAVAILABLE: Found %d interfaces in bay %d, shutting down bay

Explanation The CT3 hardware failed. Some components on the board failed to initialize.

Recommended Action Copy the error message exactly as it appears, collect the output of 'show tech-support' command immediately, and report it to your technical support representative.

Error Message %CT3-1-UNAVAILABLE: Microcode to slot %d

Explanation Failed to download firmware into the CT3 port adapter.

Recommended Action Copy the error message exactly as it appears, collect the output of 'show tech-support' command immediately, and report it to your technical support representative. If possible, try to do an OIR (Online Insertion and Removal). Please refer to the Cisco documentation for information on 'Online Insertion and Removal' for your platform

Error Message %CT3-1-UNAVAILABLE: Slot %d firmware init (%s)

Explanation CT3 firmware initialization failure.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CT3-1-UNAVAILABLE: Slot %d for microcode download

Explanation An error was detected on the communication path between VIP and CT3.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

CT3-2

Recommended Action support representative.

Error Message %CT3-2-UNAVAILABLE: %#08x %08x %08x %08x

Explanation CT3 firmware crash information

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CT3-2-UNAVAILABLE: %s: packet received for unknown VC %d

Explanation The virtual channel encapsulation is corrupted.

Recommended Action Copy the error message exactly as it appears, collect the output of 'show tech-support' command immediately, and report it to your technical support representative.

CT3-3

Error Message %CT3-3-UNAVAILABLE: %s - Accumulator is not available

Explanation An invalid TX accumulator is detected.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CT3-3-UNAVAILABLE: %s

Explanation General error information.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CT3-3-UNAVAILABLE: %s packet buffer, pak=0x%x

Explanation A software or hardware error occurred. The CT3 driver detected that the transmit ring is in an inconsistent and unrecoverable state.

Recommended Action Copy the error message exactly as it appears, collect the output of 'show tech-support' command immediately, and report it to your technical support representative.

Error Message %CT3-3-UNAVAILABLE: %s: failed to send %s love letter

Explanation A love letter was not sent to RSP.

Recommended Action Copy the error message exactly as it appears, collect the output of 'show tech-support' command immediately, and report it to your technical support representative.

Error Message %CT3-3-UNAVAILABLE: Failed to receive reply %d from bay %d firmware

Explanation A message was not received from CT3 firmware.

Recommended Action Copy the error message exactly as it appears, collect the output of 'show tech-support' command immediately, and report it to your technical support representative. If possible, try to do an OIR (Online Insertion and Removal). Please refer to the Cisco documentation for information on 'Online Insertion and Removal' for your platform

Error Message %CT3-3-UNAVAILABLE: Failed to send msg %d to %s driver firmware

Explanation A port related message was not sent to CT3 firmware.

Recommended Action Copy the error message exactly as it appears, collect the output of 'show tech-support' command immediately, and report it to your technical support representative. If possible, try to do an OIR (Online Insertion and Removal). Please refer to the Cisco documentation for information on 'Online Insertion and Removal' for your platform

Error Message %CT3-3-UNAVAILABLE: Failed to send msg %d to bay %d firmware

Explanation A message was not sent to CT3 firmware.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CT3-3-UNAVAILABLE: Failed to send msg %s to bay %d firmware

Explanation Specified message was not sent to CT3 firmware.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %CT3-3-UNAVAILABLE: Received unexpected mailbox message (id = %d)

Explanation Unexpected message from CT3 firmware.

Recommended Action Copy the error message exactly as it appears, collect the output of 'show tech-support' command immediately, and report it to your technical support representative.

Error Message %CT3-3-UNAVAILABLE: Slot %d device ID seen as %#x, expected %#x (Mueslix)

Explanation Failed to detect the hdlc controller on the CT3.

Recommended Action Replace the CT3 port adaptor.

Error Message %CT3-3-UNAVAILABLE: Slot %d device ID seen as %#x, expected %#x (PLX9060)

Explanation The PLX 9060 was not detected on the CT3.

Recommended Action Replace the CT3 port adaptor.

CTRC-3

Error Message %CTRC-3-UNAVAILABLE: %s

Explanation An APPC error occurred. ctrc uses APPC API calls to SNASW to communicate with the remote database server.

Recommended Action This usually indicates a problem in the SNA network. Try the ctrc ping command to test connectivity to the remote database server. If the ctrc ping fails, check the status of the SNA link to the remote database server with the show snasw link command. If the link is active try stopping and starting the link. If the problem persists, contact your SNA network administrator for help in troubleshooting. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show**

logging and **show tech-support** commands and your pertinent troubleshooting logs. If possible, also provide the output of the debug ctrc appc command, and an SNA line trace between the router and the remote database server, for the period during which this message appeared.

Error Message %CTRC-3-UNAVAILABLE: No buffers available to %s

Explanation CTRC attempted to allocate a buffer while performing the operation described in the message text. A buffer pool does not contain enough items to satisfy the allocation request.

Recommended Action This problem most commonly occurs whenever a public buffer pool runs out of elements. Determine the which pool has run out of buffers using the show buffers command. Adjust the pool size using the buffers configuration command.

Error Message %CTRC-3-UNAVAILABLE: SNASW is not started -- unable to connect to remote database.

Explanation A client connected to a ctrc server, but ctrc was unable to connect out to the remote database because SNASW is not started. ctrc uses SNASW to connect to the remote database server. You must start SNASW before ctrc clients attempt to connect.

Recommended Action Start SNASW, and retry the client connection.

Error Message %CTRC-3-UNAVAILABLE: SNASW was stopped -- existing connections have been closed.

Explanation SNASW was stopped while ctrc connections were open. Stopping SNASW caused all open SNA connections to the remote database server to be lost. As a result, all client connections were disconnected. You should not stop SNASW while there are open ctrc connections.

Recommended Action Restart SNASW. Disconnected clients must reconnect.

Error Message %CTRC-3-UNAVAILABLE: Unexpected APPC error: opcode %04x, primary code %04x, secondary code %081x

Explanation An unexpected APPC error occurred. ctrc uses APPC API calls to SNASW to communicate with the remote database server. Opcode identifies the APPC API call that received the error. Primary and secondary return codes are returned by the APPC API.

Recommended Action This usually indicates a problem in the SNA network. Try the ctrc ping command to test connectivity to the remote database server. If the ctrc ping fails, check the status of the SNA link to the remote database server with the show snasw link command. If the link is active try stopping and starting the link. If the problem persists, contact your SNA network administrator for help in troubleshooting. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show**

logging and **show tech-support** commands and your pertinent troubleshooting logs. If possible, also provide the output of the debug ctrc appc command, and an SNA line trace between the router and the remote database server, for the period during which this message appeared.

CTRC-4

Error Message %CTRC-4-UNAVAILABLE: %s

Explanation An APPC error occurred. ctrc uses APPC API calls to SNASW to communicate with the remote database server.

Recommended Action This usually indicates a temporary problem in the SNA network. Try the ctrc ping command to test connectivity to the remote database server. If the ctrc ping fails, check the status of the SNA link to the remote database server with the show snasw link command. If the link is active try stopping and starting the link. If the problem persists, contact your SNA network administrator for help in troubleshooting. 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. If possible, also provide the output of the debug ctrc appc command, and an SNA line trace between the router and the remote database server, for the period during which this message appeared.

