

DBUS Messages

This section contains data bus (DBUS) messages.

DBCINN-3

Error Message %DBCINN-3-UNAVAILABLE: Bad TP name configured for server %s

Explanation The tpname configured for the dbconn server is not recognized by the remote database server.

Recommended Action Configure a TP name that is available on the remote database server. Most DB2 systems will accept the DRDA default TP name of xexcept for SQL/DS. Contact your SNA network administrator and/or your DB2 administrator to determine the TP name used by your DB2. To use the DRDA default, do not explicitly configure a TP name for your dbconn server.

Error Message %DBCINN-3-UNAVAILABLE: Bad license key configured for Database Connection.

Explanation The license key configured with the dbconn license configuration command is not valid.

Recommended Action Check that the license key was entered correctly in the dbconn license configuration command. Refer to the dbconn feature documentation for information on how to obtain a valid license key.

Error Message %DBCINN-3-UNAVAILABLE: Bad remote LU '%s' configured for server %s

Explanation The remote LU configured for the dbconn server is incorrect.

Recommended Action Contact your SNA network administrator to determine the correct name of the remote LU for DB2 on the remote database server. Be sure to check that the SNA network name is correct as well as the LU name.

Error Message %DBCINN-3-UNAVAILABLE: DRDA protocol error from server %s, SYNERRCD x'%02X'

Explanation An unexpected DRDA protocol error occurred between dbconn and the remote database server.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to 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 dbconn drda command, and an SNA line trace between the router and the remote database server, for the period during which this message appeared.

Error Message %DBCONN-3-UNAVAILABLE: License is about to expire for Database and Transaction Connection.

Explanation This system is using a temporary key for its Database and Transaction Connection. The license is about to expire.

Recommended Action Contact StarQuest Software to acquire a permanent key.

Error Message %DBCONN-3-UNAVAILABLE: License is expired for Database and Transaction Connection.

Explanation This system is using a temporary key for its Database and Transaction Connection. The license is expired.

Recommended Action Contact StarQuest Software to acquire a permanent key.

Error Message %DBCONN-3-UNAVAILABLE: Number of connections for TXCONN and DBCONN is at 90%% license limit.

Explanation The number of allowed Database and Transaction Connection client in this system is reaching the limit.

Recommended Action Contact StarQuest Software to acquire more license.

Error Message %DBCONN-3-UNAVAILABLE: Unknown mode '%s' configured for server %s

Explanation The mode configured for the dbconn server was rejected by the remote database server.

Recommended Action Contact your SNA network administrator to determine the correct name of the mode to use to connect to DB2 on the remote database server.

DBCONN-5

Error Message %DBCONN-5-UNAVAILABLE: APPC security failed, client %i using userid '%s' for server %s

Explanation An unspecified security failure has occurred. The database host system may be able to provide more specific information.

Recommended Action This is an informational message only. LOG_STD_NO_ACTION

Error Message %DBCONN-5-UNAVAILABLE: APPC security failed, client %i using userid '%s' for server %s

Explanation The password passed in by the client was rejected by the remote database server because it's expired.

Recommended Action This is an informational message only. LOG_STD_NO_ACTION

Error Message %DBCONN-5-UNAVAILABLE: APPC security failed, client %i using userid '%s' for server %s

Explanation The password passed in by the client was rejected by the remote database server.

Recommended Action This is an informational message only. LOG_STD_NO_ACTION

Error Message %DBCONN-5-UNAVAILABLE: APPC security failed, client %i using userid '%s' for server %s

Explanation The remote database server requires a userid and password, but the password was not provided.

Recommended Action This is an informational message only. LOG_STD_NO_ACTION

Error Message %DBCONN-5-UNAVAILABLE: APPC security failed, client %i using userid '%s' for server %s

Explanation The remote database server requires a userid, but the userid was not provided.

Recommended Action This is an informational message only. LOG_STD_NO_ACTION

Error Message %DBCONN-5-UNAVAILABLE: APPC security failed, client %i using userid '%s' for server %s

Explanation The userid and/or password passed in by the client were rejected by the remote database server.

Recommended Action This is an informational message only. LOG_STD_NO_ACTION

Error Message %DBCONN-5-UNAVAILABLE: APPC security failed, client %i using userid '%s' for server %s

Explanation The userid used to connect to the remote database server has been revoked.

Recommended Action This is an informational message only. LOG_STD_NO_ACTION

Error Message %DBCONN-5-UNAVAILABLE: APPC security failed, client %i using userid '%s' for server %s

Explanation The userid used to connect to the remote database server is not valid.

Recommended Action This is an informational message only. LOG_STD_NO_ACTION

Error Message %DBCONN-5-UNAVAILABLE: All WLM routes on server %s have become unavailable. Recovery is in progress.

Explanation A load balanced WLM server has lost connectivity to all destinations in its server list. All client connections to this server will be rejected until a host in the complex becomes available again.

Recommended Action This is an informational message only. LOG_STD_NO_ACTION

Error Message %DBCONN-5-UNAVAILABLE: Client %i connected to server %s has timed out after %TE.

Explanation The client was idle for too long, and the idle timeout configured for the dbconn server expired.

Recommended Action This is an informational message only. LOG_STD_NO_ACTION

Error Message %DBCONN-5-UNAVAILABLE: WLM transport type mismatch on server %s.

Explanation The transport type within a server list received from a Workload Manager load balanced database does not match the transport type of the corresponding dbconn server. If the conflicting server list specifies SNA transport type, the default mode #INTER will be used to establish the connection.

Recommended Action This is an informational message only. LOG_STD_NO_ACTION

DBUS-2

Error Message %DBUS-2-UNAVAILABLE: Slot %d, unknown controller type 0x%x, ignoring

Explanation A processor reported a controller type that is unknown to the system. The processor will not be used and needs to be repaired.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

DBUS-3

Error Message %DBUS-3-UNAVAILABLE: DBUS software not ready for slot %d after %s, elapsed %u, status 0x%x

Explanation An interface processor failed to come online after being reset. A software or hardware error occurred.

Recommended Action Please refer to Bug Toolkit on the Cisco web-site to check for existing bugs. If you do not find one, obtain the output of show tech and show log and open a TAC case.

Error Message %DBUS-3-UNAVAILABLE: Down rev RSP EPROM found HSA system, upgrade EPROM, or remove one RSP

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 %DBUS-3-UNAVAILABLE: Invalid EEPROM data found for card in slot %d, card disabled

Explanation The ID EEPROM on the indicated card is not programmed correctly.

Recommended Action Call your Cisco technical support representative for a replacement.

Error Message %DBUS-3-UNAVAILABLE: Invalid controller type %d in slot %d

Explanation An interface processor responded with an unknown or illegal controller type when queried. This should not happen unless the running software does not support the interface processor in question, or the interface processor fails.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DBUS-3-UNAVAILABLE: No driver support in this image for %s in slot %d (card type %d) - disabled

Explanation The Cisco IOS image does not have driver support code for the specified interface processor.

Recommended Action Remove the unsupported interface processor card, or reload the router with a Cisco IOS image that has driver support code for that interface processor card.

Error Message %DBUS-3-UNAVAILABLE: No magic number found in RP1 EEPROM

Explanation The structure containing the system MAC address needed by the OIR facility cannot be found in the RP EEPROM. The RP must be returned for reprogramming.

Recommended Action Return the RP for reprogramming and call your Cisco technical support representative for assistance.

Error Message %DBUS-3-UNAVAILABLE: ORFS is not initialized

Explanation When oir-remove-failing-slot is invoked, the software attempts to initialize parameters. This initialization failed and the service will not be 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DBUS-3-UNAVAILABLE: Slot %d control 0x%x, status 0x%x

Explanation A processor reported an error. This message is sent out in conjunction with other error messages to provide additional 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** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DBUS-3-UNAVAILABLE: Slot %d disabled, will be restarted.

Explanation A processor was disabled due to an error. The processor will be reset and not used until the next OIR event or microcode download, when it will be retested.

Recommended Action Reinstall the processor or download the microcode. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DBUS-3-UNAVAILABLE: Slot %d has an unsuccessfully configured PA in bay %d

Explanation The PA in the slot is not successfully configured, either because the VIP is incompatible with it or because the IOS has no pertinent drivers.

Recommended Action Please refer to the documentation of the PA to get a list of compatible VIP's. If the VIP that contains the PA is listed as supported, please refer to the CCO page for IOS versions that support the PA. Otherwise, seat the PA in one of the supported VIP's and verify that the IOS version supports the PA.

Error Message %DBUS-3-UNAVAILABLE: Slot %d has an unsupported PA in bay %d

Explanation The PA in the slot is not supported, either because the VIP is incompatible with it or because the IOS has no pertinent drivers.

Recommended Action Please refer to the documentation of the PA to get a list of compatible VIP's. If the VIP that contains the PA is listed as supported, please refer to the CCO page for IOS versions that support the PA. Otherwise, seat the PA in one of the supported VIP's and verify that the IOS version supports the PA.

Error Message %DBUS-3-UNAVAILABLE: Slot %d, CBus Error

Explanation A processor reported a bus error. The processor will be reset and not used until the next on-line insertion and removal (OIR) event or microcode download, when it will be retested.

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

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

Error Message %DBUS-3-UNAVAILABLE: Slot %d, Internal Error

Explanation A processor reported an internal error. The processor will be reset and not used until the next OIR event or microcode download, when it will be retested.

Recommended Action Reinstall the processor or download the microcode. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DBUS-3-UNAVAILABLE: Slot %d, Internal Error due to VIP crash

Explanation A processor reported an error. The processor will be reset and not used until the next OIR event or microcode download, when it will be retested.

Recommended Action Reinstall the processor or download the microcode. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DBUS-3-UNAVAILABLE: Slot %d, WCS Controller Instruction Error

Explanation The writable control store (WCS) is the set of devices on each interface processor that contains the running microcode. It can be loaded either from the ROM on the interface processor or from the system by using the downloadable microcode facility. In this message, a processor reported a WCS controller instruction error. The processor will be reset and not used until the next OIR event or microcode download, when it will be retested.

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

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

Error Message %DBUS-3-UNAVAILABLE: Slot %d, WCS Controller Parity Error

Explanation A processor reported a WCS parity error. The processor will be reset and not used until the next OIR event or microcode download, when it will be retested.

Recommended Action Replace the processor or download microcode. If this message recurs, call your Cisco technical support representative for assistance.

Error Message %DBUS-3-UNAVAILABLE: Slot %d, WCS controller in error state (0x%x), resetting

Explanation The processor in the slot identified in the error message reported a writable control store (WCS) controller error. The processor will be reset and new microcode loaded. This error message appears only when microcode is downloaded.

Recommended Action Reset the processor and load new microcode. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DBUS-3-UNAVAILABLE: Slot %d, dbus error, slot (0x%x) and complement (0x%x) do not match

Explanation A processor reported a mismatch between the contents of the slot register and its complement. This condition indicates a hardware failure in the diagnostic bus controller on that processor or on the diagnostic bus. The processor will be reset and not used until the next OIR event or microcode download, when it will be retested.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DBUS-3-UNAVAILABLE: Slot %d, error loading WCS, status 0x%x cmd/data 0x%x pos %d

Explanation A processor indicated an error condition while downloading microcode. The status, cmd/data, and pos numbers shown in the message reflect the error condition, the last byte of microcode loaded, and the position in the file, respectively. If this error appears, the microcode download is aborted and the ROM microcode is loaded.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs

Error Message %DBUS-3-UNAVAILABLE: Slot %d, flow cntrl error loading WCS, last data 0x%x pos %d

Explanation A processor indicated an error condition while downloading microcode. The status, cmd/data, and pos numbers shown in the message reflect the error condition, the last byte of microcode loaded, and the position in the file, respectively. If this error appears, the microcode download is aborted and the ROM microcode is loaded.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DBUS-3-UNAVAILABLE: Slot %d, too many DBUS messages

Explanation A board in the slot identified in the error message tried to send too many logger messages.

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

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

Error Message %DBUS-3-UNAVAILABLE: bad or no response, slot %u

Explanation A board in the slot identified in the error message failed to respond.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DBUS-3-UNAVAILABLE: ready wait timeout, slot %u

Explanation The field-programmable gate arrays on an interface processor failed to load after being reset. This indicates a probable 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.

DCU-1

Error Message %DCU-1-UNAVAILABLE: The maximum number of DCU ports (%d) is exceeded

Explanation System detected too many DCU ports.

Recommended Action Check the configuration.

DCU-3

Error Message %DCU-3-UNAVAILABLE: %s: DCU keep-alive failure, card reset

Explanation Port Adapter has stopped processing keep-alives.

The system should recover. No action is required.

DEC21140-1

Error Message %DEC21140-1-UNAVAILABLE: %s timed out, csr5=%#x

Explanation The software failed to initialize/restart a 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.** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DEC21140-1-UNAVAILABLE: Only found %d interfaces on bay %d, shutting down bay

Explanation The number of interfaces found was not what was expected. This possibly 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 %DEC21140-1-UNAVAILABLE: msgtxt_initfail

Explanation The Fast Ethernet port initialization failed. This can be caused by disconnected cabling or a failure to detect the media 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

DEC21140-2

Error Message %DEC21140-2-UNAVAILABLE: Interface %s does not support ISL

Explanation ISL is not supported on the specified interface's hardware.

Recommended Action LOG_STD_NO_ACTION

DEC21140-3

Error Message %DEC21140-3-UNAVAILABLE: %s csr0=%#x, csr5=%#x

Explanation The Fast Ethernet controller has signalled an error condition on the specified port. CSR5 Register Description: bit 13: Fatal Bus Error bit 11: General-Purpose Timer Expired bit 09: Receive Watchdog Timeout bit 08: Receive Process Stopped bit 07: Receive Buffer Unavailable bit 03: Transmit Jabber Timeout bit 02: Transmit Buffer Unavailable bit 01: Transmit Process Stopped bit 25:23 Error Bits (Valid only when csr5 is set) CSR5 Error Type 000 Parity error 001 Master abort 010 Target abort

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DEC21140-3-UNAVAILABLE: %s doesn't support the configured duplex and speed combination

Explanation The Fast Ethernet port was configured for a duplex/speed combination that this particular hardware doesn't support.

Recommended Action Specify a different speed and duplex combination. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DEC21140-3-UNAVAILABLE: %s overflow error

Error Message %DEC21140-3-UNAVAILABLE: %s overflow error

Explanation The Fast Ethernet receiver was unable to hand received data to a hardware buffer because the input rate exceeded the receiver's ability to handle the data. This could be caused by excessive system load.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DEC21140-3-UNAVAILABLE: %s packet buffer, pak=0x%x

Explanation This indicates an internal software inconsistency.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DEC21140-3-UNAVAILABLE: %s transmit error

Explanation The DEC21140 chip set operates in cut-through mode. The controller initiates the transmission before the complete packet is received by the internal FIFOs and expects that remaining portion of the packet will follow. Because of excessive traffic on the PCI or system bus, the remaining portion does not arrive on time in the internal FIFOs.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DEC21140-3-UNAVAILABLE: Bay %d device ID seen as %#x, expected %#x

Explanation The Fast Ethernet driver failed to initialize.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DEC21140-3-UNAVAILABLE: Unit %d, Tx FIFO underflow

Explanation The Fast Ethernet transmitter was ready to transmit before a packet was in the buffer. This could be caused by excessive system load.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DEC21140-3-UNAVAILABLE: Unit %d, receive FIFO overflow

Explanation The Fast Ethernet receiver was unable to hand received data to a hardware buffer because the input rate exceeded the receiver's ability to handle the data. This could be caused by excessive system load.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

DEC21140-5

Error Message %DEC21140-5-UNAVAILABLE: %s cable/connector problem?

Explanation The Fast Ethernet port did not find a carrier when preparing to transmit a packet, meaning that it is no longer receiving signals from the LAN. This can be caused by disconnected Fast Ethernet cabling or a transceiver failure.

Recommended Action Check your Fast Ethernet wiring and port adapter. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DEC21140-5-UNAVAILABLE: %s cable/transceiver problem?

Explanation The Fast Ethernet port lost carrier while transmitting, meaning that it is no longer receiving signals from the LAN. This can be caused by disconnected Fast Ethernet cabling or a transceiver failure.

Recommended Action Check your Fast Ethernet wiring and port adapter. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

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

Error Message %DEC21140-5-UNAVAILABLE: %s excessive collisions

Explanation The Ethernet Controller failed to transmit a packet because of excessive collisions. The packet was dropped. This condition can happen only in half-duplex mode and when the Ethernet segment is congested.

Error Message %DEC21140-5-UNAVAILABLE: %s transmit error

Explanation Late collisions happen when a collision occurs after transmitting the preamble. The packet will be retransmitted but this could indicate that another device is failing to detect when the network is in use.

Recommended Action Verify that both peers are in the same duplex mode. If this recurs, check for malfunctions in other devices on the Fast Ethernet.

Recommended Action LOG_STD_NO_ACTION

Error Message %DEC21140-5-UNAVAILABLE: %s transmit timed out

Explanation The transmitter for the port adapter's Fast Ethernet port has timed out and caused the transmission of a packet to fail.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DEC21140-5-UNAVAILABLE: Interface %s failed to remove Addr:=%e from HWAF

Explanation Removal of hardware address from HWAF failed. We encountered failure because search in the HWAF table failed, for the requested address. Failure should not occur, when interface is not operating in promiscuous mode.

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

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

Error Message %DEC21140-5-UNAVAILABLE: Unit %d, enormous packet received

Explanation A packet received via Fast Ethernet was dropped due to excessive size.

Recommended Action Adjust the MTU of the interface if necessary. Otherwise no action is required.

Error Message %DEC21140-5-UNAVAILABLE: Unit %d, excessive collisions

Explanation A Fast Ethernet packet has been dropped because too many attempts to transmit it were stopped by collisions. This can be caused by a Fast Ethernet segment which is full to capacity or by other equipment on the LAN malfunctioning.

Recommended Action LOG_STD_NO_ACTION

Error Message %DEC21140-5-UNAVAILABLE: Unit %d, jabber timeout

Explanation The transmitter for the port adapter's Fast Ethernet port has timed out and caused the transmission of a packet to fail.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DEC21140-5-UNAVAILABLE: Unit %d, late collision error

Explanation Late collisions happen when a collision occurs after transmitting the preamble. The packet will be retransmitted but this could indicate that another device is failing to detect when the network is in use.

Recommended Action If this recurs, check for malfunctions in other devices on the Fast Ethernet.

Error Message %DEC21140-5-UNAVAILABLE: Unit %d, lost carrier

Explanation The Fast Ethernet port lost carrier while transmitting, meaning that it is no longer receiving signals from the LAN. This can be caused by disconnected Fast Ethernet cabling or a transceiver failure.

Recommended Action If the message recurs, check your Fast Ethernet cabling and port adapter first. If the problem cannot be located, follow these directions. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DEC21140-5-UNAVAILABLE: Unit %d, no carrier

Explanation The Fast Ethernet port did not find a carrier when preparing to transmit a packet, meaning that it is no longer receiving signals from the LAN. This can be caused by disconnected Fast Ethernet cabling or a transceiver failure.

Recommended Action Check your Fast Ethernet cabling and port adapter. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

DFC-1

Error Message %DFC-1-UNAVAILABLE: DFC in slot %d has incorrect board id of %d

Explanation A DFC board should have a correct board ID. Have the board cookie programmed correctly, or try a new 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 that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DFC-1-UNAVAILABLE: DFC in slot %d has old Tulum version %d when should be %d

Explanation A DFC board should have the latest Tulum Version. If the Tulum version is not the latest, then board needs to be updated appropriately.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DFC-1-UNAVAILABLE: DFC in slot %d has old hw rev %d.%d when should be %d.%d

Explanation A DFC board should have the latest revision. If the hw revision is not the latest, then board 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.

DFC_CARRIER-1

Error Message %DFC_CARRIER-1-UNAVAILABLE: DFC Carrier in slot %d has old hw revision %d.%d when hw revision should be %d.%d.

Explanation A DFC carrier card should have the latest revision. If the hw revision is not the latest, then board 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.

DEV_SELENE Messages

This section contains messages related to the Selene FPGA device.

DEV-SELENE-3

Error Message %DEV_SELENE-3-DEV_INIT_FAILURE: Selene [dec] initialization failed.

Explanation The initialization of the Selene FPGA device on this linecard failed.

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 %DEV_SELENE-3-EFIFO_ECC: Selene [dec] Egress [dec] Burst FIFO Read ECC error

Explanation A FIFO ECC error condition was detected in a FPGA device on the linecard. This may be caused by a hardware malfunction.

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 %DEV_SELENE-3-FIFO_ECC: Selene [dec] Ingress [dec] [chars] Priority
FIFO Read ECC Error

Explanation An ECC Error was detected while reading from a queue in a FPGA device on the linecard. This may be caused by a hardware malfunction.

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 %DEV_SELENE-3-FIFO_FULL: Selene [dec] Ingress [dec] [chars] Priority
FIFO Full

Explanation An ingress packet queue full condition was detected in a FPGA device on the linecard. This may be caused by a flow-control misconfiguration due to incorrect software.

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 %DEV_SELENE-3-FIFO_SEQ: Selene [dec] Egress [dec] Burst FIFO Read
Sequence error

Explanation A FIFO sequence error condition was detected in a FPGA device on the linecard. This may be caused by a hardware malfunction.

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 %DEV_SELENE-3-INV_POE: Selene [dec] Egress [dec] Invalid POE error, [hex]

Explanation An invalid Port of Exit error condition was detected in a FPGA device on the linecard. This may be caused by incorrect software.

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 %DEV_SELENE-3-INV_VLAN: Selene [dec] Egress [dec] Invalid Vlan error

Explanation An invalid vlan error condition was detected in a FPGA device on the linecard. This may be caused by a software error.

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 %DEV_SELENE-3-MRX_CRC: Selene [dec] Metropolis Rx [dec] Packet CRC Error

Explanation A packet checksum error was detected in a FPGA device on the linecard. This may be caused by a hardware malfunction.

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 %DEV_SELENE-3-MRX_FCS: Selene [dec] Metropolis Rx [dec] Packet Header Checksum Error

Explanation A packet header checksum error was detected in a FPGA device on the linecard. This may be caused by a hardware malfunction.

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 %DEV_SELENE-3-MRX_GNT: Selene [dec] Metropolis Rx [dec] Giant Packet Error

Explanation A giant frame was received in a FPGA device on the linecard. This may be due to incorrect software.

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 %DEV_SELENE-3-MRX_LEN: Selene [dec] Metropolis Rx [dec] Packet Length Mismatch

Explanation An incorrect length was detected for packet received in a FPGA device on the linecard. This may be caused by a hardware malfunction.

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 %DEV_SELENE-3-MRX_MIN: Selene [dec] Metropolis Rx [dec] Minimum Packet Length Error

Explanation A frame smaller than the minimum size was received in a FPGA device on the linecard. This may be due to incorrect software.

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 %DEV_SELENE-3-MRX_SEQ: Selene [dec] Metropolis Rx [dec] Sequence Error

Explanation A sequence error was detected in a FPGA device on the linecard. This may be caused by a hardware malfunction.

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 %DEV_SELENE-3-SRAM_ECC: Selene [dec] SRAM [chars] [chars] ECC error, error status: [hex]

Explanation An ECC error was detected in SRAM memory in a FPGA device on the linecard. This may be caused by a hardware malfunction.

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 %DEV_SELENE-3-XAUI_CODE: Selene [dec] XAUI [dec] Coding Error

Explanation A XAUI lane coding error was detected in a FPGA device on the linecard. This may be caused by a hardware malfunction

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 %DEV_SELENE-3-XAUI_CRC: Selene [dec] XAUI [dec] Checksum Error

Explanation A XAUI interface checksum error was detected in a FPGA device on the linecard. This may be caused by a hardware malfunction

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 %DEV_SELENE-3-XAUI_FRM: Selene [dec] XAUI [dec] Framing error

Explanation XAUI interface framing error was detected on a FPGA device on the linecard. This may be caused by a hardware malfunction.

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 %DEV_SELENE-3-XAUI_GNT: Selene [dec] XAUI [dec] Giant Frame Error

Explanation A giant frame was detected in a FPGA device on the linecard. This may be due to incorrect software.

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 %DEV_SELENE-3-XAUI_LEN: Selene [dec] XAUI [dec] Packet Length Error

Explanation A packet with bad length value was detected in a FPGA device on the linecard. This may be caused by incorrect Network Processor software.

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 %DEV_SELENE-3-XAUI_MIN: Selene [dec] XAUI [dec] Min Packet Size Error

Explanation A frame smaller than the minimum allowed size was detected in a FPGA device on the linecard. This may be due to incorrect software.

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 %DEV_SELENE-3-XAUI_RX_RDY: Selene [dec] XAUI [dec] Rx Rdy changed state

Explanation XAUI interface on a FPGA device on the linecard changed receive ready state. This may be caused by a hardware malfunction.

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 %DEV_SELENE-3-XAUI_SEQ: Selene [dec] XAUI [dec] Sequence Error

Explanation A XAUI interface sequence error was detected in a FPGA device on the linecard. This may be caused by a hardware malfunction

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 %DEV_SELENE-3-XAUI_TX_ECC: Selene [dec] XAUI [dec] Tx FIFO ECC error

Explanation A FIFO queue ECC error was detected in a FPGA device on the linecard. This may be caused by a hardware malfunction.

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 %DEV_SELENE-3-XAUI_TX_FULL: Selene [dec] XAUI [dec] Tx FIFO Full

Explanation A FIFO queue full condition was detected in a FPGA device on the linecard. This may be caused by a hardware malfunction.

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 %DEV_SELENE-3-XAUI_TX_RDY: Selene [dec] XAUI [dec] Tx Rdy changed state

Explanation XAUI interface on a FPGA device on the linecard changed transmit ready state. This may be caused by a hardware malfunction.

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.

DEV-SELENE-5

Error Message %DEV_SELENE-5-FC_CS: Selene [dec] Channel [int] Egress Flow-control Status change

Explanation A flow-control status change was detected between a FPGA device and a network processor on the linecard.

Recommended Action No action is required.

DFP Messages

This section contains Dynamic Feedback Protocol messages.

DFP-4

Error Message %DFP-4-UNAVAILABLE: %s Application did not set pointer

Explanation Application passed invalid pointer to DFP 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.

Error Message %DFP-4-UNAVAILABLE: %s Application sent too many values

Explanation Application sent too many values to DFP 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.

Error Message %DFP-4-UNAVAILABLE: %s Service has not been registered with DFP.

Explanation No such service registered with DFP 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.

Error Message %DFP-4-UNAVAILABLE: %s security information in CASA packet from manager %i service %s.

Explanation Security check failed.

Recommended Action Make sure all CASA/DFP systems are configured with the same password.

Error Message %DFP-4-UNAVAILABLE: Could not queue request for %s for service %s

Explanation Could not queue request to the DFP process for specific 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DFP-4-UNAVAILABLE: Could not start process for service %s

Explanation Could not start DFP Process for service %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.

Error Message %DFP-4-UNAVAILABLE: Failure binding port %u to socket for service %s.

Explanation Problem with call to socket bind.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DFP-4-UNAVAILABLE: Manager %i Service %s - Unknown connection state %u

Explanation Unknown connection state processing DFP timer

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DFP-4-UNAVAILABLE: Manager %i: Service %s - Could not parse message

Explanation Could not parse message from DFP 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DFP-4-UNAVAILABLE: Manager %i: Service %s - Socket_recv error %d

Explanation Socket_recv error receiving message from DFP 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DFP-4-UNAVAILABLE: Manager %i: Service %s - Too many read errors

Explanation Too many errors reading message header from DFP 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DFP-4-UNAVAILABLE: Manager %i: Service %s - Unknown message type %u

Explanation Message from DFP Manager has unknown 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 %DFP-4-UNAVAILABLE: Manager %i:%u - Send failed

Explanation Sending a message to DFP Manager 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 %DFP-4-UNAVAILABLE: Process enqueue failed: %s

Explanation An unexpected error occurred while enqueueing a DFP 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DFP-4-UNAVAILABLE: Service %s - Listen failed

Explanation Listen for DFP Manager 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 %DFP-4-UNAVAILABLE: Service %s - attempted to register before DFP Subsystem is up.

Explanation Problem with order of subsystem 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 %DFP-4-UNAVAILABLE: Service %s is already intialized, cannot re-initialize

Explanation The application has attempted to re-initialize a 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 %DFP-4-UNAVAILABLE: The DFP packet is too small from manager %i service %s.

Explanation A DFP packet has been received that is too small.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DFP-4-UNAVAILABLE: The string %s exceeds 15 characters - too long for service name.

Explanation The user input a service string that exceeds 15 characters

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

DHCPD Messages

This section contains Dynamic Host Configuration Protocol daemon (DHCPD) messages.

DHCPD-2

Error Message %DHCPD-2-UNAVAILABLE: DHCP could not open UDP port %u.

Explanation DHCP could not open UDP port 67 (bootps).

Recommended Action Check if another application is using UDP port 67. If the port is available, add more memory.

Error Message %DHCPD-2-UNAVAILABLE: DHCP could not start its %s process.

Explanation DHCP could not start one of its processes.

Recommended Action Add more memory.

Error Message %DHCPD-2-UNAVAILABLE: DHCP has detected a deadlock condition (excessive read failures).

Explanation The DHCP server could not read bindings from any database agent. All read attempts have failed. To prevent a possible deadlock, the server has made all pool addresses available for assignment.

Recommended Action Verify that all URLs are correct and connectivity exists between the server and all database agents. Check for corrupt database files. All files must contain the **time** and **end** keywords. Execute the command, `show ip dhcp database`. If there are aborted file transfers, increase the appropriate timeouts. Restart the DHCP server.

Error Message %DHCPD-2-UNAVAILABLE: Recvmsg failed unexpectedly. DHCP services have been terminated.

Explanation Reason for failure is unknown.

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

Error Message %DHCPD-2-UNAVAILABLE: There is inadequate memory for DHCP services.

Explanation DHCP could not allocate mandatory data structures.

Recommended Action Add more memory.

DHCPD-2

Error Message %DHCPD-3-UNAVAILABLE: DHCP could not read bindings from %s.

Explanation The DHCP server could not read bindings from the specified database agent.

Recommended Action Verify that the URL is correct and connectivity exists between the server and database agent. Check for a corrupt database file. The file must contain the *time* and *end* keywords. Execute the command, show ip dhcp database. If there are aborted file transfers, increase the database transfer timeout.

Error Message %DHCPD-3-UNAVAILABLE: DHCP could not write bindings to %s.

Explanation The DHCP server could not write bindings to the specified database agent.

Recommended Action Verify that the URL is correct and connectivity exists between the server and database agent. Execute the command, show ip dhcp database. If there are aborted file transfers, increase the database transfer timeout.

DHCPD-4

Error Message %DHCPD-4-UNAVAILABLE: DHCP address conflict: client %s declined %I.

Explanation The DHCP client has detected an address conflict. Another host is using the specified IP address. After resolving the conflict, execute the command, clear ip dhcp conflict.

Recommended Action Resolve the misconfiguration. Clear the conflict from the DHCP database.

Error Message %DHCPD-4-UNAVAILABLE: DHCP address conflict: server pinged %I.

Explanation The DHCP server has detected an address conflict. Another host is using the specified IP address. After resolving the conflict, execute the command, clear ip dhcp conflict.

Recommended Action Resolve the misconfiguration. Clear the conflict from the DHCP database.

Error Message %DHCPD-4-UNAVAILABLE: DHCP will run as a relay agent only.

Explanation DHCP could not start its database process. The server component has been disabled. Only the relay agent is active.

Recommended Action Add more memory.

DHCP_SNOOPING Messages

This section contains Dynamic Host Configuration Protocol Snooping (DHCP_SNOOPING) messages.

DHCP_SNOOPING-3

Error Message %DHCP_SNOOPING-3-DHCP_SNOOPING_INTERNAL_ERROR: DHCP Snooping internal error, [chars]

Explanation A software verification test failed in the DHCP snooping 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.

DHCP_SNOOPING-4

Error Message %DHCP_SNOOPING-4-AGENT_OPERATION_FAILED: DHCP snooping binding transfer failed. [chars]

Explanation This message provides the reason for failure when a database transfer has failed.

Recommended Action No action is required.

Error Message %DHCP_SNOOPING-4-AGENT_OPERATION_FAILED_N: DHCP snooping binding transfer failed([dec]). [chars]

Explanation This message provides the reason for failure when a database transfer has failed. This log message is rate limited.

Recommended Action No action is required.

Error Message %DHCP_SNOOPING-4-DHCP_SNOOPING_ERRDISABLE_WARNING: DHCP Snooping received [dec] DHCP packets on interface [chars]

Explanation DHCP Snooping detected a DHCP packet rate limit violation on a particular interface. The interface will be error disabled.

Recommended Action No action is required.

Error Message %DHCP_SNOOPING-4-IP_SOURCE_BINDING_PVLAN_WARNING: IP source filter may not take effect on secondary vlan [dec] where IP source binding is configured. [chars]

Explanation If the private VLAN feature is enabled, the IP source filter on the primary VLAN will automatically propagate to all secondary VLANs.

Recommended Action No action is required.

Error Message %DHCP_SNOOPING-4-QUEUE_FULL: Fail to enqueue DHCP packet into processing queue: [chars], the queue is most likely full and packet will be dropped.

Explanation DHCP packets are coming into the CPU at a much higher rate than the DHCP snooping process can handle them. These unhandled DHCP packets will be dropped to prevent system from denial of service attack.

Recommended Action No action is required.

Error Message %DHCP_SNOOPING-4-SSO_SYNC_ACK_ERROR: Error is encountered in processing acknowledgement for DHCP snooping binding sync, %s. ack message txn id: 0x%x

Explanation An error occurred in handling the acknowledgement of DHCP snooping binding synchronization. This message is usually caused by the ACK message being ignored.

Recommended Action No action is required.

Error Message %DHCP_SNOOPING-4-STANDBY_AGENT_OPERATION_FAILED: DHCP snooping binding transfer failed on the Standby Supervisor. %s

Explanation This message provides the reason of failure when a database transfer has failed on the standby supervisor.

Recommended Action No action is required.

DHCP_SNOOPING-5

Error Message %DHCP_SNOOPING-5-DEST_NOT_FOUND: %s: Could not find destination port.
Destination MAC %e

Explanation The switch is unable to determine the destination port for a DHCP reply. This message may be an indication of a malicious user connected to the port.

Recommended Action Using debug commands, identify the users that are attached to the port. Enter the **debug ip dhcp snooping mac-addr** command, where *mac-addr* is the MAC address shown in the error message. Any subsequent DHCP packet that is received with *mac-addr* as the source MAC or DHCP CHADDR (client hardware address) will cause a message to appear on the console indicating the port from which the packet originated. If the error message recurs, check the user connected to the port indicated in the debug message.

DHCP_SNOOPING-6

Error Message %DHCP_SNOOPING-6-AGENT_OPERATION_SUCCEEDED: DHCP snooping database [chars] succeeded.

Explanation The given binding transfer has succeeded. This message is logged only once after some failure to indicate that the switch has recovered from failures.

Recommended Action No action is required.

Error Message %DHCP_SNOOPING-6-BINDING_COLLISION: Binding collision. [dec] bindings ignored

Explanation The given number of bindings from the database file have been ignored when the file is read. The bindings are ignored because the system has a binding for the given MAC address and VLAN combination by the time the switch read the ignored binding from the file.

Recommended Action No action is required.

Error Message %DHCP_SNOOPING-6-INTERFACE_NOT_VALID: Interface not valid. [dec] bindings ignored.

Explanation The given number of bindings from the database file have been ignored when the file is read. The bindings are ignored because the interface specified by the ignored binding either does not exist in the system or it's a router or DHCP snooping trusted port.

Recommended Action No action is required.

Error Message %DHCP_SNOOPING-6-LEASE_EXPIRED: Lease Expired. [dec] bindings ignored.

Explanation The specified number of bindings from the database file have been ignored when the file is read. The bindings are ignored because their lease has expired.

Recommended Action No action is required.

Error Message %DHCP_SNOOPING-6-PARSE_FAILURE: Parsing failed for [dec] bindings.

Explanation The specified number of bindings from the database file have been ignored when the file is read. The bindings are ignored because of parsing failures.

Recommended Action No action is required.

Error Message %DHCP_SNOOPING-6-VLAN_NOT_SUPPORTED: Vlan not supported. [dec] bindings ignored.

Explanation The specified number of bindings from the database file have been ignored when the file is read. The bindings are ignored because the VLAN specified by the ignored binding no longer exists in the system.

Recommended Action No action is required.

DHCP_SNOOPING_CAT3550 Messages

This section contains Dynamic Host Configuration Protocol Snooping (DHCP_SNOOPING) messages for the Cisco Catalyst 3550.

DHCP_SNOOPING_CAT3550-3

Error Message %DHCP_SNOOPING_CAT3550-3-MVR_INSTALL: Cannot install [chars] ACLs for DHCP Snooping, probably no TCAM space

Explanation There is insufficient space in the TCAM to install the specified ACLs for DHCP snooping.

Recommended Action Reduce the number of PACLs or VACLs to make space in the TCAM.

Error Message %DHCP_SNOOPING_CAT3550-3-UNEXPECTED_EVENT: Process received unknown event (major [hex], minor [hex]).

Explanation A process can register to be notified when various events occur in the router. This message indicates that a process received an event it did not know how to 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

DHCP_SNOOPING_ISSU Messages

This section contains Dynamic Host Configuration Protocol Snooping (DHCP_SNOOPING) in-service software upgrade (ISSU) messages.

DHCP_SNOOPING_ISSU-2

Error Message %DHCP_SNOOPING_ISSU-2-GET_BUFFER: DHCP Snooping ISSU client failed to get buffer for message. Error: %d (%s)

Explanation The DHCP snooping 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 Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

Error Message %DHCP_SNOOPING_ISSU-2-INIT: DHCP Snooping ISSU client initialization failed to %s. Error: %d (%s)

Explanation The DHCP snooping 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 %DHCP_SNOOPING_ISSU-2-SEND_NEGO_FAILED: DHCP Snooping ISSU client failed to send negotiation message. Error: %d (%s)

Explanation The DHCP snooping 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 Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

Error Message %DHCP_SNOOPING_ISSU-2-SESSION_NEGO: DHCP Snooping ISSU client encountered unexpected client nego_done. Error: %d (%s)

Explanation An ISSU-compliant client transitions through a series of internal states. The DHCP snooping 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 %DHCP_SNOOPING_ISSU-2-SESSION_REGISTRY: DHCP Snooping ISSU client failed to register session information. Error: %d (%s)

Explanation The DHCP snooping 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 Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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.

DHCP_SNOOPING_ISSU-3

Error Message %DHCP_SNOOPING_ISSU-3-INVALID_SESSION: DHCP Snooping ISSU client does not have a valid registered session.

Explanation The DHCP snooping 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 %DHCP_SNOOPING_ISSU-3-MSG_NOT_OK: DHCP Snooping ISSU client 'Message Type %d' is not compatible

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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 message group**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

Error Message %DHCP_SNOOPING_ISSU-3-MSG_SIZE: DHCP Snooping ISSU client failed to get the MTU for Message Type %d. Error: %d (%s)

Explanation The DHCP snooping ISSU client was unable to calculate the MTU for the specified message. The DHCP snooping 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 logging**, **show issu message group**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

Error Message %DHCP_SNOOPING_ISSU-3-SESSION_UNREGISTRY: DHCP Snooping ISSU client failed to unregister session information. Error: %d (%s)

Explanation The DHCP snooping ISSU client failed 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 %DHCP_SNOOPING_ISSU-3-TRANSFORM_FAIL: DHCP Snooping ISSU client %s transform failed for 'Message Type %d'. Error: %d (%s)

Explanation The DHCP snooping 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 DHCP snooping 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.

DHCPV6C Messages

This section contains DHCPv6 client messages.

Error Message %DHCPV6C-3-NOPACKET: Cannot setup or duplicate a socket packet

Explanation An error occurred that is probably related to a resource problem within the system.

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

Error Message %DHCPV6C-3-NOSOCKET: Cannot create DHCPv6 client socket

Explanation A DHCPv6 socket could not be created. This error is probably the result of either IP not being enabled on any interface or a resource problem with the system.

Recommended Action Enable IP on the interface. Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

DHCPV6S Messages

This section contains DHCPv6 server messages

DHCPV6S-3

Error Message %DHCPV6S-3-DBNOTLOADED: Binding database not loaded

Explanation A DHCPv6 binding database could not be loaded.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DHCPV6S-3-DBOPEN: Opening [chars]: [chars]

Explanation A DHCPv6 binding database file could not be opened.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DHCPV6S-3-DBREAD: Reading file: [chars]

Explanation A DHCPv6 binding database file could not be read.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DHCPV6S-3-DBWRITE: Writing file: [chars]

Explanation The system could not write to a DHCPv6 binding database file.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DHCPV6S-3-NOPACKET: Cannot setup or duplicate a DHCPv6 server socket packet

Explanation An error occurred that is probably due to a resource problem within the system.

Recommended Action No action is required.

DIAG Messages

This section contains online diagnostics (DIAG) messages.

DIAG-3

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

Explanation The specified health monitoring test cannot be disabled.

Recommended Action No action is required. The system is working properly.

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

Explanation The specified health monitoring test interval cannot be changed.

Recommended Action No action is required. The system is working properly.

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

Explanation The system made a diagnostics request on a device that does not exist.

Recommended Action Ensure that the specified device number exists and is valid.

Error Message %DIAG-3-INVALID_MONITORING_INTERVAL: [chars]: The [chars][ID=[dec]] monitoring interval must be at least [dec] millisec

Explanation The specified test monitoring interval is too small.

Recommended Action No action is required. The system is working properly.

Error Message %DIAG-3-INVALID_TEST: Invalid test: [chars]

Explanation A test that does not exist was requested. [chars] describes the test.

Recommended Action Ensure the specified test is supported by the switching module. The list of available tests and their associated test IDs can be retrieved using the **show diagnostic content** command.

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

Explanation The specified test is no longer a health-monitoring test.

Recommended Action No action is required. The system is working properly.

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

Explanation The system cannot enable health monitoring for the specified test because the interval is set to zero.

Recommended Action Reset the health monitoring interval for the test, and reenable health monitoring.

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

Explanation The specified test is not a health-monitoring test.

Recommended Action No action is required. The system is working properly.

Error Message %DIAG-3-TEST_SKIPPED: [chars]: [chars]{ID=[dec]} is skipped

Explanation The diagnostic test cannot be run.

Recommended Action No action is required. The system is working properly.

DIAG-4

Error Message %DIAG-4-CONFIG_REAPPLY: Please reapply config command [chars] after the card is online.

Explanation This message appears when the specified configuration command cannot be applied. [chars] is the configuration command that you must reapply.

Recommended Action The system is working properly and the specified command cannot be applied. Reapply the configuration command after the module is online.

DIAG-6

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

Explanation The scheduled online diagnostics test was removed because the test is no longer applicable.

Recommended Action No action is required. The system is working properly.

Error Message %DIAG-6-SIMULATED_TEST_RESULT: [chars]: [chars] test result is simulated.

Explanation The result of the specified test is simulated. The message does not indicate a software or hardware fault. The first [chars] is the message notification and the second [chars] is the test name.

Recommended Action No action is required. The test failure is simulated as specified by the user.

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

Explanation The diagnostics test is bypassing the specified redundant test because the redundant test cannot be executed.

Recommended Action No action is required. The system is working properly.

Error Message %DIAG-6-TEST_SKIPPED_FROM_ACTIVE: [chars]: [chars] cannot be executed from active supervisor.

Explanation The specified test cannot be run from the active supervisor engine.

Recommended Action No action is required. The test cannot be run, but the system is working properly.

DIALER-2

Error Message %DIALER-2-UNAVAILABLE: Dialer count 0 on %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 %DIALER-2-UNAVAILABLE: No software interface associated with hw interface %s

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 %DIALER-2-UNAVAILABLE: Unexpected null pointer 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

DIALER-4

Error Message %DIALER-4-UNAVAILABLE: Current MTU setting of %d on %s is being overwritten by setting of %d defined by %s.

Explanation This is a warning message indicating that an interface setting is changed based on a dialer rotary group membership.

Recommended Action LOG_STD_NO_ACTION

DIALER-6

Error Message %DIALER-6-UNAVAILABLE: Interface %s bound to profile %s

Explanation This is a status message indicating that a dialer interface has been bound to a dialer profile.

Recommended Action LOG_STD_NO_ACTION

Error Message %DIALER-6-UNAVAILABLE: Interface %s unbound from profile %s

Explanation This is a status message indicating that a dialer interface has been unbound to a dialer profile.

Recommended Action LOG_STD_NO_ACTION

DIALPEER_DB-3

Error Message %DIALPEER_DB-3-UNAVAILABLE: Addition of dial-peers limited by available memory

Explanation The available memory does not permit the addition of more dial-peers.

Recommended Action Increase the processor memory in order to be able to add more dialpeers.

Error Message %DIALPEER_DB-3-UNAVAILABLE: Addition of dial-peers limited by platform

Explanation This platform does not permit the addition of more dial-peers.

Recommended Action Reduce the number of dial-peers in your numbering plan.

DIALPEER_DB-6

Error Message %DIALPEER_DB-6-UNAVAILABLE: Addition of too many dial-peers may affect performance

Explanation The number of dial-peers is high. This will have an effect on the dial-peer lookup time, resulting in longer call setup time.

Recommended Action Use the minimum number of dial-peers necessary for your numbering plan.

DIALSHELF-2

Error Message %DIALSHELF-2-UNAVAILABLE: %s slot %d after %d secs in state '%s'

Explanation The specified dial shelf slot timed out as per the message. Either a software or a hardware component has failed.

Recommended Action Try removing and reinserting the card. If that does not help, try a different card. If problem persists, contact your technical support representative.

Error Message %DIALSHELF-2-UNAVAILABLE: Card type %d in slot %d

Explanation The software does not have a driver for the card in specified slot.

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

Error Message %DIALSHELF-2-UNAVAILABLE: DSC in slot %d changes state to down.

Explanation DSC in dial shelf went down.

Recommended Action Try to bring up that DSC by 1) Check LCD and LEDs of the DSC. 2) Check RS DSC connection. If none of above works, please report it to your technical support representative.

DIALSHELF-3

Recommended Action representative.

Error Message %DIALSHELF-3-UNAVAILABLE: %s (%d)

Explanation The router shelf received an invalid message from the DSC in the dial shelf. This is a software error or compatibility issue. Check the software versions on the router shelf and the DSC.

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

Error Message %DIALSHELF-3-UNAVAILABLE: Invalid change from %s (%d) to %s (%d) for slot %d

Explanation The software detected an invalid state change for the specified slot. This is a software error.

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

Error Message %DIALSHELF-3-UNAVAILABLE: Unknown event %d for slot %d

Explanation The software generated an unknown event for the specified slot. This is a software error.

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

Error Message %DIALSHELF-3-UNAVAILABLE: Unknown message type %d from DSC

Explanation The router shelf received an unknown message from the DSC in the dial shelf. This is a software error or compatibility issue. Check the software versions on the router shelf and the DSC.

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

DIALSHELF-4

Error Message %DIALSHELF-4-UNAVAILABLE: Number of %s may exceed recommended configuration

Explanation On NPE200 more than one CT3 or more than two T1/E1 are installed, this exceeds the recommended configuration.

Recommended Action Stay within recommended limit of CT3/T1/E1, or install split dial-shelf configuration or upgrade router-shelf to NPE300.

DIALSHELF-6

Error Message %DIALSHELF-6-UNAVAILABLE: Reload requested for card in shelf %d slot %d.

Explanation The command 'hw-module slot / reload' was entered. This is a confirmation that the command is being processed.

Recommended Action None

DIGISIGN-2

Error Message %DIGISIGN-2-UNAVAILABLE: %%CRITICAL: System identified a mismatch between the show version output and the key type used in signing. %s is a signed %s software

Explanation System identified a mismatch in software type. This might be a modified software.

Recommended Action Do not use this file. The file might be corrupted or modified. Open a case with the Technical Assistance Center via the Internet at http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl, and contact your Cisco technical support representative with the image and version information you have gathered.

Error Message **DIGISIGN-3** %DIGISIGN-3-UNAVAILABLE: %%ERROR: Digital signature is not valid for file %s

Explanation The specified Cisco IOS Software image has an invalid digital signature. A valid digital signature ensures the integrity of the image.

Recommended Action Do not use this file. The file might be corrupted or modified. Please attempt to copy the file again, or download the file again from the <http://www.cisco.com> page before copying it. If you continue to get this error message, open a case with the Technical Assistance Center via the Internet at http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl, and contact your Cisco technical support representative with the information you have gathered.

Error Message %DIGISIGN-3-UNAVAILABLE: %%ERROR: Failure in processing signature envelope for system image: %s

Explanation The loaded Cisco IOS software image has an invalid digital signature envelope. A valid digital signature envelope ensures the integrity of the image. The loaded Cisco IOS software image might be corrupted or modified. The failure type is one of the following: (1) Signature envelope version is not supported (2) Duplicate entries are found in signature envelope (3) Signature envelope is incomplete (4) Invalid image type (5) Invalid length in signature envelope (6) Invalid pad bytes (7) Invalid signature length (8) Unable to allocate memory (9) Invalid type in signer ID (10) Invalid signer ID length (11) Unknown signature algorithm (12) Invalid key type

Recommended Action Do not use this file. The file might be corrupted or modified. Please attempt to copy the file again, or download the file again from the <http://www.cisco.com> page before copying it. If you continue to get this error message, open a case with the Technical Assistance Center via the Internet at http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl, and contact your Cisco technical support representative with the image and version information you have gathered.

Error Message %DIGISIGN-3-UNAVAILABLE: %%ERROR: No keys found for verifying the digital signature in file %s

Explanation No keys found in the device key storage for validating the digital signature. A valid key is needed to validate the digital signature in the image.

Recommended Action The device does not have a valid key to verify the digital signature. Open a case with the Technical Assistance Center via the internet at http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl, and contact your Cisco technical support representative with the information you have gathered.

Error Message %DIGISIGN-3-UNAVAILABLE: Cannot verify %s, as it is signed with development key

Explanation The software image cannot be verified because it is signed with a development key.

Recommended Action To allow booting a development-signed image, use the software authenticity development command

DIGISIGN-4

Error Message %DIGISIGN-4-UNAVAILABLE: %%WARNING: Digital signature is not found in file %s

Explanation The specified image file does not have a digital signature. Only Cisco IOS Software Images are digitally signed. If you enter **verify**, **copy**, or **reload** command, and the specified file is not a digitally signed Cisco IOS Software Image the system displays this warning message because the file does not have a signature. A valid digital signature ensures the integrity of the image.

Recommended Action If the specified file is an unsigned Cisco IOS Software image be cautious when deciding whether or not to use this file. The system will not boot using this image.

Error Message %DIGISIGN-4-UNAVAILABLE: %%WARNING: Digital signature verification failed for file %s: %s

Explanation Validation failure due to invalid key while verifying the digital signature.

Recommended Action Do not use this file. The file might be corrupted or modified. Please attempt to copy the file again, or download the file again from the <http://www.cisco.com> page before copying it. If you continue to get this error message, open a case with the Technical Assistance Center via the Internet at http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl, and contact your Cisco technical support representative with the device information you have gathered.

Error Message %DIGISIGN-4-UNAVAILABLE: %%WARNING: Digital signature verification failed for file %s: %s

Explanation Validation failure while verifying the digital signature.

Recommended Action Do not use this file. The file might be corrupted or modified. Please attempt to copy the file again, or download the file again from the <http://www.cisco.com> page before copying it. If you continue to get this error message, open a case with the Technical Assistance Center via the Internet at http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl, and contact your Cisco technical support representative with the information you have gathered.

Error Message %DIGISIGN-4-UNAVAILABLE: %s signed with development key will not be booted

Explanation With this configuration enabled, the system will be unable to boot software that is signed with a development key.

Recommended Action Use the [no] form of this configuration (no software authenticity development)to correct the condition.

Error Message %DIGISIGN-6-UNAVAILABLE: %s

Explanation System identified a key version mismatch between the key which was used to sign the image and the keys stored on the device

Recommended Action If the image is signed with a key version newer than the device keys, then follow the procedure for key revocation, which is documented at cisco.com. If the image is signed with a key version that is now obsolete, please obtain the latest signed copy of this image from cisco.com.

DIRECTOR-3

Error Message %DIRECTOR-3-UNAVAILABLE: %s can not create ip alias

Explanation Most likely a resource problem within the system.

Recommended Action Reboot the system as soon as possible. If the problem continues to occur, report it to your technical support representative.

Error Message %DIRECTOR-3-UNAVAILABLE: %s port in use

Explanation The IP address requested has been found to be already in use on some interface connected to the system or within the system itself.

Recommended Action Either select another IP address for use, or locate the system making use of this address and reconfigure it to use another.

Error Message %DIRECTOR-3-UNAVAILABLE: %s unable to create socket

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 %DIRECTOR-3-UNAVAILABLE: %s unable to write to socket

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 %DIRECTOR-3-UNAVAILABLE: DRP %i was down %TE ago in the last %d minute period ! There may be problems related to this DRP agent.

Explanation The remote DRP agent has not responded within the time period reported

Recommended Action Make sure the remote DRP agent is running and that it is accessible from the system reporting the problem.

Error Message %DIRECTOR-3-UNAVAILABLE: Excessive HTTP request overloading: dropping HTTP req from .

Explanation HTTP requests are overloading the web redirector

Recommended Action Web redirector is automatically discarding HTTP request traffic.

Error Message %DIRECTOR-3-UNAVAILABLE: Metric %s referenced but not found

Error Message %DIRECTOR-3-UNAVAILABLE: Server error ('%s'), Code %d - %s

Explanation The HTTP return code indicates a server failure error

Recommended Action Check the URL configured. Check the configured HTTP server.

Error Message %DIRECTOR-3-UNAVAILABLE: URL is elsewhere ('%s'), Code %d - %s

Explanation The HTTP return code indicates the page is not actually on this server

Recommended Action Check the URL configured. Check the configured HTTP server.

Error Message %DIRECTOR-3-UNAVAILABLE: plug-in returned orphan status

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 %DIRECTOR-3-UNAVAILABLE: unable to create %s process

Explanation Most likely a resource problem within the system.

Recommended Action Reboot the system as soon as possible. If the problem continues to occur, report it to your technical support representative.

DIRECTOR-5

Error Message %DIRECTOR-5-UNAVAILABLE: server %i (on port %d) has gone %s

Explanation The remote server has gone up or down

Recommended Action None.

DIRECTOR-6

Error Message %DIRECTOR-6-UNAVAILABLE: answer type %s host %s cli %i id# %d none

Explanation DNS reply logging: no server found.

Recommended Action None.

Error Message %DIRECTOR-6-UNAVAILABLE: answer type %s host %s cli %i id# %d svr %i

Explanation DNS reply logging with server found.

Recommended Action None.

Error Message %DIRECTOR-6-UNAVAILABLE: no answer for (host %s cli %i type %s id# %d) %s

Explanation No server found.

Recommended Action None.

Error Message %DIRECTOR-6-UNAVAILABLE: query type %s host %s cli %i id# %d

Explanation DNS query logging.

Recommended Action None.

Error Message %DIRECTOR-6-UNAVAILABLE: select %i (host %s cli %i type %s id# %d) %s

Explanation Report server selection process.

Recommended Action None.

DLC-2

Error Message %DLC-2-UNAVAILABLE: no memory for %s

Explanation There was not enough free memory to complete the 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 that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

DLC-3

Error Message %DLC-3-UNAVAILABLE: Close Station, invalid P_CEP

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 %DLC-3-UNAVAILABLE: Function %s: value %#x passed in parameter %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 %DLC-3-UNAVAILABLE: unknown port type %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.

DIAG-SP

Error Message %DIAG-SP-6-DIAG_OK: %s: Passed %s

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

Recommended Action This is an informational message stating that the line card passed the diagnostic tests.

Error Message %OIR-SP-6-DOWNGRADE_EARL: Module %d %s installed is not identical to system PFC and will perform at current system operating mode.

Explanation The PFC/DFC module is at a higher hardware revision than the level of the system PFC. The PFC/DFC module will operate at the same level as that of the system PFC.

Recommended Action No action is required.

Error Message %DIAG-SP-6-RUN_MINIMUM: %s: Running Minimal Diagnostics...

Explanation Minimum Diagnostic is running on the card

Recommended Action This is an informational message and the system is working properly.

DLSWC Messages

This section contains Data-link Switching System messages.

DLSWC-3

Error Message %DLSWC-3-UNAVAILABLE: %s %d

Explanation A data-link switching system 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 %DLSWC-3-UNAVAILABLE: %s Bad clsi SAP id = %x %s

Explanation A data-link switching system 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 %DLSWC-3-UNAVAILABLE: %s

Explanation A data-link switching system 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 %DLSWC-3-UNAVAILABLE: %s

Explanation A data-link switching system 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 %DLSWC-3-UNAVAILABLE: %s Invalid confirm %s %s

Explanation A data-link switching system 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 %DLSWC-3-UNAVAILABLE: %s Invalid indication %s, %s

Explanation A data-link switching system 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 %DLSWC-3-UNAVAILABLE: %s Invalid ret code (0x%x) %s, %s

Explanation A data-link switching system 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 %DLSWC-3-UNAVAILABLE: %s primitive not valid for dls w %s %s

Explanation A data-link switching system 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 %DLSWC-3-UNAVAILABLE: SSP OP = %d(%s) %s from %s

Explanation A Silicon Switch Program (SSP) frame was received from the remote peer.

Recommended Action LOG_STD_NO_ACTION

Error Message %DLSWC-3-UNAVAILABLE: SSP OP = %d(%s) %s to %s %s

Explanation A Silicon Switch Program (SSP) frame was sent to the remote peer.

Recommended Action LOG_STD_NO_ACTION

Error Message %DLSWC-3-UNAVAILABLE: bad peer op in peer_to_core %d

Explanation A data-link switching system 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 %DLSWC-3-UNAVAILABLE: bad ssp hdr in proc ssp - %s = 0x%x

Explanation A Silicon Switch Processor (SSP) header received from the remote peer contains errors in one of the fields.

Recommended Action If the remote peer is a nonCisco router, confirm that it supports the DLSw RFC 1795 standard.

DLSWMasterSlave

Error Message %DLSWMasterSlave-3-UNAVAILABLE: %s %x from %e

Explanation DLSw Master-Slave Error

Recommended Action LOG_STD_NO_ACTION

Error Message %DLSWMasterSlave-3-UNAVAILABLE: %s

Explanation DLSw Master-Slave Error

Recommended Action LOG_STD_NO_ACTION

Error Message %DLSWMasterSlave-3-UNAVAILABLE: %s from %e

Explanation DLSw Master-Slave Error

Recommended Action LOG_STD_NO_ACTION

Error Message %DLSWMasterSlave-3-UNAVAILABLE: %s, %s

Explanation DLSw Master-Slave Error

Recommended Action LOG_STD_NO_ACTION

Error Message %DLSWMasterSlave-3-UNAVAILABLE: %s: %s

Explanation DLSw Master-Slave Error

Recommended Action LOG_STD_NO_ACTION

Error Message %DLSWMasterSlave-3-UNAVAILABLE: %s: %s from %e

Explanation DLSw Master-Slave Error

Recommended Action LOG_STD_NO_ACTION

Error Message %DLSWMasterSlave-3-UNAVAILABLE: %s: %s to %e

Explanation DLSw Master-Slave Error

Recommended Action LOG_STD_NO_ACTION

DLSWP Messages

DLSWP-3

Error Message %DLSWP-3-UNAVAILABLE: %s %d; %s

Explanation The largest frame size configured in the DLSW remote peer definition is being changed because the MTU size configured on the interface, used by DLSW, is less than the configured value of the largest frame on DLSW remote peer definition. The largest frame size is being changed to that configured on the interface.

Recommended Action If you wish to use this largest frame size for DLSW, increase the MTU on the interface to a value larger than the configured largest frame size.

Error Message %DLSWP-3-UNAVAILABLE: %s %s

Explanation A DLSW peer failed: - keepalive failure, dlsw between cisco peers is sending a peer keepalive by default every 30 sec. After missing 3 consecutive keepalives the peer is taken down. - We are not promiscuous, Rej conn from peer a.b.c.d The local dlsw peer is not configured for promiscuous and we receive a request to open a dlsw peer for which we have no corresponding dlsw

remote peer statement. - received tcp fini, dlsw peer code has received a tcp fini from the underlying tcp subsystem. To obey the tcp fini dlsw wring bring down the peer connection for which the tcp fini was received.

Recommended Action - keepalive failure Check end to end connectivity between the DLSW peers - We are not promiscuous, Rej conn from peer a.b.c.d correct your configuration. - received tcp fini, Check the underlying tcp connection between the two dlsw peers.

Error Message %DLSWP-3-UNAVAILABLE: %s

Explanation A general error condition was detected as described in the message text. This error should not cause any network problems unless it happens repeatedly.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DLSWP-3-UNAVAILABLE: %s: %s

Explanation Priority keyword was used on one router but not on the other. The priority keyword is an option on the DLSW remote peer definition. If priority keyword is used on one router, it must be used on the other.

Recommended Action If you wish to use prioritization, use it on both routers.

Error Message %DLSWP-3-UNAVAILABLE: %s: invalid %s %d

Explanation A bad parameter value was passed to function chars1 - invalid parameter chars2 with value. This error should not cause any network problems unless it happens repeatedly.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DLSWP-3-UNAVAILABLE: No memory to %s

Explanation The router ran out of system memory for operation, as described in the message text. Most likely, the router image requires more system memory (RAM) than the router contains.

Recommended Action Consult with your Cisco technical support representative about memory requirements for a specific image.

Error Message %DLSWP-3-UNAVAILABLE: passive open failed from %i(%d) - %d

Explanation The system does not have enough main memory (RAM) for TCP to allocate the data structures required to accept an incoming TCP connection. Most likely, the router image requires more system memory (RAM) than the router contains.

Recommended Action Consult with your Cisco technical support representative about memory requirements for a specific image.

Error Message %DLSWP-3-UNAVAILABLE: uninitialized peer %s from %i(%d) to %i(%d)

Explanation DLSw received a packet on an uninitialized peer connection.

Recommended Action Verify configuration and DLSw peer status on both routers.

DLSWP-5

Error Message %DLSWP-5-UNAVAILABLE: %s %s

Explanation A DLSW peer is either connected or disconnected

Recommended Action None, informational message only.

DM Messages

This section contains Dispatch Manager (DM) messages.

DM-1

Error Message %DMA-1-UNAVAILABLE: DRQ stalled. Dumping DRQ.

Explanation The path from VIP to backplane has stalled. The DRQ table is being dumped for debugging

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative. If possible also provide the hex dump following this message

Error Message %DMA-1-UNAVAILABLE: Empty packet is being sent to backplane.
particle_ptr=%#x

Explanation drq_io receives a packet that has particle count 0. coding error -- hurt performance

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative. If possible also provide the show log on the reporting VIP

Error Message %DMA-1-UNAVAILABLE: Giant detected; size %d

Explanation This error message appears only in custom built images when a sanity check fails. A packet that was too large was sent over the backplane by a VIP.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative. If possible also provide the output of show tech.

Error Message %DMA-1-UNAVAILABLE: Not enough pci memory left over for DMA

Explanation Misconfiguration has resulted in overutilization of PCI memory

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative. If possible also provide the output of show diag and show controller cbus

Error Message %DMA-1-UNAVAILABLE: Not enough processor memory left over for DMA

Explanation Misconfiguration has resulted in overutilization of memory

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative. If possible also provide the output of show diag and show controller cbus

DM-3

Error Message %DMA-3-UNAVAILABLE: pak not cleaned up by Egress processing (appId %d)

Explanation After dtq dispatched a packet to Egress processing, packet is not cleaned up by application

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative. If possible also provide the show log on the reporting VIP

DMB-0

Error Message %DMB-0-UNAVAILABLE: %s

Explanation DMB_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.

DMA Messages

This section contains dynamic memory access (DMA) messages.

DMA-3

Error Message %DMA-3-DTQ_DISPATCH_DIRTY_PAK: pak not cleaned up by Egress processing (appId [dec])

Explanation After DTQ dispatched a packet to egress processing, the packet was not cleaned up by the application.

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

DMB Messages

This section contains Dynamic Message Broker (DMB) messages.

DMB-0

Error Message %DMB-0-DMB_EMERG: %s

Explanation An internal error occurred in the Dynamic Message Broker (DMB).

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

DMB-1

Error Message %DMB-1-DMB_ALERT: %s

Explanation An internal error occurred in the Dynamic Message Broker (DMB).

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

DMB-2

Error Message %DMB-2-DMB_CRIT: %s

Explanation An internal error occurred in the Dynamic Message Broker (DMB).

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

DMB-3

Error Message %DMB-3-DMB_ERR: %s

Explanation An internal error occurred in the Dynamic Message Broker (DMB).

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

DMB-4

Error Message %DMB-4-DMB_WARNING: %s

Explanation An internal error occurred in the Dynamic Message Broker (DMB).

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

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

DMB-5

Error Message %DMB-5-DMB_NOTICE: %s

Explanation An internal error occurred in the Dynamic Message Broker (DMB).

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

DMB-6

Error Message %DMB-6-DMB_INFO: %s

Explanation This message displays information from the Dynamic Message Broker (DMB).

Recommended Action No action is required.

DMB-7

Error Message %DMB-7-DMB_ASSERT: Assertion Failure (%s @%s:%d) : %s

Explanation An internal error occurred in the Dynamic Message Broker (DMB).

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

DMTDSL-1

Error Message %DMTDSL-1-UNAVAILABLE: DMTDSL(%d/%d), Init failed, %s

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

DMTDSL-3

Error Message %DMTDSL-3-UNAVAILABLE: DMTDSL(%d/%d), Could not find ATM interface.

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

Error Message %DMTDSL-3-UNAVAILABLE: DMTDSL(%d/%d), Hardware failed self test

Explanation The DSL chipset failed its self 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 %DMTDSL-3-UNAVAILABLE: DMTDSL(%d/%d), Out of memory

Explanation The router does not have enough memory installed to run this image

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DMTDSL-3-UNAVAILABLE: DMTDSL(%d/%d), interface not initialized.

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

Error Message %DMTDSL-3-UNAVAILABLE: DMTDSL, Could not find ATM interface.

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

DNET Messages

DNET-3

Error Message %DNET-3-UNAVAILABLE: Hello type %x for my address from %d.%d via %s

Explanation The system is receiving its own DECnet packets. Either a serial line is looped back or another host with the same DECnet address is already present on the LAN.

Recommended Action Check the serial lines (if present) and the DECnet configuration.

Error Message **DNET-4**%DNET-4-UNAVAILABLE: Duplicate DECnet Accounting List Entry for nodes %d.%d - %d.%d

Explanation A synchronization problem has occurred whilst a new transit DECnet Accounting List Entry was being added and a duplicate entry has been found.

Recommended Action Show decnet accounting. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DNET-4-UNAVAILABLE: Map entry %d.%d conflicts with adjacency to %d.%d

Explanation Your DECnet configuration is incorrect. A host that is specified as nonlocal is present on your local network.

Recommended Action Correct the configuration. Call your technical support representative if you need assistance.

DNSERVER-3

Error Message %DNSSERVER-3-UNAVAILABLE: Bad DNS query from %i

Explanation A client sent a DNS query to the server which has been found to be incorrectly formatted.

Recommended Action Check the DNS server and the network attached to it.

Error Message %DNSSERVER-3-UNAVAILABLE: Can't initialize DNS server

Explanation Internal problems with initializing ports for the DNS server

Recommended Action Make sure the DNS server port is available on the local machine.

Error Message %DNSSERVER-3-UNAVAILABLE: DNS query from %i too short

Explanation A client sent a short DNS query packet to the server

Recommended Action Check the client and the network attached to it.

Error Message %DNSSERVER-3-UNAVAILABLE: Low available memory: dropping from .

Explanation There is not enough free memory to handle DNS queries.

Recommended Action DNS server is automatically discarding DNS request traffic.

Error Message %DNSSERVER-3-UNAVAILABLE: Low available memory: dropping TCP request from .

Explanation There is not enough free memory to handle DNS queries.

Recommended Action DNS server is automatically discarding DNS request traffic.

Error Message %DOSFS-3-UNAVAILABLE: %s %s

Explanation disk could not be reset while the system is initiated reload. This will cause a transient disk error, disk timeout error, when the ROMMON initialization code tries to reads the DIB. This is a transient error and the system will be able to access the disk and continue normal operation.

Recommended Action LOG_STD_NO_ACTION

DOSFS Messages

This section contains DOS file system (DOSFS) messages.

DOSFS-3

Error Message %DOSFS-3-RESETEERR: [chars] [chars]

Explanation The disk could not be reset while the system has initiated reload. A transient disk error or disk timeout error will occur when the ROMMON initialization code tries to reads the device information block. This is a transient error and the system will be able to access the disk and continue normal operation.

Recommended Action No action is required.

DOSFS-4

Error Message %DOSFS-4-DFS_FSCK_ERR: Error while running fsck on the file [chars].

Explanation The file system consistency check (fsck) program became stuck in a loop while walking through the cluster chain of a file and has aborted.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

DOSFS-5

Error Message %DOSFS-5-DFS_CLOSE_ERR: Error during close of the file [chars].
[chars]

Explanation An error occurred during a file-close operation.

Recommended Action Enter the **fsck** *filesystem prefix*: command to check and attempt to repair the disk. If this does not fix the problem, format the disk.

Error Message %DOSFS-5-DIBERR: [chars] [chars]

Explanation The system cannot boot an image from the flash disk because the device information block (DIB) is different. The flash disk can be read by the router, but will require formatting by the router before an image can be booted from it.

Recommended Action Follow any instructions provided in the error message. Before storing an image to the flash disk and trying to boot from this device, enter the **format** command to format the flash disk from the router. Copy the desired image to the flash disk and boot from the device.

DOT1AD Messages

This section contains 801.1ad messages.

DOT1AD-4

Error Message %DOT1AD-4-DOT1QTUNNEL_PORT: Port %s is a dot1q-tunnel port, it conflicts with Dot1ad configuration

Explanation IEEE 802.1ad configuration cannot coexist with 802.1q tunnel ports.

Recommended Action Disable the 802.1q tunnel configuration on the ports before enabling 802.1ad.

Error Message %DOT1AD-4-DOT1X_PORT: Port %s is configured for DOT1X, it conflicts with Dot1ad configuration

Explanation IEEE 802.1ad configuration cannot coexist with 802.1X enabled ports.

Recommended Action Disable the 802.1X configuration on the ports before enabling 802.1ad.

Error Message %DOT1AD-4-ETHERTYPEMISMATCH_PORT: Port %s ethertype cannot be changed to Dot1ad ethertype, it conflicts with Dot1ad configuration

Explanation The Ethertype on the port cannot be changed to 802.1ad Ethertype.

Recommended Action Replace the module with a unit that supports Ethertype change, or power down the module before enabling 802.1ad.

Error Message %DOT1AD-4-L2PT_PORT: Port %s is a l2protocol-tunnel port, it conflicts with Dot1ad configuration

Explanation IEEE 802.1ad configuration cannot coexist with a Layer 2 protocol tunnel port.

Recommended Action Disable the Layer 2 protocol tunnel configuration on the port before enabling 802.1ad.

Error Message %DOT1AD-4-LACP_PORT: Port %s is a part of an LACP channel, it conflicts with Dot1ad configuration

Explanation IEEE 802.1ad configuration cannot coexist with LACP ports.

Recommended Action Disable the LACP configuration on the port before enabling 802.1ad.

Error Message %DOT1AD-4-OAM_PORT: Port %s is configured for OAM, it conflicts with Dot1ad configuration

Explanation IEEE 802.1ad configuration cannot coexist with OAM-enabled ports.

Recommended Action Disable the OAM configuration on the port before enabling 802.1ad.

Error Message %DOT1AD-4-PLATFORM_RESOURCE_UNAVAILABLE: Platform does not have resources to support dot1ad configuration

Explanation The hardware match registers required by 802.1ad are not available.

Recommended Action Unconfigure the features that use the match registers (such as CFM or CGVRP) before enabling 802.1ad.

Error Message %DOT1AD-4-STP_CONFLICT: STP mode conflicts with Dot1ad configuration as it is not in MST mode

Explanation The current Spanning Tree Protocol (STP) mode conflicts with the 802.1ad configuration.

Recommended Action Change the STP mode to Multiple Spanning Tree (MST) before enabling 802.1ad.

DOT1Q_TUNNELLING Messages

This section contains 801.1Q tunnelling messages.

DOT1Q_TUNNELLING-4

Error Message %DOT1Q_TUNNELLING-4-MTU_WARNING:
System MTU of [dec] might be insufficient for 802.1Q tunnelling.
802.1Q tunnelling requires system MTU size of [dec] to handle maximum size ethernet frames.

Explanation The system MTU setting might not be a large enough value to support 802.1Q tunnelling. When 802.1Q tunnelling is being used, the system MTU setting might need to be adjusted to add the 4-byte overhead associated with the additional 802.1Q tag.

Recommended Action Enter the **system mtu** command in global configuration mode to adjust the system MTU setting to take into account the additional 802.1Q tag.

DOT1X Messages

This section contains IEEE 802.1X (DOT1X) messages.

DOT1X-4

Error Message %DOT1X-4-UNKN_ERR: An unknown operational error occurred.

Explanation The 802.1X process cannot operate due to an internal system error.

Recommended Action Reload the device.

DOT1X-5

Error Message %DOT1X-5-DROP_MAC: Disallowed MAC address [enet] trying to authenticate.

Explanation Authentication using 802.1X is not allowed for a host whose MAC address is configured as a drop entry in the MAC address table.

Recommended Action Remove the drop entry if this host is to be allowed access.

Error Message %DOT1X-5-ERR_INVALID_AAA_ATTR: Got invalid AAA attribute settings [chars]

Explanation The authorization settings that were obtained are either unsupported or are invalid.

Recommended Action Change the value so that the correct settings are obtained.

Error Message %DOT1X-5-ERR_INVALID_TUNNEL_MEDIUM_TYPE: Got an invalid value [chars] for TUNNEL_MEDIUM_TYPE [chars]

Explanation The provided TUNNEL_MEDIUM_TYPE is either unsupported or invalid.

Recommended Action Change the tunnel medium type value to one that is supported.

Error Message %DOT1X-5-ERR_INVALID_TUNNEL_TYPE: Got an invalid value of [chars] for TUNNEL_TYPE [chars]

Explanation The provided TUNNEL_TYPE is either unsupported or invalid.

Recommended Action Change the tunnel type value to one that is supported.

Error Message %DOT1X-5-ERR_PER_USR_IP_ACL: Applied per-user IP ACL was unsuccessful on interface [chars]

Explanation The 802.1X process could not successfully apply a per-user IP ACL. A possible reason for this condition could be an invalid per-user base (or pub) ACL from the RADIUS server.

Recommended Action Examine the per-user base configuration for the RADIUS server and configure a correct one.

Error Message %DOT1X-5-ERR_PER_USR_MAC_ACL: Applied per-user MAC ACL was unsuccessful on interface [chars]

Explanation The 802.1X process could not successfully apply a per-user MAC ACL. A possible reason for this condition could be an invalid per-user base (or pub) ACL from the RADIUS server.

Recommended Action Examine the per-user base configuration for the RADIUS server and configure a correct one.

Error Message %DOT1X-5-ERR_PVLAN: Dot1x cannot be enabled on private vlan port [chars]

Explanation 802.1X could not be enabled on the specified private VLAN port. This condition was caused by trying to set 802.1X port control to automatic mode on a PVLAN port.

Recommended Action Change the port to access or routed mode, and retry enabling 802.1X on the port.

Error Message %DOT1X-5-ERR_PVLAN_EQ_VVLAN: Dot1x can not be enabled on a port with Access VLAN equal to Voice VLAN.

Explanation A port could not enable 802.1X because the access VLAN is equal to a voice VLAN. This condition was caused by trying to set 802.1X port control to automatic or force-unauthorized mode on a voice VLAN that is equal to an access VLAN port.

Recommended Action Change the voice VLAN or the access VLAN on the interface, and retry the 802.1X operation.

Error Message %DOT1X-5-ERR_PVLAN_TRUNK: Dot1x can not be enabled on private VLAN trunk ports.

Explanation 802.1X cannot coexist with private VLAN trunking on the same port.

Recommended Action This is an informational message only. No action is required.

Error Message %DOT1X-5-ERR_RADIUSVLAN_EQ_VVLAN: RADIUS attempted to assign a VLAN to Dot1x port [chars] whose Voice VLAN is same as AccessVlan

Explanation The RADIUS server attempted to assign a VLAN to a supplicant on a port with a voice VLAN that is equal to an access VLAN.

Recommended Action Either update the RADIUS configuration so that an access VLAN is not equal to voice VLAN or change the voice VLAN on the specified port.

Error Message %DOT1X-5-ERR_STATIC_MAC: Dot1x can not be enabled on a port configured with Static MAC addresses.

Explanation A port could not enable 802.1X because the port is configured with static MAC addresses. This condition was caused by trying to set 802.1X port control to auto or force-unauthorized mode on a port that is configured with static MAC addresses.

Recommended Action Remove the static MAC addresses on the port, and retry the 802.1X operation.

Error Message %DOT1X-5-ERR_VLAN_INTERNAL: The VLAN [dec] is being used internally and cannot be assigned for use on the Dot1x port [chars] Vlan

Explanation The VLAN is used internally and cannot be assigned for use again on this port

Recommended Action Update the configuration to not use this VLAN.

Error Message %DOT1X-5-ERR_VLAN_INVALID: The VLAN [dec] is invalid and cannot be assigned for use on the Dot1x port [chars] Vlan

Explanation The VLAN specified is out of range and cannot be assigned for use on this port.

Recommended Action Update the configuration to use a valid VLAN.

Error Message %DOT1X-5-ERR_VLAN_RESERVED: The VLAN [dec] is a reserved vlan and cannot be assigned for use on the Dot1x port [chars] Vlan

Explanation The VLAN specified is a reserved VLAN and cannot be assigned for use on this port.

Recommended Action Update the configuration to not use this VLAN.

Error Message %DOT1X-5-ERR_VVID_NOT_SUPPORTED: Dot1x can not be enabled on this port with Voice VLAN configured.

Explanation 802.1X cannot coexist on the same port with Voice VLANs.

Recommended Action Remove voice VLANs configuration on this port and retry the 802.1X operation.

Error Message %DOT1X-5-FAIL: Authentication failed for client (%s) on Interface %s

Explanation Authentication was unsuccessful for the specified client.

Recommended Action No action is required.

Error Message %DOT1X-5-SUCCESS: Authentication successful for client (%s) on Interface %s

Explanation Authentication was successful for the specified client.

Recommended Action No action is required.

DOT1X_SWITCH Messages

This section contains 802.1X switch messages.

DOT1X_SWITCH-4

Error Message %DOT1X_SWITCH-4-PROC_START_ERR: Unable to start dot1x switch process.

Explanation The system failed to create the 802.1X switch process.

Recommended Action Reload the device.

DOT1X_SWITCH-5

Error Message %DOT1X_SWITCH-5-ERR_ADDING_ADDRESS: Unable to add address %e on %s

Explanation The authenticated host's address could not be added. This is probably because either the TCAM is full or the address exists as a secure address on another port.

Recommended Action If the TCAM is full, clear some dynamic addresses to make room for the host's address. If the host's address is secured on another port, manually remove it from that port.

Error Message %DOT1X_SWITCH-5-ERR_INVALID_PRIMARY_VLAN: Attempt to assign primary VLAN %d to 802.1x port %s

Explanation An attempt was made to assign a primary VLAN to an 802.1x port, which is not allowed.

Recommended Action Update the configuration to use a different VLAN.

Error Message %DOT1X_SWITCH-5-ERR_INVALID_SEC_VLAN: Attempt to assign invalid secondary VLAN %d to PVLAN host 802.1x port %s

Explanation An attempt was made to assign a non-secondary VLAN to a PVLAN host 802.1x port.

Recommended Action Change the mode of the port so that it is no longer a PVLAN host port or use a valid secondary VLAN.

Error Message %DOT1X_SWITCH-5-ERR_PRIMARY_VLAN_NOT_FOUND: Primary VLAN for VLAN [dec] does not exist or is shutdown for dot1x port [chars]

Explanation An attempt was made to use a private VLAN whose primary VLAN does not exist or is shut down.

Recommended Action Make sure the primary VLAN exists and is not shut down. Also verify that the private VLAN is associated with a primary VLAN.

Error Message %DOT1X_SWITCH-5-ERR_RADIUS_VLAN_NOT_FOUND: Attempt to assign non-existent VLAN %s to dot1x port %s

Explanation An attempt was made by RADIUS to assign a VLAN with a particular name or ID to a supplicant on a port, but the name or ID could not be found on the switch.

Recommended Action Make sure a VLAN with the specified name or ID exists on the switch.

Error Message %DOT1X_SWITCH-5-ERR_SEC_VLAN_INVALID: Attempt to assign secondary VLAN %d to non-PVLAN host 802.1x port %s

Explanation An attempt was made to assign a secondary VLAN to a port that is not a PVLAN host port, which is not allowed.

Recommended Action Change the mode of the port so that it is configured as a PVLAN host port or use a different VLAN that is not configured as a secondary VLAN.

Error Message %DOT1X_SWITCH-5-ERR_SPAN_DST_PORT: Attempt to assign VLAN %d to 802.1x port %s, which is configured as a SPAN destination

Explanation An attempt was made to assign a VLAN to an 802.1x port that is configured as a SPAN destination port.

Recommended Action Change the SPAN configuration so that the port is no longer a SPAN destination port or change the configuration so that no VLAN is assigned.

Error Message %DOT1X_SWITCH-5-ERR_VLAN_EQ_MDA_INACTIVE: Multi-Domain Authentication cannot activate because Data and Voice VLANs are the same on port %s

Explanation Multi-Domain Authentication (MDA) host mode cannot be activated if the configured data VLAN on a port is the same as voice VLAN.

Recommended Action Change either the voice VLAN or the access (data) VLAN on the interface so they are not equal.

Error Message %DOT1X_SWITCH-5-ERR_VLAN_EQ_VVLAN: Data VLAN [dec] on port [chars] cannot equal to Voice VLAN.

Explanation The 802.1x assigned VLAN on a port cannot be the same as the voice VLAN.

Recommended Action Change either the voice VLAN or the access 802.1X assigned VLAN on the interface so they are not equal anymore. This change will cause the authentication to proceed normally on the next retry.

Error Message %DOT1X_SWITCH-5-ERR_VLAN_INTERNAL: The VLAN [dec] is being used internally and cannot be assigned for use on the Dot1x port [chars] Vlan

Explanation The VLAN is used internally and cannot be assigned for use again on this port.

Recommended Action Update the configuration to not use this VLAN.

Error Message %DOT1X_SWITCH-5-ERR_VLAN_INVALID: The VLAN [dec] is invalid and cannot be assigned for use on the Dot1x port [chars] Vlan

Explanation The VLAN specified is out of range and cannot be assigned for use on this port.

Recommended Action Update the configuration to use a valid VLAN.

Error Message %DOT1X_SWITCH-5-ERR_VLAN_NOT_FOUND: Attempt to assign non-existent or shutdown VLAN [dec] to dot1x port [chars]

Explanation An attempt was made to assign a VLAN to a supplicant on a port, but the VLAN was not found in the VTP database.

Recommended Action Make sure the VLAN exists and is not shutdown or use another VLAN.

Error Message %DOT1X_SWITCH-5-ERR_VLAN_NOT_VALID: Attempt to assign non-existent group or shutdown VLAN to 802.1x port [chars]

Explanation An attempt was made to assign a VLAN to an 802.1x port, but the VLAN was not found in the VTP database. Group not found.

Error Message Make sure the VLAN exists and is not shutdown or use another VLAN.%DOT1X_SWITCH-5-ERR_VLAN_ON_ROUTED_PORT: Attempt to assign VLAN %d to routed 802.1x port %s

Explanation An attempt was made to assign a VLAN to a routed 802.1x port, which is not allowed.

Recommended Action Change the mode of the port so that it is no longer a routed port or change the configuration so that no VLAN is assigned.

Error Message %DOT1X_SWITCH-5-ERR_VLAN_PROMISC_PORT: Attempt to assign VLAN %d to promiscuous 802.1x port %s

Explanation An attempt was made to assign a VLAN to a promiscuous 802.1x port, which is not allowed.

Recommended Action Change the mode of the port so that it is no longer a promiscuous port or change the configuration so that no VLAN is assigned.

Error Message %DOT1X_SWITCH-5-ERR_VLAN_RESERVED: The VLAN [dec] is a reserved vlan and cannot be assigned for use on the Dot1x port [chars] Vlan

Explanation The VLAN specified is a reserved VLAN and cannot be assigned for use on this port.

Recommended Action Update the configuration not to use this VLAN.

Error Message %DOT1X_SWITCH-5-ERR_VLAN_RSPAN: Attempt by 802.1x to assign RSPAN VLAN [dec]. 802.1x is incompatible with RSPAN

Explanation Remote SPAN should not be enabled on a VLAN in which ports are configured with 802.1X enabled.

Recommended Action Either disable the remote SPAN configuration on the VLAN OR disable 802.1X on all of the ports in this VLAN.

DP83815 Messages

This section contains DP83815 10/100 Mbps Integrated PCI Ethernet Media Access Controller messages.

DP83815-1

Error Message %DP83815-1-UNAVAILABLE: %s failed to initialized

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

Recommended Action Show tech-support. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DP83815-1-UNAVAILABLE: %s status = 0x%08x

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

Recommended Action Show tech-support. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DP83815-1-UNAVAILABLE: Only found %d interfaces on bay %d, shutting down bay

Explanation The software could not identify the interface card.

Recommended Action Show tech-support. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DP83815-3-UNAVAILABLE: %s packet buffer, pak=0x%x

Explanation The software detected an error in descriptor ownership.

Recommended Action Show tech-support. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DP83815-3-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. LOG_STD_NO_ACTION

DP83815-3

Error Message %DP83815-3-OWNERR: [chars] packet buffer, pak=[hex]

Explanation The software detected an error in descriptor ownership.

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

Error Message %DP83815-3-UNDERFLO: [chars] 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.

DP83815-5

Error Message %DP83815-5-LATECOLL: [chars] transmit error

Explanation Late collisions occurred on the Ethernet or 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 %DP83815-5-LOSTCARR: [chars] cable/transceiver problem?

Explanation The cable or transceiver is not connected.

Recommended Action Connect the cable or transceiver. No action is required.

DP83815-6

Error Message %DP83815-6-EXCESSCOLL: [chars]

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

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

Error Message %DP83815-6-NOTDP83815: Slot [dec] device ID seen as [hex], expected [hex]

Explanation The software did not recognize the interface chips.

Recommended Action Reseat the interface card. If the 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.

DRIP-3

Error Message %DRIP-3-UNAVAILABLE: DRIP: 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.

DRIP-6

Error Message %DRIP-6-UNAVAILABLE: DRIP conflict with CRF %d.

Explanation A DRIP conflict has occurred. The virtual ring or pseudo ring's CRF is being re-used in the network.

Recommended Action Make sure that the CRF vlanid of the virtual ring and the pseudo ring is unique in the network.

DRP-3

Error Message %DRP-3-UNAVAILABLE: Unable to open socket

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.

Error Message %DRP-3-UNAVAILABLE: multiple DRP commands encountered

Explanation Multiple DRP commands were found in a single DRP packet.

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

Error Message %DRP-3-UNAVAILABLE: unable to determine metric for %i, %i subnetted

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 %DRP-3-UNAVAILABLE: unable to send response to %i:%d

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.

DRP-7

Error Message %DRP-7-UNAVAILABLE: no route for destination %i

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.

DS3E3SUNI

Error Message %DS3E3SUNI-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.

DSCC-4

Error Message %DSC-4-UNAVAILABLE: Setting config-register to 0x0 will prevent the feature boards from booting when router shelf is rebooted

Explanation Dial-shelf Controller cannot be booted manually

Recommended Action Set the config-register to 0x2 for auto boot

DSCC-4-1

Error Message %DSCC4-1-UNAVAILABLE: DSCC4(%d/%d), SCC%d init failed

Explanation The software failed to initialize/restart an SCC of a serial interface

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

DSCC4

Error Message %DSCC4-3-UNAVAILABLE: %s

Explanation DSCC4 analyze device failure 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 %DSCC4-3-UNAVAILABLE: %s

Explanation Generic error message

Error Message %DSCC4-3-UNAVAILABLE: DSCC4(%d/%d), Buffer ownership error, pak=0x%x

Explanation An internal software error occurred.

Recommended Action Call your technical support representative to obtain a software upgrade.

Error Message %DSCC4-3-UNAVAILABLE: DSCC4(%d/%d), invalid clock rate (index %d) requested

Explanation An internal software error occurred.

Recommended Action Call your technical support representative to obtain a software upgrade.

Error Message %DSCC4-3-UNAVAILABLE: DSCC4(%d/%d), packet (size %d) too big

Explanation A packet greater than the assigned MTU of this serial interface was queued up for transmission.

Recommended Action The system should recover. No action is required. If the message recurs, it may indicate an error related to data traffic patterns. Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %DSCC4-3-UNAVAILABLE: DSCC4(%d/%d), packet (size %d) was less than 2 bytes

Explanation A small packet (less than 2 bytes) was queued up for transmission. The interface cannot handle such small packets for transmission.

Recommended Action The system should recover. No action is required. If the message recurs, it may indicate a hardware error related to data traffic patterns. Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message %DSCC4-3-UNAVAILABLE: DSCC4, Incorrect SCC number

Explanation An internal software error occurred.

Recommended Action Call your technical support representative to obtain a software upgrade.

Error Message %DSCC4-3-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.

DSCCLOCK-3

Error Message %DSCCLOCK-3-UNAVAILABLE: Clock moving to FREERUN from HOLDOVER

Explanation The current primary TDM clock has been deleted and hence the system primary has switched to the DSC local oscillator, which is the current highest priority good clock. Phase continuity is maintained during the switchover.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DSCCLOCK-3-UNAVAILABLE: Clock moving to NORMAL from HOLDOVER, selected clock is on slot %d port %d line %d

Explanation The current primary TDM clock has been deleted and hence the system primary has switched to the clock coming in via the trunk specified by the slot/port, which is the current highest priority good clock. Phase continuity is maintained during the switchover.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DSCCLOCK-3-UNAVAILABLE: Duplicate priority (%d) clock sources: slot %d port %d, and slot %d port %d.

Explanation While using split-dial-shelf separate clocks sources (one on each router shelf) with the same priority have been configured

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DSCCLOCK-3-UNAVAILABLE: Failed to allocate memory for the DSC clocks

Explanation The clock switching software has failed to allocate memory while adding a clock.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DSCCLOCK-3-UNAVAILABLE: Failed to select any clock as the system clock. Remaining in HOLDOVER mode

Explanation The clock selection algorithm has failed to select any clock as the TDM primary clock.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DSCCLOCK-3-UNAVAILABLE: Moving to NORMAL mode from HOLDOVER mode without phase correction, clock is slot %d port %d line %d

Explanation The source trunk port of the TDM primary clock which had gone bad, has turned good again before the holdover timer expiry. Hence the primary has moved from HOLDOVER to NORMAL state without phase correction between input trunk reference and the output TDM clock.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DSCCLOCK-3-UNAVAILABLE: Moving to NORMAL mode from HOLDOVER mode, clock is slot %d port %d line %d

Explanation The TDM primary clock which is in HOLDOVER mode and whose source was a trunk port, has switched to the same trunk port and moved to NORMAL mode with a phase alignment between input source clock and output TDM reference clock. Most likely the router-shelf and hence the feature boards have reloaded.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DSCCLOCK-3-UNAVAILABLE: Switching to the clock on slot %d port %d line %d

Explanation The TDM primary clock is switching to the clock coming in via the trunk specified, most likely after the router-shelf and hence feature boards reload. The phase of the output TDM clock is forced to align with the input reference during the switchover.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DSCCLOCK-3-UNAVAILABLE: Switching to the clock on slot %d port %d line %d as the current primary has gone bad

Explanation The TDM primary clock has switched to a backup clock coming in via the specified trunk as the current primary clock has gone 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 %DSCCLOCK-3-UNAVAILABLE: Switching to the user configured clock on slot %d port %d line %d

Explanation The TDM primary clock is switching from a default clock or a lower priority user configured clock to a (higher priority) user configured clock coming in via a trunk. Phase continuity is maintained during the switchover.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DSCCLOCK-3-UNAVAILABLE: The System Primary Clock is down. Moving to HOLDOVER state and waiting to see if it comes up

Explanation This message is generated whenever the current primary clock goes bad. The TDM clock circuit goes into HOLDOVER mode and a holdover timer is started to see if the bad clock turns good within the holdover time.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DSCCLOCK-3-UNAVAILABLE: The System Primary Clock is up. Moving to NORMAL state from HOLDOVER

Explanation The TDM primary clock which had gone bad, has turned good within the holdover time. Hence the TDM primary clock switches to the NORMAL mode from the HOLDOVER mode.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

DSCCLOCK-5

Error Message %DSCCLOCK-5-UNAVAILABLE: Clock moving to NORMAL from FREERUN, selected clock is on slot %d port %d line %d

Explanation The primary TDM clock, which has been running off the local oscillator of DSC in FREERUN mode, has switched to the line clock coming in via the specified trunk.

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

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

DSCEXTCLK-3

Error Message %DSCEXTCLK-3-UNAVAILABLE: Clock moving to NORMAL from HOLDOVER, selected clock is external clock on DSC

Explanation The current primary TDM clock has been deleted and hence the system primary has switched to the clock coming in via the external network reference clock on the DSC front panel, which is the current highest priority good clock. Phase continuity is maintained during the switchover

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DSCEXTCLK-3-UNAVAILABLE: Moving to NORMAL mode from HOLDOVER mode without phase correction, selected external clock on DSC

Explanation The DSC front panel clock which is the source of the current TDM primary clock and which had gone bad, has turned good again before the holdover timer expiry. Hence the primary has moved from HOLDOVER to NORMAL state without phase correction between input reference and the output TDM clock.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DSCEXTCLK-3-UNAVAILABLE: Moving to NORMAL mode from HOLDOVER mode, selected external clock on DSC

Explanation The TDM primary clock which is in HOLDOVER mode and whose source was a the DSC front panel clock, has switched to the same clock and moved to the NORMAL mode.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DSCEXTCLK-3-UNAVAILABLE: Switching to the external clock on DSC

Explanation The TDM primary clock is switching to the clock coming in via the DSC front panel, most likely after the router-shelf and hence feature boards reload. The phase of the output TDM clock is forced to align with the input reference during the switchover.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DSCEXTCLK-3-UNAVAILABLE: Switching to the external clock on DSC as the current primary has gone bad

Explanation The TDM primary clock has switched to a backup clock coming in via the DSC front panel external clock feed as the current primary clock has gone 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 %DSCEXTCLK-3-UNAVAILABLE: Switching to the user configured external clock on DSC

Explanation The TDM primary clock is switching from a default clock or a lower priority user configured clock to the (higher priority) user configured clock coming in via the DSC front panel clock feed. Phase continuity is maintained during the switchover.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

DSCEXTCLK-5

Error Message %DSCEXTCLK-5-UNAVAILABLE: Clock moving to NORMAL from FREERUN, selected clock is external clock on DSC

Explanation The primary TDM clock, which has been running off the local oscillator of DSC in FREERUN mode, has switched to the external network reference clock being fed from the DSC front panel.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

DSCREDCLK-2

Error Message %DSCREDCLK-2-UNAVAILABLE: Clock command hardware failed

Explanation The

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

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

Error Message %DSCREDCLK-2-UNAVAILABLE: Clock on other DSC has failed - immediate clock takeover

Explanation The backup DSC clock has detected failure on the other DSC clock hardware and is taking over to become the active clock 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 %DSCREDCLK-2-UNAVAILABLE: Removal of other DSC detected - immediate clock takeover

Explanation The backup DSC clock has detected removal of the other DSC

Recommended Action Reinstall a DSC in other DSC slot to provide DSC.

DSCREDCLK-3

Error Message %DSCREDCLK-3-UNAVAILABLE: Active DSC requests backup to takeover clock - delaying for sync

Explanation The other DSC has requested the current DSC to take over active clock management, but the current DSC is waiting for clock hardware synchronization before doing so, to avoid call loss.

Recommended Action LOG_STD_NO_ACTION

Error Message %DSCREDCLK-3-UNAVAILABLE: Active DSC requests backup to takeover clock - done

Explanation The other DSC has requested the current DSC to take over active clock management, and the current DSC has done so.

Recommended Action LOG_STD_NO_ACTION

Error Message %DSCREDCLK-3-UNAVAILABLE: Other DSC IOS keepalive failure - clock takeover

Explanation The other DSC has failed to respond to keepalives to the current DSC and so the current DSC is taking over to become the active clock manager.

Recommended Action Recover DSC in other DSC slot to provide backup DSC.

DSCREDCLK-5

Error Message %DSCREDCLK-5-UNAVAILABLE: Backup clock matched to active clock reference, external clock on DSC

Explanation The backup DSC has detected a change in the selected clock reference on the active DSC and has changed it's own clock hardware to match the new selection. The selected clock reference is now from the DSC front panel external clock feed.

Recommended Action LOG_STD_NO_ACTION

Error Message %DSCREDCLK-5-UNAVAILABLE: Backup clock matched to active clock reference, slot %d line %d

Explanation The backup DSC has detected a change in the selected clock reference on the active DSC and has changed it's own clock hardware to match the new selection. The selected clock reference is now from the specified trunk line.

Recommended Action LOG_STD_NO_ACTION

Error Message %DSCREDCLK-5-UNAVAILABLE: Backup clock moving to NORMAL to phase lock to active clock

Explanation The backup DSC has detected a change to the clock

Recommended Action LOG_STD_NO_ACTION

DSC_ENV-0

Error Message %DSC_ENV-0-UNAVAILABLE: Slot %d, %s %u %s

Explanation The card enviromental parameters specified are outside the normalrange of operation.

Recommended Action Check blowers and ambient room temperature

Error Message %DSC_ENV-0-UNAVAILABLE: Slot %d, %s

Explanation Fans in the blower unit have failed. Operation of unit may lead to cards overheating and being shutdown

Recommended Action Power down dial-shelf to avoid overheating. Replace faulty fans

Error Message %DSC_ENV-0-UNAVAILABLE: Temperature/Voltage has reached a critical level for DSC in slot %d. No backup DSC available. Powering down all feature boards in the chassis.

Explanation The temperature or voltage sensor has reached a condition outside the acceptable range for the DSC. No backup is available to takeover control/monitoring of the feature boards so all feature boards are being shutdown.

Recommended Action Attempt to resolve voltage/temperature problems. If the problem is not resolved, call your technical support representative for assistance.

DSC_ENV-1

Error Message %DSC_ENV-1-UNAVAILABLE: Slot %d, %s %u %s

Explanation The card environmental parameters specified are outside the normal range of operation.

Recommended Action Check blowers and ambient room temperature

DSC_ENV-2

Error Message %DSC_ENV-2-UNAVAILABLE: Slot %d, %s %s %u %s

Explanation The environmental parameters have returned from a state other than normal to normal

Recommended Action Do nothing. Conditions are nominal

Error Message %DSC_ENV-2-UNAVAILABLE: Slot %d, %s %u %s

Explanation The card environmental parameters specified are outside the normal range of operation.

Recommended Action Check blowers and ambient room temperature

Error Message %DSC_ENV-2-UNAVAILABLE: Slot %d, %s

Explanation A fan in the blower unit has failed. Operation of unit can continue but failure should be looked into

Recommended Action Replace faulty fan

DSC_REDUNDANCY-3

Error Message %DSC_REDUNDANCY-3-UNAVAILABLE: Other DSC/router in split mode

Explanation There is another router connected to the dial shelf. In this situation both must be configured in split mode

Recommended Action Configure the other router in split mode

Error Message %DSC_REDUNDANCY-3-UNAVAILABLE: Slot ownership conflict detected for slot %d

Explanation There is another router connected to the dial shelf, it is claiming ownership of a slot that this router is also claiming

Recommended Action Fix the ownership conflict by reconfiguring one of the routers so that it doesn't own the slot

Error Message %DSC_REDUNDANCY-3-UNAVAILABLE: Tdm Split conflict detected, my tdm %d, other rs %d

Explanation There is another router connected to the dial shelf, it is claiming ownership of backplane timeslots that this router requires. This is probably due to OIR activity moving trunk cards from one half of the split to the other.

Recommended Action Fix the ownership conflict by reloading the router whose tdm number is greater than the trunk capacity for that router. In some cases it may be necessary to reset both routers.

DSI-2

Error Message %DSI-2-UNAVAILABLE: Out of range PCI port %d

Explanation The software specified an out-of-range port on the dial shelf interconnect board. This is a software error.

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

DSI-3

Error Message %DSI-3-UNAVAILABLE: From %s (%d) to %s (%d) for slot %d

Explanation The software detected a state change for the specified slot.

Recommended Action None. Message is informational.

Error Message %DSI-3-UNAVAILABLE: From %s (%d) to %s (%d) for slot %d

Explanation The software detected an mbus agent state change for the specified slot.

Recommended Action None. Message is informational.

Error Message %DSI-3-UNAVAILABLE: Invalid change from %s (%d) to %s (%d) for slot %d

Explanation The software detected an invalid state change for the specified slot's mbus agent. This is a software error.

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

Error Message %DSI-3-UNAVAILABLE: Invalid change from %s (%d) to %s (%d) for slot %d

Explanation The software detected an invalid state change for the specified slot. This is a software error.

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

Error Message %DSI-3-UNAVAILABLE: Unknown event %d for slot %d

Explanation The software generated an unknown event for the specified slot. This is a software error.

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

DSPDD-1

Error Message %DSPDD-1-UNAVAILABLE: DSPDD 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 %DSPDD-1-UNAVAILABLE: DSPDD internal firmware 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 %DSPDD-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 %DSPDD-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 %DSPDD-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.

DSPRM-3

Error Message %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.

Error Message %DSPRM-3-UNAVAILABLE: Unable to create internal interface descriptor

Explanation There are insufficient resources to create a necessary data structure.

Recommended Action Verify that there is sufficient main memory.

DSPRM-5

Error Message %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 %DSPRM-5-UNAVAILABLE: DSP %d in slot %s, changed state to %s

Explanation The DSP resource changed state.

Recommended Action LOG_STD_NO_ACTION

Error Message %DSPRM-5-UNAVAILABLE: DSP %d in slot %s, is in the failed state

Explanation The DSP entered the FAILED state due to alarm indications.

Recommended Action Replace the DSP resource.

Error Message %DSPRM-5-UNAVAILABLE: DSP Jukebox(%d) in slot %s, changed state to %s

Explanation The DSP JUKEBOX changed state.

Recommended Action LOG_STD_NO_ACTION

Error Message %DSPRM-5-UNAVAILABLE: Jukebox transmit overlay resp %d on slot %s, failed

Explanation The Jukebox received failed response code.

Recommended Action LOG_STD_NO_ACTION

DSIP-3

Error Message %DSIP-3-UNAVAILABLE: IPC subsystem API error(%s), %s, %s

Explanation This message indicates that Nitro Interconnect Protocol has encountered a problem while dealing with the port specified in the error message. The exact problem can be further decoded by the IPC error message(first parameter), the action involved (second parameter) and the port name (third parameter)

Error Message %DSIP-3-UNAVAILABLE: IPC subsystem API error, can not create seat by the seatid %d for the slot %d

Nitro Interconnect Protocol reliable stack has failed to create seat for the specified slot. DTP Messages
This section contains Dynamic Trunking Protocol (DTP) filtering messages.

Error Message %DTP-5-DOMAINMISMATCH: Unable to perform trunk negotiation on port [chars] because of VTP domain mismatch.

Explanation The two ports involved in trunk negotiation belong to different VTP domains. Trunking is possible only when the ports involved belong to the same VTP domain.

Recommended Action Ensure that the two ports that are involved in trunk negotiation belong to the same VTP domain.

DSPRM-5

Error Message %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 %DSPRM-5-UNAVAILABLE: DSP %d in slot %s, changed state to %s

Explanation The DSP resource changed state.

Recommended Action LOG_STD_NO_ACTION

Error Message %DSPRM-5-UNAVAILABLE: DSP %d in slot %s, is in the failed state

Explanation The DSP entered the FAILED state due to alarm indications.

Recommended Action Replace the DSP resource.

Error Message %DSPRM-5-UNAVAILABLE: DSP Jukebox(%d) in slot %s, changed state to %s

Explanation The DSP JUKEBOX changed state.

Recommended Action LOG_STD_NO_ACTION

Error Message %DSPRM-5-UNAVAILABLE: Jukebox transmit overlay resp %d on slot %s, failed

Explanation The Jukebox received failed response code.

Recommended Action LOG_STD_NO_ACTION

DSPU-3

Error Message %DSPU-3-UNAVAILABLE: ACTPU Neg rsp received from PU %s

Explanation Remote PU rejected the router's request for an SSCP-PU session.

Recommended Action Verify PU configuration parameters at the router and at the remote PU. Determine whether the problem exists at the remote PU, and correct it. If the problem persists, call your Cisco technical support representative for assistance.

Error Message %DSPU-3-UNAVAILABLE: Bad SNA data received from PU %s, data= %s

Explanation Unrecognized SNA data was received from the remote PU.

Recommended Action Correct the problem at the remote PU. If the problem persists, call your Cisco technical support representative for assistance.

Error Message %DSPU-3-UNAVAILABLE: CLSI bad Adaptor correlator, header= %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 %DSPU-3-UNAVAILABLE: CLSI bad identifier type, header= %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 %DSPU-3-UNAVAILABLE: CLSI bad identifier, header= %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 %DSPU-3-UNAVAILABLE: CLSI bad length, header= %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 %DSPU-3-UNAVAILABLE: CLSI bad primitive command, header= %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 %DSPU-3-UNAVAILABLE: CLSI bad primitive type, header= %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 %DSPU-3-UNAVAILABLE: CLSI bad return code: %d, header= %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 %DSPU-3-UNAVAILABLE: CLSI unexpected ActivateSapCnf, header= %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 %DSPU-3-UNAVAILABLE: CLSI unexpected DeactivateSapCnf, header= %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 %DSPU-3-UNAVAILABLE: CLSI unexpected EnableCnf, header= %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 %DSPU-3-UNAVAILABLE: CLSI unexpected IdStnInd, header= %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 %DSPU-3-UNAVAILABLE: Connect in from host %s with remote address %s failed.

Explanation Connection with the remote host could not be established.

Recommended Action Verify host configuration parameters at the router and at the host. Determine whether the router is configured to accept connection from this host.

Error Message %DSPU-3-UNAVAILABLE: Connect in from pu %s with remote address %s failed.

Explanation Connection with the remote PU could not be established.

Recommended Action Verify PU configuration parameters at the router and at the remote PU. Determine whether the router is configured to accept connectIn from this remote PU.

Error Message %DSPU-3-UNAVAILABLE: Connect in from remote address %s failed.

Explanation Connection with remote station could not be established.

Recommended Action Verify configuration parameters at the router and at the remote station. Determine whether the router is configured to accept connectIn from this remote station.

Error Message %DSPU-3-UNAVAILABLE: Connect in from remote address %s failed; insufficient memory.

Explanation Connection with the remote station could not be established because of insufficient memory in the router.

Recommended Action Correct low memory problem in the router. If the problem persists, call your technical support representative for assistance.

Error Message %DSPU-3-UNAVAILABLE: Connect out to host %s failed.

Explanation Connection with the remote host could not be established.

Recommended Action Verify host configuration parameters at the router and at the host. Determine whether the host is active and responding to connection requests.

Error Message %DSPU-3-UNAVAILABLE: Connect out to pu %s failed.

Explanation Connection with the remote PU could not be established.

Recommended Action Verify PU configuration parameters at the router and at the remote PU. Determine whether the remote PU is active and responding to connection requests.

Error Message %DSPU-3-UNAVAILABLE: Connection attempt failed from XID= %s, ACTPU not supported

Explanation The remote station did not request PU 2.0 activation; connection with remote station is terminated.

Recommended Action Correct link station configuration parameters at the remote station to request a system services control point (SSCP)-PU session with the router.

Error Message %DSPU-3-UNAVAILABLE: Connection attempt failed from XID= %s, Invalid MaxIFrame= %d

Explanation An invalid MaxIFrame value in an exchange identification (XID) was received from the remote station; connection with remote station could not be established.

Recommended Action Correct link station configuration at the remote station.

Error Message %DSPU-3-UNAVAILABLE: Connection attempt failed from XID= %s, Invalid WindowSize= %d

Explanation An invalid WindowSize value in an exchange identification (XID) was received from the remote station; connection with remote station could not be established.

Recommended Action Correct link station configuration at the remote station.

Error Message %DSPU-3-UNAVAILABLE: DSPU could not free buffer - buffer corrupted

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 %DSPU-3-UNAVAILABLE: LU %d received a Notify Neg Resp from host %s

Explanation Remote host rejected the router's request to activate/deactivate an SSCP-LU session.

Recommended Action Verify host configuration parameters at the router and at the remote host. Determine whether the problem exists at the remote host and correct it. If the problem persists, call your technical support representative for assistance.

Error Message %DSPU-3-UNAVAILABLE: XID Format not supported, XID= %s

Explanation Unsupported XID received from the remote station; connection with remote station could not be established.

Recommended Action Configure the remote station to send supported XID (if possible). Supported XID formats are: XID Format 0 XID Format 3

Error Message %DSPU-3-UNAVAILABLE: XID Negotiation Error, bad byte= %d, bad bit= %d, sense data= %s

Explanation XID3 with an error indication was received from the remote station; connection with the remote station could not be established.

Recommended Action Determine, from the CV 22 byte or bit information, which field in the XID3 is rejected by the remote station, and correct the link station configuration parameters at either the router or the remote station.

DSX0-5

Error Message %DSX0-5-UNAVAILABLE: RBS of controller %d timeslot %d is down

Explanation This message indicates that Robbed-Bit Signaling (RBS) has been disabled on the specified timeslot and controller.

Recommended Action LOG_STD_NO_ACTION

Error Message %DSX0-5-UNAVAILABLE: RBS of controller %d timeslot %d is up

Explanation This message indicates that Robbed-Bit Signaling (RBS) has been enabled on the specified timeslot and controller.

Recommended Action LOG_STD_NO_ACTION

Error Message %DSX0-5-UNAVAILABLE: RBS of slot %d controller %d timeslot %d is dynamic busyout

Explanation This message indicates that Robbed-Bit Signaling (RBS) has been dynamically busied-out on the specified timeslot and controller.

Recommended Action LOG_STD_NO_ACTION

Error Message %DSX0-5-UNAVAILABLE: RBS of slot %d controller %d timeslot %d is static busyout

Explanation This message indicates that Robbed-Bit Signaling (RBS) has been statically busied-out on the specified timeslot and controller.

Recommended Action LOG_STD_NO_ACTION

Error Message %DSX0-5-UNAVAILABLE: RBS of slot %d controller %d timeslot %d is unbusyout

Explanation This message indicates that Robbed-Bit Signaling (RBS) has been restored from a busied-out condition on the specified timeslot and controller.

Recommended Action LOG_STD_NO_ACTION

DSX1-1

Error Message %DSX1-1-UNAVAILABLE: Munich 32 channel input queue is congested

Explanation Can't allocate receive buffers since input queue is at its maximum, this indicates data is coming faster than the receiver can handle.

Recommended Action Reduce data goes into this channel and or increase the number of input queue.

Error Message %DSX1-1-UNAVAILABLE: T1/E1 Firmware in slot %d is not running

Explanation Critical error occurred in the T1/E1 Firmware and it stopped running. Access server needs to be reloaded.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DSX1-1-UNAVAILABLE: T1/E1 Firmware in slot %d is running

Explanation T1/E1 Firmware is now running after recovering from critical 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 %DSX1-1-UNAVAILABLE: Trunk Firmware in slot %d reset failed

Explanation Trunk could not be 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.

DSX1-3

Error Message %DSX1-3-UNAVAILABLE: Munich 32 action request failure: Ctrl = 0x%08x, Channel = %d

Explanation Munich 32 does not respond to request

Recommended Action If message continue to print out, contact customer support

Error Message %DSX1-3-UNAVAILABLE: Munich 32 action request timeout: Ctrl = 0x%08x, Channel = %d

Explanation Munich 32 is not response to action request

Recommended Action If problem persist, contact customer support

Error Message %DSX1-3-UNAVAILABLE: Munich 32 bad interrupt queue: Ctrl = 0x%08x, Channel = %d

Explanation There might be an overflow on interrupt queue

Recommended Action Contact tech support

Error Message %DSX1-3-UNAVAILABLE: Munich 32 bit rate not match: Ctrl = 0x%08x, Channel = %d

Explanation Command can not be carried out, there is a mismatch on bit rate

Recommended Action Make sure the configured data matched the supported speed

Error Message %DSX1-3-UNAVAILABLE: Munich 32 channel invalid: Ctrl = 0x%08x, Channel = %d

Explanation The channel select is not valid

Recommended Action Make sure the channel supports the needed feature

Error Message %DSX1-3-UNAVAILABLE: Munich 32 channel memory allocation error: Ctrl = 0x%08x, Channel = %d

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.

Error Message %DSX1-3-UNAVAILABLE: Munich 32 error configuring channelized interface: Ctrl = 0x%08x, Channel = %d

Explanation There is unidentify error occurs to Munich 32

Recommended Action If message repeat, contact tech support

Error Message %DSX1-3-UNAVAILABLE: Munich 32 in unknown state: Ctrl = 0x%08x, Channel = %d

Explanation Munich 32 goes into unknown state

Recommended Action If message persists, contact customer support

Error Message %DSX1-3-UNAVAILABLE: Munich 32 no timeslot available: Ctrl = 0x%08x, Channel = %d

Explanation All timeslot on Munich are assigned.

Recommended Action Make sure there are channel available before use

Error Message %DSX1-3-UNAVAILABLE: Munich 32 timeslot already configured: Ctrl = 0x%08x, Channel = %d

Explanation This timeslot was assigned and can not be used

Recommended Action Make sure the timeslot is available before use

Error Message %DSX1-3-UNAVAILABLE: T1/E1 Firmware in slot %d restarted

Explanation T1/E1 Firmware restarted. All the active calls on the T1/E1 lines will be disconnected and the controllers will come back up within few seconds

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

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

Error Message %DSX1-3-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.

DSX1-6

Error Message %DSX1-6-UNAVAILABLE: %s clock is now selected as clock source

Explanation One of the events (LOS or AIS or CLI command ..) has caused a change in clock selected

Recommended Action LOG_STD_NO_ACTION

DS_MODEM-3

Error Message %DS_MODEM-3-UNAVAILABLE: DS-RS flow control has got out of sync, connection has too many particles free. slot:%d ttynum:%d parts_avail:%d

Explanation Indicates the flow control accounting on the DS has got out of 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 %DS_MODEM-3-UNAVAILABLE: Not enough particles - modem number:%d particles needed:%d available:%d; CTS %s

Explanation Indicates a break down of flow control between RS-DS, RS has sent more particles than are available for this 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.

Recommended Action

Error Message %DS_MODEM-3-UNAVAILABLE: Output drop - modem number:%d refunded %d; particle count %d, pool size %d, queue size %d

Explanation Temporarily unable to allocate particle for sending traffic to modem module, indicates a break down of flow control between RS-DS.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to 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 %DS_MODEM-3-UNAVAILABLE: Static receive paktype unavailable

Explanation A software structure was found in an unexpected state during run-time for the indicated modem.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to 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 %DS_MODEM-3-UNAVAILABLE: Unexpected DSIP data callback for modem

Explanation An unexpected software event 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.

DS_TDM-3

Error Message %DS_TDM-3-UNAVAILABLE: Slot %d: convention broken for Mezz's Recomb. bus t'slots: %s-st%02u-ts%03u/gts%04u %s (%i:%d) not found.

Explanation The CBAC code was searching its database for information for a particular inspection session, but this information was not found.

Recommended Action If this message recurs, copy it down exactly as it appears and contact your technical support representative for assistance.

DUAL Messages

This section contains Distributed Update Algorithm (DUAL) Enhanced Interior Gateway Routing Protocol (EIGRP) messages.

DUAL-3

Error Message %DUAL-3-BADIGRPSAP: Cannot send incremental SAP update to peer on %s. Increasing output-sap-delay may help

Explanation An incremental SAP update could not be sent because it might cause a loss of synchronization of the SAP tables between peers.

Recommended Action Increase the output SAP delay on the listed interface to reduce buffer usage. 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 %DUAL-3-BADIGRPSATYPE: Unsupported SAP type for EIGRP being %s - type %x

Explanation This message appears when you receive or attempt to send a SAP message with a type code that is neither a general query nor a general response, or when you receive a general query that is not addressed to the broadcast address.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative. If possible, also provide the output of the **debug ipx sap activity** and **debug ipx sap event** commands for the period during which this message appeared.

Error Message %DUAL-3-PFXLIMIT: %s %d: %s prefix limit reached.

Explanation The number of prefixes for the Enhanced Interior Gateway Routing Protocol (EIGRP) has reached the configured or default limit.

Recommended Action Take preventive action by identifying the source of the prefixes. Enter the **show ip eigrp accounting** command for details.

DUAL-4

Error Message %DUAL-4-PFXLIMITTHR: %s %d: %s threshold prefix level reached.

Explanation The number of prefixes in the topology database has reached the configured or default threshold level.

Recommended Action Take preventive action by identifying the source of the prefixes. Enter the **show ip eigrp accounting** command for details.

DUAL-5

Error Message %DUAL-5-NBRCHANGE: [chars] [dec]: Neighbor [chars] ([chars]) is [chars]: [chars]

Explanation A neighbor has gone up or down. The displayed information is [routing protocol] [Autonomous System number]: Neighbor [IP address] ([interface]) is [up or down]: [reason].

Recommended Action No action is required.

DUAL_ACTIVE Messages

This section contains dual-active chassis (DUAL_ACTIVE) messages.

DUAL_ACTIVE-1

Error Message %DUAL_ACTIVE-1-DETECTION: Dual-active condition detected: shutting down all non-VSL interfaces

Explanation A dual-active situation has occurred because VSL went down. The VSL has become inactive and both virtual switches have taken over the role of the active virtual switch. To fix this condition, the standby virtual switch has become active and taken control of the network. All non-VSL interfaces on the original active virtual switch will be internally shut down in hardware.

Recommended Action Attempt to determine the reason why VSL has gone down and correct it. Once VSL has been reestablished, the original active virtual switch will reload. Enter all variations of the commands:

```
show switch virtual troubleshooting last
show vslp lmp status
show switch virtual dual-active summary
show switch virtual dual-active pagp
show switch virtual dual-active bfd
```

If you cannot determine the cause of the problem from the commands you entered, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DUAL_ACTIVE-1-RECOVERY: BFD running on [chars] triggered dual-active recovery

Explanation Bidirectional Forwarding Detection (BFD) detected a dual-active scenario on the specified interface and caused the switch to go into recovery mode.

Recommended Action No action is required.

Error Message %DUAL_ACTIVE-1-VSL_DOWN: VSL is down - switchover, or possible dual-active situation has occurred

Explanation The virtual switch link (VSL) between the active and standby switches has gone offline. The following are possible reasons for the switchover condition:

- -A switchover has occurred and the standby virtual switch has become the active virtual switch.

- A dual-active situation has occurred, and the original active virtual switch has gone into recovery mode, which would bring down all non-VSL interfaces on the original active virtual switch.
- A dual-active situation has occurred, but the original active virtual switch did not detect the dual active state and did not go into recovery mode. This condition may be the result of multiple system failures or an incorrect configuration that caused the dual-active situation to not be detected.

Recommended Action Attempt to determine the reason why the VSL has gone offline and correct it if it is a dual-active situation. Enter all variations of the commands:

```
show switch virtual troubleshooting last
show vslp lmp status
show switch virtual dual-active summary
show switch virtual dual-active pagp
show switch virtual dual-active bfd
```

If you cannot determine the cause of the problem from the commands you entered, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %DUAL_ACTIVE-1-VSL_RECOVERED: VSL has recovered during dual-active situation: Reloading switch [dec]

Explanation The virtual switch link (VSL) between the two active virtual switches in a dual-active situation has gone online. The virtual switch in recovery mode must be reloaded to reenable all non-VSL interfaces that were shut down when the dual-active situation first occurred.

Recommended Action No action is required.

DUAL_ACTIVE-3

Error Message %DUAL_ACTIVE-3-PORT_ERR_IN_RECOVERY: Port [chars] [chars] error

Explanation Port information could not be extracted or a non-VSL port could not be disabled while the active virtual switch was going into recovery mode.

Recommended Action Attempt to determine why the port information could not be extracted or why the non-VSL port could not be disabled.

Error Message %DUAL_ACTIVE-3-REGISTRY_ADD_ERR: Failure in adding to [chars] registry

Explanation Could not add a function to the registry.

Recommended Action No action is required.

DUAL_ACTIVE-4

Error Message %DUAL_ACTIVE-4-CONFIG: [chars]

Explanation If VSL goes down due to any reason, standby switch will take over as active immediately. If the original active chassis is still operational, both chassis are now active. This situation is called a dual-active scenario. A dual-active scenario can have adverse effects on network stability, because both chassis use the same IP addresses, SSH keys, and STP bridge ID. The virtual switching system (VSS) must detect a dual-active scenario and take recovery action for which at least one of the following detection methods should be configured: a/ Enhanced Pagp b/ IP BFD c/ Fast-hello. Please refer to Software configuration guide for more details.

Recommended Action Configure one or more dual-active detection methods as per configuration guide.

DVMRP Messages

This section contains Dense wavelength division multiplexing messages.

DVMRP-5

Error Message %DVMRP-5-NBRUP: Neighbor [IP_address] is up on [chars]

Explanation A DVMRP multicast neighbor is active on the specified interface. This is caused by the arrival and acceptance of DVMRP probes via that interface. This may indicate that a multicast session has been subscribed via a path passing through this router. Note that DVMRP activity is mutually exclusive of tagswitching, so this will cause tagswitching to be disabled on that interface.

Recommended Action No action is required.

DWDM Messages

This section contains EDistance Vector Multicast Routing Protocol (DVMRP) messages.

DWDM-3

Error Message %DWDM-3-CLEAR_G709_CTR: 23414.2.c:205:64: backslash and newline separated by spaceUnable to clear g709 counter in slot [dec] rc = [dec]

Explanation The SPA driver was unable to clear the G.709 OTN protocol counters for bit errors.

Recommended Action Please check the configuration of the interfaces and controllers and correct the configuration if necessary. If the problem persists contact your Cisco technical support representative.

Error Message %DWDM-3-CONFIG_ALARM_REPORT: Failed to config report alarm [chars] slot [dec] rc = [dec]

Explanation The SPA driver could not configure one of the reporting status of the alarms.

Recommended Action Please check the configuration of the interfaces and controllers and correct the configuration if necessary. If the problem persists contact your Cisco technical support representative.

Error Message %DWDM-3-CONFIG_ALARM_THRESHOLD: Failed to config threshold alarm [chars] slot [dec] rc = [dec]

Explanation The SPA driver could not configure one of the threshold alarms for the optical data or transport unit.

Recommended Action Please check the configuration of the interfaces and controllers and correct the configuration if necessary. If the problem persists contact your Cisco technical support representative

Error Message %DWDM-3-CONFIG_TX_POWER: Failed to config transmit power [dec] on slot [dec] rc = [dec]

Explanation The SPA driver detected a error in configuring the Tx power level for the UT2 transponder module

Recommended Action Please power down and reseal the indicated SPA card. If the condition persists, 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 %DWDM-3-DWDM_CONFIG_FAIL: Failed to [chars] [chars] in slot [dec] rc = [dec]

Explanation The SPA driver detected failure during configuring one of the DWDM parameters

Recommended Action Reload the SPA card and if the problem persists, contact the technical support representative.

Error Message %DWDM-3-DWDM_GET_INFO_FAIL: Failed receiving [chars] from slot [dec] rc = [dec]

Explanation The SPA driver did not receive the necessary optics information from the slot.

Recommended Action Please check the configuration of the interfaces and controllers and correct the configuration if necessary. If the problem persists contact your Cisco technical support representative.

Error Message %DWDM-3-DWDM_NULL_INFO: DWDM info is NULL in [dec]

Explanation The SPA driver detected NULL information for DWDM.

Recommended Action Reload the SPA and if the problem persists contact the technical support representative.

Error Message %DWDM-3-IPC_SHIM_INIT: DWDM IPC SHIM init failed

Explanation The SPA driver detected failure during DWDM IPC SHIM initialization

Recommended Action Please power down and reseal the indicated SPA card. If the problem persists please contact your technical support representative.

Error Message %DWDM-3-LC_ERR_STATS: error sending LC stats to RP

Explanation The SPA driver encountered an error while sending the LC stats to the RP.

Recommended Action Reload the SPA card and if the problem persists call the technical support representative.

Error Message %DWDM-3-MALLOC_FAIL: malloc failure creating G.709 port on slot [dec]

Explanation The SPA driver detected a memory error on the SPA card.

Recommended Action Reload the card and if the problem persists call TAC.

Error Message %DWDM-3-RPC_FAILED: Application error rc = [dec]:

Explanation The system failed to retrieve the information required to execute the command.

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 %DWDM-3-RPC_INIT_FAIL: DWDM RPC init failure

Explanation The system failed to create the resources required to process user interface commands for transceivers. The error is not fatal but some **show** commands could fail.

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 %DWDM-3-RPC_PROCESSING_ERROR: DWDM RPC error: [chars]

Explanation Non Fatal error occurred in processing an RPC message.

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 %DWDM-3-RX_G709_INFO: Failed receiving G709 info from slot [dec] rc = [dec]

Explanation The SPA driver did not receive the necessary G.709 OTN protocol information from the slot.

Recommended Action Please check the configuration of the interfaces and controllers and correct the configuration if necessary. If the problem persists contact your Cisco technical support representative.

Error Message %DWDM-3-RX_LOS_THRESHOLD: Failed to config rx los threshold = [dec] on slot [dec] rc = [dec]

Explanation The SPA driver detected an error in configuring the transponder receive power threshold.

Recommended Action Reload the SPA card and if the problem persists call TAC.

Error Message %DWDM-3-TIMER_ERR: Timer error

Explanation The Driver did not obtain an expired timer from the timer tree for the DWDM process.

Recommended Action The SPA driver has encountered an error event on the SPA card. If the condition persists, 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.

DWDM-4

Error Message %DWDM-4-G709ALARM: [chars]: [chars] [chars]

Explanation The specified G709 Alarm has been declared or released.

Recommended Action Repair the source of the alarm.

EAP Messages

This section contains Extensible Authentication Protocol (EAP) messages.

EAP-2

Error Message %EAP-2-PROCESS_ERR: [chars]

Explanation A critical condition exists that prevents the system from performing an operation related to an EAP process.

Recommended Action Reload the system.

EAP-4

Error Message %EAP-4-BADPKT: IP=[IP_address] | HOST=[chars]

Explanation The system received an invalid or malformed EAP packet from the specified host.

Recommended Action Check the specified host for the EAP operation.

EAP-6

Error Message %EAP-6-MPPE_KEY: IP=[chars] | MPPE_RECV_KEY_LENGTH=[dec]

Explanation The system received an MPPE key for the specified host.

Recommended Action No action is required.

EARL Messages

This sections contains Enhanced Address Recognition Logic (EARL) messages.

EARL-0

Error Message %EARL-0-TASK_SPAWN_FAIL: Failed to initialize task "[chars]"

Explanation The EARL component failed to start a task required by the system to work properly. The task name is specified in the error message. Most errors will cause a system reload. However, in some cases, only the feature that failed to start will be affected.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

EARL-2

Error Message %EARL-2-PATCH_INVOCATION_LIMIT: [dec] Recovery patch invocations in the last 30 secs have been attempted. Max limit reached

Explanation The system attempted the EARL recovery for the maximum number of times that are permitted in the last 30 seconds. The module has been automatically reset instead of attempting recovery.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %EARL-2-SWITCH_BUS_IDLE: Switching bus is idle for [dec] seconds

Explanation The EARL did not switch any packets on the EARL bus. A module or line card attempted to access the bus and could not. In most cases, this error appears when a card is not properly seated. A recovery mechanism will attempt to fix the problem. The system reloads if the problem cannot be corrected.

Recommended Action Reseat all modules and line cards on the switch. If the error message recurs after reseating the cards, a hardware problem may exist.

Error Message %EARL-2-SWITCH_BUS_STALL: Switching bus stall detected. Backplane bus stall status: [dec]

Explanation The EARL did not switch any packets on the EARL bus. A recovery mechanism will attempt to fix the problem. The system reloads if the problem cannot be corrected.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

EARL-3

Error Message %EARL-3-FABRIC_CONNECTION : Recovering from sequence error detected on fabric connection.

Explanation A sequence error was detected by the crossbar and bus fabric interface. This error can be fatal. Recovery is being attempted.

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 %EARL-3-RESET_LC: Resetting module in slot [dec]. (Errorcode [dec])

Explanation The specified module did not respond to a critical message. This condition indicates a hardware error and might be a transient error only. The system has reset the module to fix the error.

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.

EARL-4

Error Message %EARL-4-BUS_CONNECTION : Interrupt [chars] occurring in EARL bus connection.

Explanation An error interrupt is occurring for the switching bus interface.

Recommended Action Enter the **show earl status** command on the consoles of the switch supervisor engine and any DFC-enabled modules. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at

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

Error Message %EARL-4-EBUS_SEQ_ERROR: Out of Sync error.

Explanation The EARL has detected an out-of-synchronization condition on the bus. A recovery mechanism will attempt to fix the problem.

Recommended Action Reseat and then reset the module. If the error remains, upgrade the software to Cisco IOS Release 12.2(18)SXF or later.

Error Message %EARL-4-NF_USAGE: Current Netflow Table Utilization is [dec]%

Explanation The NetFlow table utilization exceeds a preset threshold percentage.

Recommended Action No action is required.

EARL_ACL_FPGA Messages

This section contains Enhanced Address Recognition Logic ACL field-programmable gate array (EARL_ACL_FPGA) messages.

EARL_ACL_FPGA-2

Error Message %EARL_ACL_FPGA-2-INTR_FATAL: EARL ACL FPGA : Non-fatal interrupt [chars]

Explanation The EARL ACL FPGA detected the specified unexpected fatal condition. 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 message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

EARL_ACL_FPGA-3

Error Message %EARL_ACL_FPGA-3-INTR_WARN: EARL ACL FPGA : Non-fatal interrupt [chars]

Explanation The EARL ACL FPGA detected the specified unexpected nonfatal condition.

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.

EARL_ACL_FPGA-4

Error Message %EARL_ACL_FPGA-4-CPU_PAR_ERR: EARL ACL FPGA : CPU Parity error [chars]

Explanation The EARL ACL FPGA detected a CPU parity error.

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 %EARL_ACL_FPGA-4-MEM_PAR_ERR: EARL ACL FPGA: Counter Memory Parity error. Error address [hex]

Explanation The EARL ACL FPGA detected a memory parity error.

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.

EARL_DRV_API Messages

This section contains Enhanced Address Recognition Logic Driver API (EARL_DRV_API) messages.

EARL_DRV_API-0

Error Message %EARL_DRV_API-0-TASK_SPAWN_FAIL: Failed to spawn task "[chars]"

Explanation The system failed to perform the specified task.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

EARL_DRV_API-2

Error Message %EARL_DRV_API-2-SIG_INST_FAIL: [chars]: Failed to install signal handler

Explanation The system failed to install the process signal handler.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

EARL_DRV_API-4

Error Message %EARL_DRV_API-4-NOMEM: Malloc failed: [chars] [dec]

Explanation The system is running 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.

EARL_L2_ASIC Messages

This section contains Enhanced Address Recognition Logic Layer 2 ASIC (EARL_L2_ASIC) messages.

EARL_L2_ASIC-0

Error Message %EARL_L2_ASIC-0-EXCESSIVE_FT_TBL_ECC_ERR: EARL L2 ASIC [dec]: Too many bad entries in L2 Forwarding Table

Explanation The EARL Layer 2 ASIC detected too many errors in the forwarding table. This condition indicates hardware malfunction and causes the system to reload.

Recommended Action If this problem is seen more than once, it could be a case of faulty hardware. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %EARL_L2_ASIC-0-FATAL_INTR: L2 Forwarding Engine: fatal interrupt: interrupt status [hex], interrupt mask [hex]

Explanation Critical interrupts might have caused system forwarding to cease.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

EARL_L2_ASIC-2

Error Message %EARL_L2_ASIC-2-PARITY_ERR: L2 Forwarding Engine: parity interrupt #[dec]: address [hex], Data: [hex], [hex], [hex], [hex]

Explanation A parity error was detected while accessing the Layer 2 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

EARL_L2_ASIC-3

Error Message %EARL_L2_ASIC-3-INTR_FATAL: EARL L2 ASIC [dec]: fatal interrupt [chars]

Explanation The EARL Layer 2 ASIC detected an unexpected fatal condition. This message indicates a hardware failure or malfunction. The system will reload to fix 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 %EARL_L2_ASIC-3-INTR_WARN: EARL L2 ASIC [dec]: Non-fatal interrupt [chars]

Explanation The EARL Layer 2 ASIC detected an unexpected nonfatal condition.

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.

EARL_L2_ASIC-4

Error Message %EARL_L2_ASIC-4-DBUS_HDR_ERR: EARL L2 ASIC #[dec]: Dbus Hdr. Error occurred. Ctrl1 [hex]

Explanation The EARL Layer 2 ASIC detected an invalid header in the DBUS. This error is due to hardware that has failed, an incorrect configuration of the module software, or invalid packets that were dropped because of an OIR 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 %EARL_L2_ASIC-4-DBUS_SEQ_ERR: EARL L2 ASIC #[dec]: Dbus Seq. Error occurred (Ctrl1 [hex])

Explanation The EARL Layer 2 ASIC detected a DBUS sequence mismatch 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 %EARL_L2_ASIC-4-FT_ERR: EARL L2 ASIC [dec]: Forwarding table bank [dec] encountered [chars] ecc error at address [hex]

Explanation The EARL Layer 2 ASIC detected a nonfatal condition in one of the banks of the forwarding table. The bank and address of the forwarding table are specified in the error message.

Recommended Action This message is informational. The device has detected and corrected the error.

Error Message %EARL_L2_ASIC-4-FT_INVLD_ADDR: Forwarding table bank [dec] encountered invalid address [hex]

Explanation The EARL Layer 2 ASIC attempted to access an invalid address in the forwarding table. Because there are only 12 pages (0–11) per line, access to page 12–15 will be invalid.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %EARL_L2_ASIC-4-INTR_THROTTLE: Throttling "[chars]" interrupt exceeded permitted [int]/[dec] interrupts/msec

Explanation Excessive interrupts were generated by the EARL ASIC. Interrupt throttling has been performed to protect the supervisor engine.

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 %EARL_L2_ASIC-4-INV_REG: EARL L2 ASIC: Attempt to [chars] invalid register

Explanation An attempt was made to read or write to an invalid register of the EARL Layer 2 ASIC.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %EARL_L2_ASIC-4-L2L3_SEQ_ERR: EARL L2 ASIC #[dec]: L2L3 Mismatch seq #[hex]

Explanation The EARL Layer 2 ASIC detected a Layer 2-Layer 3 sequence mismatch error. A recovery mechanism will attempt to fix the problem.

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 %EARL_L2_ASIC-4-SRCH_ENG_FAIL: EARL L2 ASIC Search Engine has failed

Explanation The EARL Layer 2 ASIC search engine failed to terminate a search. A recovery mechanism fixes the 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

EARL_L3_ASIC Messages

This section contains Enhanced Address Recognition Logic (EARL) Layer 3 ASIC messages.

EARL_L3_ASIC-3

Error Message %EARL_L3_ASIC-3-INTR_FATAL: EARL L3 ASIC: fatal interrupt [chars]

Explanation The EARL Layer 3 ASIC detected an unexpected fatal condition. This message indicates a hardware failure or malfunction. The system will reload to attempt to fix 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 %EARL_L3_ASIC-3-INTR_WARN: EARL L3 ASIC: Non-fatal interrupt [chars]

Explanation The EARL Layer 3 ASIC detected an unexpected non-fatal condition. This indicates that a bad packet was received and dropped. Several conditions can cause a packet to be considered bad; for example, the size of an Ethernet frame was reported to be different than the expected IP packet size. In older Cisco IOS releases, these packets are normally dropped without being logged.

Recommended Action This message is informational only, and can occur due to conditions such as bad NIC cards, bad NIC drivers, or a bad application. Use a network sniffer or configure a SPAN session to identify the source device that is sending the erroneous packets. Also, examine the adjacent Cisco device for errors. The following commands can be configured to stop verifying checksum or length errors:

- no mls verify ip checksum** — Disables checking of packets for checksum errors
- no mls verify ip length** — Disables checking of packets for length errors
- no mls verify ip same-address** — Disables checking of packets for having the same source and destination IP address

EARL_L3_ASIC-4

Error Message %EARL_L3_ASIC-4-CPU_PAR_ERR: EARL L3 ASIC: CPU Parity error. Error data [hex]. Error address [hex]

Explanation The EARL Layer 3 ASIC detected a CPU parity error. This condition is caused by an interprocess communication error between the CPU and Layer 3 ASIC.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %EARL_L3_ASIC-4-INTR_THROTTLE: Throttling "[chars]" interrupt exceeded permitted [int]/[dec] interrupts/msec

Explanation Excessive interrupts were generated by the EARL ASIC. Interrupt throttling has been performed to protect the supervisor engine.

EARL_NETFLOW Messages

This section contains Enhanced Address Recognition Logic NetFlow (EARL_NETFLOW) messages.

EARL_NETFLOW-0

Error Message %EARL_NETFLOW-0-NF_ECC_MAX: Netflow ECC Error Threshold Reached, Total Ecc Errors [[dec]]

Explanation The total number of NetFlow ECC errors has crossed the maximum threshold. The maximum allowable of NetFlow ECC errors is 2000. The system will perform a crash dump and will be inoperable. The output of the **show tech-support** command will also be displayed.

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

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

EARL_NETFLOW-3

Error Message %EARL_NETFLOW-3-NF_ECC_RSRV: Netflow ECC Error Occured, Reserved NF location [[hex]]

Explanation The number of ECC errors per NetFlow TCAM entry has reached the maximum threshold (three or more ECC errors). The NetFlow TCAM location will now be marked as reserved and can no longer be used.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %EARL_NETFLOW-3-NF_ECC_SOFT_MAX: Too many Netflow ECC errors have occurred, Total Ecc Errors [[dec]]

Explanation The total number of NetFlow ECC errors has exceeded the soft limit number. The soft limit of NetFlow ECC errors is 2500. The hard limit is 5000. When the hard limit is reached, the line card will reboot.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

EARL_NETFLOW-4

Error Message %EARL_NETFLOW-4-ICAM_THRLD: Netflow ICAM threshold exceeded, ICAM Utilization [[dec]%

Explanation The NetFlow ICAM is almost full. Aggressive aging is temporarily 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %EARL_NETFLOW-4-NF_AGG_CACHE_THR: Netflow [chars] aggregation cache is almost full.

Explanation The aggregation cache for NetFlow is almost full. This condition might cause a high CPU load.

Recommended Action Consider increasing the size of the aggregation cache, or remove the aggregation cache configuration specified in the error message.

Error Message %EARL_NETFLOW-4-NF_FULL: Netflow Table Full, ICAM occupancy [[dec]%, TCAM occupancy [[dec]%, Entry creation failures [[dec]]

Explanation The NetFlow table is full, possibly because of faulty hashing behavior.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %EARL_NETFLOW-4-NF_TIME_SAMPLING: Time-based sampling requests could not be processed in time.

Explanation Time-based sampling requests could not be processed in a timely fashion. This condition means that the sampling result might not be accurate.

Recommended Action Consider using packet-based sampling. Packet-based sampling uses an algorithm that ensures the sampling results will be accurate, even if they are not processed in the allotted time.

Error Message %EARL_NETFLOW-4-TCAM_THRLD: Netflow TCAM threshold exceeded, TCAM Utilization [[dec]%

Explanation The NetFlow TCAM is almost full. Aggressive aging is temporarily 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

EARL_NETFLOW-5

Error Message %EARL_NETFLOW-5-NF_ECC_REMOVE: Netflow ECC Error Occured, Deleted NF entry [[hex]]

Explanation A NetFlow ECC error occurred. The affected NetFlow entry has been deleted at the address specified so that a new entry will be 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

EC Messages

This section contains EtherChannel, Link Aggregation Control Protocol (LACP), and Port Aggregation Protocol (PAgP) messages.

EC-5

Error Message %EC-5-CANNOT_BUNDLE_QOS1: Removed [chars] from port channel as QoS attributes of port and port-channel are different.

Explanation The port specified in the error message cannot join the port channel, because the QoS attributes of this port are not consistent with the QoS attributes of the port channel.

Recommended Action Match the QoS attributes of the specified port to the QoS attributes of other member ports in the port channel. Use the **show queuing interface** command to display the QoS attributes of a port.

Error Message %EC-5-COMPATIBLE: [chars] is compatible with port-channel members

Explanation The specified port was not operational earlier because its attributes were different from the attributes of the port channel or the attributes of the ports within the port channel. The system detects that the attributes of the specified port now match the port channel attributes.

Recommended Action This is an informational message only. No action is required.

Error Message %EC-5-DONTBNDL2: [chars] suspended: port in half-duplex for LACP

Explanation For LACP EtherChannel, if the member port is in half-duplex mode, the port will be in a suspended state.

Recommended Action Configure port duplex to full duplex.

Error Message %EC-5-MINLINKS_MET: Port-channel [chars] is up as its bundled ports ([dec]) meets min-links

Explanation The administrative configuration of minimum links is equal to or less than the number of bundled ports. As a result, this port channel is operational.

Recommended Action No action is required.

Error Message %EC-5-MINLINKS_NOTMET: Port-channel [chars] is down bundled ports ([dec]) doesn't meet min-links

Explanation The administrative configuration of minimum links is greater than the number of bundled ports. As a result, this port channel is no longer operational.

Recommended Action Reduce the number of minimum links for the specified group, or add more ports to this port channel so that they bundle.

Error Message %EC-5-PROTO_MISMATCH: Port-Channel [dec] has one aggregator with protocol mismatch

Explanation EtherChannel software disabled an aggregator under this port-channel and encountered a protocol mismatch on the aggregator. This means that the ports in the port-channel have not been all configured with the same protocol and this needs to be fixed.

Recommended Action Please verify the port-channel members configuration and fix it so that all the ports use the same protocol.

Error Message %EC-5-SUSPENDED: Port [chars] in port-channel [chars] is being suspended

Explanation EtherChannel software is unable to bundle the physical port in the port-channel. As the standalone disable feature is enabled, the port is going in the suspended state. Please check the configuration on the peer side of this port-channel.

Recommended Action Please verify the port-channel configuration of the port connected to the port for which this error message appeared.

Error Message %EC-5-VSS_MINLINKS_MET: Members of the Port-channel [chars] on switch [dec] is up as its bundled ports ([dec]) meets min-links

Explanation The administrative configuration of minimum links is equal or less than the number of bundled ports from the switch. Therefore all the ports in the port channel from that switch has been brought up.

Recommended Action None.

Error Message %EC-5-VSS_MINLINKS_NOTMET: All the members of the Port-channel [chars] is down on switch [dec] as the number of bundled ports ([dec]) doesn't meet min-links

Explanation The administrative configuration of minimum links is greater than the number of bundled ports from the switch. Therefore all the ports in port-channel from that switch has been brought down.

Recommended Action Reduce the min-links configuration for this group or add more ports to this port-channel from the switch to have them bundle.

EM Messages

This section contains Event Manager (EM) messages.

EM-3

Error Message %EM-3-EXCEED: EM exceed maximum open events ([dec]).

Explanation The total number of open events exceeded the maximum number of possible open events. The maximum number that the EM server permits is specified in the error message. EM clients are either opening too many events or not closing events within the permitted time period.

Recommended Action Enter the **show em state | inc *em_type*** 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 %EM-3-FAIL: The specified EM Function failed ([chars]).

Explanation The specified EM function failed. This condition might be caused by incorrect logic or a memory corruption.

Recommended Action Enter the **show em state** command and the **show em status** 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 %EM-3-NOMEM: The EM failed to allocate memory resources for the specified EM function ([chars]).

Explanation The EM failed to allocate memory resources for the specified function because memory is running low.

Recommended Action Enter the **show memory summary** 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 %EM-3-NULLPTR: The pointer in a specified EM function ([chars]) is incorrectly NULL.

Explanation The pointer in the specified EM function is incorrectly NULL. This condition might be caused by incorrect logic or a memory corruption.

Recommended Action Enter the **show em state** command and the **show em status** 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.

EM-4

Error Message %EM-4-AGED: The specified EM client (type=[dec], id=[dec]) did not close the EM event within the permitted amount of time ([dec] msec).

Explanation A timeout occurred. This condition is minor and should not affect the functionality of the switch.

Recommended Action Enter the **show em state** 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 %EM-4-INVALID: The specified EM function ([chars]) received Invalid operands <[dec]>.

Explanation The EM client used invalid API parameters.

Recommended Action Enter the **show em state** command and the **show em status** 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 %EM-4-LIMIT: EM exceed open events limit ([dec]).

Explanation The EM has exceeded the permitted number of open events. The open event limit is 5000.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %EM-4-NOTUP: The EM is not available ([chars]).

Explanation The EM is not available because some basic initialization failed. This condition might be caused by failure of a basic infrastructure functionality or a memory corruption.

Recommended Action Enter the **show em state** command and the **show em status** 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 %EM-4-SEARCH: The EM function ([chars]) searched for the specified open event ([dec]), but the search failed.

Explanation The specified EM function could not find the specified open event. This condition might be caused by a memory corruption.

Recommended Action Enter the **show em state** command and the **show em status** 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 %EM-4-SENDFAILED: The specified EM client (type=[dec]) failed to send messages to standby.

Explanation The redundant supervisor engine is not updated because the specified EM client failed to send messages to the redundant supervisor engine. Do not attempt to failover to redundant supervisor engine.

Recommended Action Enter the **show checkpoint clients** command. If you cannot determine the cause of the error from the error message text or from the **show checkpoint clients** output, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

EM_ISSU Messages

This section contains Event Manager (EM) in-service software upgrade messages.

EM_ISSU-2

Error Message %EM_ISSU-2-GET_BUFFER: Event Manager ISSU client failed to get buffer for message. Error: %d (%s)

Explanation The Event Manager 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 Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

Error Message %EM_ISSU-2-INIT: Event Manager ISSU client initialization failed to %s. Error: %d (%s)

Explanation The Event Manager 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 %EM_ISSU-2-SEND_NEGO_FAILED: Event Manager ISSU client failed to send negotiation message. Error: %d (%s)

Explanation The Event Manager 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 Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

Error Message %EM_ISSU-2-SESSION_NEGO: Event Manager ISSU client encountered unexpected client nego_done. Error: %d (%s)

Explanation The Event Manager 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 %EM_ISSU-2-SESSION_REGISTRY: Event Manager ISSU client failed to register session information. Error: %d (%s)

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

EM_ISSU-3

Error Message %EM_ISSU-3-INVALID_SESSION: Event Manager ISSU client does not have a valid registered session.

Explanation The Event Manager 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 %EM_ISSU-3-MSG_NOT_OK: Event Manager ISSU client 'Message Type %d' is not compatible

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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 message group**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

Error Message %EM_ISSU-3-MSG_SIZE: Event Manager ISSU client failed to get the MTU for Message Type %d. Error: %d (%s)

Explanation The Event Manager ISSU client was unable to calculate the MTU for the specified message. The Event Manager ISSU client is unable 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 logging**, **show issu session**, **show issu message group**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

Error Message %EM_ISSU-3-OPAQUE_MSG_NOT_OK: Event Manager ISSU client 'Opaque Message Type %d' is not compatible

Explanation The Event Manager ISSU client received an incompatible (opaque) message from the peer device. The message cannot be processed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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**, **show issu message group**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

Error Message %EM_ISSU-3-SESSION_UNREGISTRY: Event Manager ISSU client failed to unregister session information. Error: %d (%s)

Explanation The Event Manager ISSU client failed 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 %EM_ISSU-3-TRANSFORM_FAIL: Event Manager ISSU client %s transform failed for 'Message Type %d'. Error: %d (%s)

Explanation The Event Manager 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 Event Manager 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.

ENT_ALARM Messages

This section contains entity alarm messages.

ENT_ALARM-3

Error Message %ENT_ALARM-3-NOALARMENT: [chars]

Explanation All entities that could have alarm conditions set for them should be registered with the alarm subsystem for the Cisco IOS software. This message indicates that the normal registration of entities in the Cisco IOS software alarm subsystem has failed, and that one or more entities could not be registered. The message text indicates the alarm entity that could not be registered. Any alarm conditions against the entity specified in the message text cannot be reported. This message does not indicate that the entity specified in the message has undergone 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.

ENT_ALARM-6

Error Message %ENT_ALARM-6-INFO: [chars] [chars] [chars] [chars] [chars]

Explanation This message provides alarm assertion or deassertion information.

Recommended Action This is an informational message only. No action is required.

ENT_API Messages

This section contains Entity MIB API (ENT_MIB) messages.

ENT_API-4

Error Message %ENT_API-4-NOALIAS: Physical entity not found when adding an alias with physical index = [dec] and logical index = [dec] to the Entity MIB

Explanation A timing issue was detected when the system or the module is brought up. This issue has no impact on system performance or management functionality.

Recommended Action No action is required.

Error Message %ENT_API-4-NOPORT: Physical entity does not have a Port PhysicalClass when adding an alias with physical index = [int], logical index = [int], phyDescr = [chars], phyName = [chars], phyClass = [int], phyContainedIn = [int], to the Entity MIB

Explanation An attempt to add an alias entry to the Entity MIB was made. The physical entity with the specified index does not have an entPhysicalClass of 10 (Port class) and so the alias entry creation failed. See RFC2737 for the definition of the PhysicalClass textual convention and the aliasMappingEntry object.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ENVIRONMENT Messages

This section contains environment messages.

ENVIRONMENT-3

Error Message %ENVIRONMENT-3-OVERTEMP: [chars] [chars] [chars] [chars]

Explanation The internal chassis temperature has exceeded the maximum temperature 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 %ENVIRONMENT-3-RPS_FAILED: [chars] [chars] [chars] [chars]

Explanation Only one power supply was detected for the system in dual-power mode, or the power supply is failing.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ENVIRONMENT-3-UNDERTEMP: [chars] [chars] [chars] [chars]

Explanation The internal chassis temperature is below the minimum temperature threshold.

Recommended Action No action is required.

ENVIRONMENT-4

Error Message %ENVIRONMENT-4-CONFIG_OVERTEMP: [chars] [chars] [chars] [chars]

Explanation The chassis inside temperature has exceeded the configured threshold, but is less than or equal to the maximum allowable internal chassis temperature.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ENVM Messages

This section contains environmental monitoring (ENVM) messages.

ENVM-2

Error Message %ENVM-2-TEMP_SENSOR_READFAIL: Failed to access the Temperature sensor on the linecard. Resetting the linecard.

Explanation The local CPU on the Enhanced FlexWAN module was unable to access the temperature sensor on the module. The module will attempt to recover by resetting itself.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ENVM-3

Error Message %ENVM-3-DISABLE: Environmental monitoring for [chars] disabled ([chars])

Explanation Environmental monitoring for the indicated hardware component could not be initiated. This error message is displayed if environmental monitoring for the whole system, or a particular hardware component is disabled. Operating the system with the environmental monitoring disabled can be dangerous.

Recommended Action Address the cause for the environmental monitoring being disabled as indicated in the error message. Depending on whether a particular hardware component is affected or the whole system, either the card should be removed or the entire system taken offline for a power shutdown until the problem is resolved. Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory 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.

Error Message %ENVM-3-ENVDATA_MISSING: Environmental monitoring information for card in [chars] is not present in the IDPROM

Explanation Environmental threshold data for the card in the specified slot is not present in the board IDPROM. The system will not monitor the voltage and temperature readings for the specified card.

Recommended Action Enter the **show diag slot-number** command for the specified slot. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ENVM-3-ENVINFO_MISSING: Voltage threshold information for [chars] is not present in the [chars]IDPROM for the card in [chars]

Explanation Environmental threshold data for the specified voltage is missing from the threshold table in the IDPROM. The system will not monitor the voltage and temperature readings for the specified card.

Recommended Action Enter the **show diag** *slot-number* command for the specified slot. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ENVM-3-SUBSLOT_SHUTDOWN: Environmental monitor initiated shutdown of the card in subslot [dec]/[dec] ([chars] measured at [chars])

Explanation The environmental monitor initiated a subslot shutdown due to a temperature or voltage condition.

Recommended Action Look at previous environmental messages to determine the cause of the shutdown and correct if possible. If you think the shutdown was in error, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ENVM-3-TEMP_SENSOR_DISABLED: Access to Temperature sensor on module in slot [dec] is disabled

Explanation During previous reloads, this module experienced a timeout while accessing the temperature sensor. All further access to the temperature sensor will be disabled. This condition indicates a possible problem with the temperature sensor.

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

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

ENVM-4

Error Message %ENVM-4-LONGBUSYREAD: C2W Interface busy for long time reading temperature sensor [dec]

Explanation The Cisco 2 wire (C2W) interface has taken an unusually long time to read the specified temperature sensor.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ENVM-4-LONGBUSYWRITE: C2W Interface busy for long time writing temperature sensor [dec]

Explanation The Cisco 2 wire (C2W) interface has taken an unusually long time to write to the specified temperature sensor.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ENVM-4-RPSFAIL: [chars] may have a failed channel

Explanation One of the power supplies in a dual (redundant) power supply may have failed.

Recommended Action Check the inputs to the power supply or replace the faulty power supply as soon as possible to avoid an unplanned outage. 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 %ENVM-4-WRITEERROR: Error writing temperature sensor [dec]

Explanation The Cisco 2 wire (C2W) interface has encountered an error while writing to the specified temperature sensor.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ENV_MON Messages

This section contains environmental monitor (ENV_MON) messages.

ENV_MON-2

Error Message %ENV_MON-2-BUSBRD_TEMP: [chars] temperature has reached critical levels

Explanation The specified temperature sensor has signaled an overtemperature condition.

Recommended Action Check the supply. Attempt to resolve the temperature problem. Check to ensure that all router doors are in place and are closed. Check to ensure that the fans are operating. Remove the affected cards, check their temperature and, if required, allow them to cool and reinsert them. Operation of overtemperature equipment is not recommended because the equipment might become damaged. If the condition is not resolved, power the unit off. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ENV_MON-5

Error Message %ENV_MON-5-CSC_FAIL_SUPPLY_POWER_TO_FANS: CSC in slot [dec] could not supply power to fan tray

Explanation The indicated clock and scheduler card (CSC) could not supply power to the fan trays.

Recommended Action Turn the router off and then on to attempt to clear the problem. Remove and reinsert the fan tray, and then the CSC. If the problem persists, contact your Cisco technical support representative to replace the indicated CSC.

ENV_MON-6

Error Message %ENV_MON-6-CANTSHUT: Cannot shut down card in this slot

Explanation The attempt to shut down the line card has failed.

Recommended Action No action is required.

Error Message %ENV_MON-6-INSALM: ALARMCARD [chars] was inserted in slot [dec]

Explanation The OIR facility has detected the insertion of an alarm card from the slot specified in the message text.

Recommended Action No action is required.

Error Message %ENV_MON-6-INSFAN: The Fan tray has been inserted into slot [dec]

Explanation The OIR facility has detected the insertion of a PEM from the slot specified in the message text.

Recommended Action No action is required.

Error Message %ENV_MON-6-INSPEM: PEM number [chars] inserted into slot [dec]

Explanation The OIR facility has detected the insertion of a PEM from the slot specified in the message text.

Recommended Action No action is required.

Error Message %ENV_MON-6-INSPEM_GSR_POWERSELF: Powersupply [chars] inserted

Explanation The OIR facility detected the insertion of a PEM on the power shelf-based internet router.

Recommended Action No action is required.

Error Message %ENV_MON-6-INTERNAL_ERROR: Internal error [dec] in [chars] - contact Cisco technical support

Explanation An unexpected internal 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 %ENV_MON-6-REMALM: ALARMCARD [chars] was removed from slot [dec]

Explanation The OIR facility detected the removal of alarm card from the slot specified in the message text.

Recommended Action No action is required.

Error Message %ENV_MON-6-REMFAN: The Fan tray has been removed from slot [dec]

Explanation The OIR facility has detected that the fan tray has been removed.

Recommended Action No action is required.

Error Message %ENV_MON-6-REMPER: PEM number [chars] removed from slot [dec]

Explanation The OIR facility has detected the removal of a PEM from the slot specified in the message text.

Recommended Action No action is required.

Error Message %ENV_MON-6-REMPER_GSR_POWERSHELF: Powersupply [chars] removed

Explanation The OIR facility has detected the removal of a PEM on a power shelf-based internet router.

Recommended Action No action is required.

EOBC Messages

This section contains Ethernet out-of-band channel (EOBC) messages.

EOBC-0

Error Message %EOBC-0-EOBC_JAM_FATAL: [chars] in slot [dec] is jamming the EOBC channel. It has been disabled.

Explanation The primary supervisor engine EOBC hardware is faulty. There is no redundant supervisor engine to take over, so the switch has been shut down.

Recommended Action Immediately replace the supervisor engine in the slot specified in the error message.

EOBC-2

Error Message %EOBC-2-EOBC_JAM: EOBC channel is jammed. Attempting to diagnose the source of the problem and recover if possible.

Explanation The SP is unable to communicate with other processors in the system because of a problem with the EOBC channel. The problem could be due to faulty EOBC hardware on the supervisor engine or due to a module with a faulty connector to the EOBC channel. The SP will attempt to recover automatically. The success of this automatic recovery will be communicated through more messages.

Recommended Action No action is required.

Error Message %EOBC-2-EOBC_JAM_RECOVERED: [chars] in slot [dec] is jamming the EOBC channel. It has been disabled. [chars]

Explanation The specified module has faulty hardware and is adversely affecting the operation of the switch. The remaining modules will be power cycled and brought online.

Recommended Action Immediately replace the module in the slot specified in the error message.

EOBC-3

Error Message %EOBC-3-NOEOBCBUF: No EOBC buffer available. Dropping the packet.

Explanation The EOBC receive buffer pool has been exhausted. No further input packets can be processed until some buffers are returned to the pool.

Recommended Action After buffers are returned to the pool, if processing continues normally, no action is required. 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

EOS Messages

This section contains EOS ASIC (EOS) messages.

EOS-2

Error Message %EOS-2-EOS_INIT_FAILURE : The EOS FPGA initialization failed due to [chars]

Explanation The EOS FPGA initialization was not successful because of a hardware problem with the board. This condition will cause packet drops.

Recommended Action Contact your Cisco technical support representative to obtain a replacement board.

Error Message %EOS-2-EOS_INT : [chars]

Explanation A fatal interrupt has occurred. As a result, the device has been reinitialized.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %EOS-2-INT : [chars]

Explanation A fatal interrupt has occurred. As a result, the device has been reinitialized. If the reported condition is a CRC or ECC parity error, the device will attempt to correct the error. Infrequent parity errors can usually be ignored, but persistent parity errors may indicate a hardware failure.

Recommended Action Reseat and reset the module. If the error 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 %EOS-2-NULL_EOS_OBJECT : The EOS device object pointer is set to NULL

Explanation The memory location of the EOS device object is invalid. The EOS FPGA 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.

EOS-3

Error Message %EOS-3-EOS_PAUSE_FAIL: [chars]

Explanation An attempt to pause the forwarding of traffic from an EOS ASIC interface FPGA to another ASIC has timed out. Depending on the status register value of the ASIC interface FPGA, traffic disruption might occur.

Recommended Action If normal traffic processing does not resume, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

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

Error Message %EOS-3-EOS_UNPAUSE_FAIL : EOS status register is 0x[hex]

Explanation An attempt to unpause traffic from the EOS FPGA to the Hyperion ASIC timed out. This condition may lead to traffic disruption.

Recommended Action If normal traffic processing does not resume, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %EOS-3-QUEUE_ALLOC_FAILED: Failed to allocate queue in the EOS FPGA for SPA in bay ([dec])

Explanation The system failed to allocate the EOS ASIC queue for the SPA in the specified bay. This condition might lead to traffic disruption.

Recommended Action If normal traffic processing does not resume, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

EOS-4

Error Message %EOS-4-EOS_WARN_INT: [chars]

Explanation The EOS ASIC interface FPGA received a nonfatal interrupt. This interrupt should not affect normal operation.

Recommended Action No action is required.

EOS-5

Error Message %EOS-5-PAUSE_FAIL: [chars]

Explanation An attempt to pause the forwarding of traffic from an EOS ASIC interface FPGA to another ASIC has timed out. Depending on the status register value of the ASIC interface FPGA, traffic disruption might occur.

Recommended Action If normal traffic processing does not resume, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

EOU Messages

This section contains Extensible Authentication Protocol over UDP (EOU) messages.

EOU-2

Error Message %EOU-2-PROCESS_ERR: Router could not create a EAPoUDP process

Explanation The system could not create an Extensible Authentication Protocol over UDP process.

Recommended Action Reload the system.

EOU-4

Error Message %EOU-4-BAD_PKT: IP=[IP_address] | Bad Packet=[chars]

Explanation The system received an invalid or malformed EAP packet from the specified host.

Recommended Action Check the specified host for the EAP operation.

Error Message %EOU-4-MSG_ERR: Unknown message event received

Explanation The EOU authentication process received an unknown message event.

Recommended Action If this message recurs, reload the system.

Error Message %EOU-4-PROCESS_STOP: PROCESS=[chars] | ACTION=[chars].

Explanation The specified process has stopped.

Recommended Action Reload the system.

Error Message %EOU-4-SOCKET: EAPoUDP socket binding fails for PORT=[hex]. Check if the interface has valid IP address.

Explanation The EOU socket could not bind its port to a valid interface address.

Recommended Action This condition is probably caused by a missing IP address on the interface. Configure a valid IP address for the interface.

Error Message %EOU-4-UNKN_EVENT_ERR: UNKNOWN Event for HOST=[IP_address] | Event=[dec].

Explanation An unknown event for the EOU process 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 %EOU-4-UNKN_PROCESS_ERR: An unknown operational error occurred.

Explanation The EOU process cannot function due to an internal system error.

Recommended Action Reload the system.

Error Message %EOU-4-UNKN_TIMER_ERR: An unknown Timer operational error occurred

Explanation The EOU process cannot function due to an internal system error.

Recommended Action Reload the system.

Error Message %EOU-4-VALIDATION: Unable to initiate validation for
HOST=[IP_address] | INTERFACE=[chars].

Explanation EOU could not start posture validation for the specified host. This condition is probably caused by a failure to bind the EOU 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %EOU-4-VERSION_MISMATCH: HOST=[IP_address] | Version=[dec]

Explanation The specified host detected a mismatch in EOU versions.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

EOU-5

Error Message %EOU-5-AAA_DOWN: AAA unreachable. METHODLIST=[chars] |
HOST=[IP_address] | POLICY=[chars].

Explanation AAA servers defined by the method list are unreachable for the given host and the policy being applied.

Recommended Action Check connectivity to the AAA servers.

Error Message %EOU-5-RESPONSE_FAILS: Received an EAP failure response from AAA for
host=[IP_address]

Explanation The system received an EAP failure response from AAA, which indicates the unsuccessful validation of host credentials.

Recommended Action No action is required.

EOU-6

Error Message %EOU-6-AUTHSTATUS: [chars] | [IP_address]

Explanation This message displays the authentication status (Success, Failure) for the specified host.

Recommended Action This message is informational. No action is required.

Error Message %EOU-6-AUTHTYPE: IP=[IP_address] | AuthType=[chars]

Explanation This message displays the authentication type for the specified host.

Recommended Action This message is informational. No action is required.

Error Message %EOU-6-CTA: IP=[IP_address] | CiscoTrustAgent=[chars]

Explanation This message indicates whether or not Cisco Trust Agent was detected on the specified host.

Recommended Action Install Cisco Trust Agent on the host if it was not detected.

Error Message %EOU-6-IDENTITY_MATCH: IP=[IP_address] | PROFILE=EAPoUDP |
POLICYNAME=[chars]

Explanation Because the system found the specified host in the EOU identity profile, there will be no EOU association with the host and the local policy.

Recommended Action If you do not want the specified host to be exempted from authentication, remove its entry from EOU identity profile.

Error Message %EOU-6-POLICY: IP=[IP_address] | [chars]=[chars]

Explanation The system received policy attributes from AAA for the specified host.

Recommended Action This message is informational. No action is required.

Error Message %EOU-6-POSTURE: IP=[IP_address] | HOST=[chars] | Interface=[chars]

Explanation This message displays the posture validation status for the specified host.

Recommended Action This message is informational. No action is required.

Error Message %EOU-6-SESSION: IP=[IP_address] | HOST=[chars] | Interface=[chars]

Explanation An entry was created or deleted for the host on the specified interface.

Recommended Action This message is informational. No action is required.

Error Message %EOU-6-SQ: IP=[IP_address] | STATUSQUERY|[chars]

Explanation The status query result for the specified host either failed or was invalid.

Recommended Action This message is informational. No action is required.

EPIF Messages

Error Message %EPIF_PORT-0-INTERNAL_PANIC: [chars]

Explanation A Panic Condition.

EPLD_STATUS_OPEN Messages

This section contains EPLD programming status file data processing (EPLD_STATUS_OPEN) messages.

EPLD_STATUS_OPEN-4

Error Message %EPLD_STATUS_OPEN-4-ERROR_ALLOC: %Error: Can't allocate [dec] bytes for epld status data

Explanation The system is unable to allocate required memory to access the file.

Recommended Action Determine the memory usage of the system, and retry the operation.

Error Message %EPLD_STATUS_OPEN-4-ERROR_OPEN: %Error: Can't open [chars]

Explanation The system is unable to open the specified file.

Recommended Action Ensure that the filename is correct. Enter the **dir** command to verify the filename.

Error Message %EPLD_STATUS_OPEN-4-ERROR_READ: %Error: status file [chars] read failed

Explanation An unknown error occurred while the system was reading the status program file to a local buffer.

Recommended Action Delete and recopy the file. 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 %EPLD_STATUS_OPEN-4-ERROR_REMOVE: %Error: status file [chars] remove failed

Explanation An unknown error occurred while the system was removing the status program file from nonvolatile memory.

Recommended Action Delete the file manually. 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 %EPLD_STATUS_OPEN-4-ERROR_SIZE: %Error: Bad file size [chars]

Explanation The file is too small or too large for a programming status file.

Recommended Action Enter the **dir** command, and determine the size of the file. Retry the operation.

Error Message %EPLD_STATUS_OPEN-4-ERROR_WRITE: %Error: status file [chars] write failed

Explanation An unknown error occurred while the system was writing the status program file to nonvolatile memory.

Recommended Action Delete and recopy the file. 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.

EPM Messages

This section contains Policy Enforcement Module (EPM) messages.

EPM-4

Error Message %EPM-4-POLICY_APP_FAILURE: IP=%i | MAC=%e | AUDITSESID=%s | AUTHTYPE=%s | POLICY_TYPE=%s | POLICY_NAME=%s | RESULT=FAILURE | REASON=%s

Explanation The displayed policy for the client could not be applied by the Policy Enforcement Module (EPM) for the reason indicated in the message.

Recommended Action Take appropriate action based the failure reason indicated in the message.

EPM-6

Error Message %EPM-6-AAA: POLICY=%s | EVENT=%s

Explanation A download request has been sent and downloaded successfully for the specified downloadable ACL (dACL).

Recommended Action No action is required.

Error Message %EPM-6-IPEVENT: IP=%i | MAC=%e | AUDITSESID=%s | AUTHTYPE=%s | EVENT=%s

Explanation An IP wait, release, or assignment event has occurred with respect to the specified host.

Recommended Action No action is required.

Error Message %EPM-6-POLICY_APP_SUCCESS: IP=%i | MAC=%e | AUDITSESID=%s | AUTHTYPE=%s | POLICY_TYPE=%s | POLICY_NAME=%s | RESULT=SUCCESS

Explanation The displayed policy for the client has been applied successfully by the EPM.

Recommended Action No action is required.

Error Message %EPM-6-POLICY_REQ: IP=%i | MAC=%e | AUDITSESID=%s | AUTHTYPE=%s | EVENT=%s

Explanation A policy application or remove request has been received by the EPM.

Recommended Action No action is required.

ERR_C6K_Stack_MIB Messages

This section contains error messages.

Error Message %ERR_C6K_STACK_MIB-3-ERR_C6K_STACK_MIB_ICC_NO_PROC: [chars]: Failed to create the vs_stack_mib_sp ICC Process

Explanation Failed to create the vs_stack_mib_sp ICC Process.

Recommended Action No action is required.

Error Message %ERR_C6K_STACK_MIB-3-ERR_C6K_STACK_MIB_ICC_Q_NULL: [chars]: Failed to create the ICC queue for C6K STACK MIB

Explanation Failed to create the ICC queue for C6K STACK MIB.

Recommended Action No action is required.

ERR_DET Messages

This section contains error detection messages.

ERR_DET-5

Error Message %ERR_DET-5-ERR_DET_LOW_MEM: Very low memory, dump debuginfo, local %u, io %u

Explanation A low-memory condition was detected. Debugging information will be dumped.

Recommended Action No action is required.

Error Message %ERR_DET-5-ERR_DET_NO_EOBC_INPUT: No EOBC input, dump debuginfo, interval %u, times %u

Explanation No Ethernet Out-of-Band Channel (EOBC) input was received. Debugging information will be dumped.

Recommended Action No action is required.

ESCON Messages

This section contains Enterprise Systems Connection (ESCON) messages.

ESCON-3

Error Message %ESCON-3-ACCESS_FAIL: LRC access Failed

Explanation Line card redundancy controller (LRC) access has failed.

Recommended Action Remove and reinsert the ESCON aggregation card. If the problem persists, power cycle the ESCON aggregation card. If the problem still persists, replace the ESCON aggregation card.

Error Message %ESCON-3-CRC16_ERR_THR_ALM: ESCON CRC-16 Error Threshold [chars]

Explanation The threshold of allowable CRC-16 errors has been exceeded.

Recommended Action Check the client receive cable and the SFP optics. 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 %ESCON-3-CRC32_ERR_THR_ALM: CRC-32 Error Threshold [chars]

Explanation The threshold of allowable CRC-32 errors has been exceeded.

Recommended Action Check the client receive cable and SFP optics. 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 %ESCON-3-ESCON_RDWRFAIL: Read/write failed [[chars]]

Explanation A read or write error occurred while the hardware was being accessed.

Recommended Action Remove and reinsert the ESCON aggregation card. If the problem persists, power cycle the ESCON aggregation card. If the problem still persists, replace the ESCON aggregation card.

Error Message %ESCON-3-HEC_ERR_THR_ALM: CDL-HEC Error Threshold [chars]

Explanation The threshold of allowable CDL HEC errors has been exceeded.

Recommended Action Check the network cable for sharp bends, and ensure the connectors are clean and connected properly.

Error Message %ESCON-3-HW_LASER_DOWN_ALM: Remote Loss of Light [chars]

Explanation The optics laser has been disabled.

Recommended Action Check the remote client receive cable and the SFP optics.

Error Message %ESCON-3-IDPROM_ACCESS_FAIL: Access to IDPROM Failed

Explanation The IDPROM could not be accessed.

Recommended Action Remove and reinsert the ESCON aggregation card. If the problem persists, power cycle the ESCON aggregation card. If the problem still persists, replace the ESCON aggregation card.

Error Message %ESCON-3-INT_LPBK_FAIL: Internal CardLoopback Failed

Explanation An internal card loopback has failed.

Recommended Action Remove and reinsert the ESCON aggregation card. If the problem persists, power cycle the ESCON aggregation card. If the problem still persists, replace the ESCON aggregation card.

Error Message %ESCON-3-LASER_TX_FAULT_ALM: Optic Laser Transmit Fault [chars]

Explanation An optical laser transmission fails on an ESCON aggregation card.

Recommended Action Remove and reinsert the ESCON SFP optics. If the problem persists, replace the ESCON SFP optics.

Error Message %ESCON-3-LOCAL_FL_LASER_DOWN_ALM: Local Failure [chars]

Explanation The optics laser has been disabled.

Recommended Action Check the trunk and switch fabric connection.

Error Message %ESCON-3-LOSS_OF_LIGHT_ALM: Transceiver Loss of Light [chars]

Explanation The cable for the transceiver has been cut or removed.

Recommended Action Check the client receive cable and the SFP optics.

Error Message %ESCON-3-LOSS_OF_LOCK_ALM: Transceiver CDR Loss of Lock [chars]

Explanation The CDR cannot lock onto the signal.

Recommended Action Check the client receive cable and the SFP optics.

Error Message %ESCON-3-LOSS_OF_SYNC_ALM: Transceiver Loss of Sync [chars]

Explanation The transceiver has lost its synchronization.

Recommended Action Check the client receive cable and the SFP optics.

Error Message %ESCON-3-LPBK_THRU_PSC_FAIL: Loopback through PSC Failed

Explanation An attempt to loopback through the processor and switch card (PSC) has failed.

Recommended Action Remove and reinsert the ESCON aggregation card. If the problem persists, power cycle the ESCON aggregation card. If the problem still persists, replace the ESCON aggregation card.

Error Message %ESCON-3-MIB_HW_LASER_DOWN_ALM: Laser Disabled [chars] [chars] [chars]

Explanation The client-side laser has been disabled.

Recommended Action Check the remote client receive cable and the SFP optics.

Error Message %ESCON-3-MIB_LASER_TX_FLT_ALM: Laser Transmit Fault [chars] [chars] [chars]

Explanation The client laser encountered a fault during transmittal.

Recommended Action Remove and reinsert the ESCON SFP optics. If the problem persists, replace the ESCON SFP optics.

Error Message %ESCON-3-MIB_LOCAL_FL_LASER_DOWN_ALM: Local Failure, Laser Disabled [chars] [chars] [chars]

Explanation The client-side laser has been disabled.

Recommended Action Check the trunk and switch fabric connection.

Error Message %ESCON-3-MIB_LOSS_OF_LIGHT_ALM: Loss of Light [chars] [chars] [chars]

Explanation The client side transceiver detects a loss of light on an ESCON aggregation card.

Recommended Action Check the client receive cable and the SFP optics.

Error Message %ESCON-3-MIB_LOSS_OF_LOCK_ALM: Loss of Lock [chars] [chars] [chars]

Explanation The client side transceiver detects a loss of lock on an ESCON aggregation card.

Recommended Action Check the client receive cable and the SFP optics.

Error Message %ESCON-3-MIB_LOSS_OF_SYNC_ALM: Loss of Sync [chars] [chars] [chars]

Explanation The client side transceiver detects a loss of synchronization on an ESCON aggregation card.

Recommended Action Check the client receive cable and the SFP optics.

Error Message %ESCON-3-SEQ_ERR_THR_ALM: ESCON SEQ Error Threshold [chars]

Explanation The threshold of allowable sequence errors has been exceeded.

Recommended Action Check the network cable for sharp bends, and ensure that the connectors are clean and connected properly.

Error Message %ESCON-3-SYM_ERR_THR_ALM: 8b/10b Error Threshold [chars]

Explanation The threshold of allowable 8-byte or 10-byte errors has been exceeded.

Recommended Action Check the client receive cable and the SFP optics.

Error Message %ESCON-3-UNKNOWN_SFP_INSERTED: Unknown SFP inserted [chars]

Explanation An SFP has been inserted.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ESF_CRASHINFO Messages

This section contains Extended SuperFrame crashinfo data messages.

Error Message %ESF_CRASHINFO-2-CRASHINFO_BAD_REGION: Unable to initialize crashinfo data collection Unknown region type specified: [chars]

Explanation Initialization of the crashinfo data collection facility failed. An unknown region type was specified.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ESF_CRASHINFO-2-CRASHINFO_BAD_VENDOR_ID: Unable to initialize crashinfo data collection - the device vendor ID is invalid: [hex], should be: [hex]

Explanation Initialization of the crashinfo data collection facility failed due to an incorrect device vendor 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 that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ESF_CRASHINFO-2-CRASHINFO_COLLECTION_FAILED: Unable to collect ESF crashinfo data

Explanation ESF crashinfo data collection 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 %ESF_CRASHINFO-2-CRASHINFO_DEV_IN_RESET: Unable to initialize crashinfo data collection - the device is still in reset: [chars]

Explanation Initialization of the crashinfo data collection facility failed due to the device being in reset 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 %ESF_CRASHINFO-2-CRASHINFO_INIT_FAILED: Unable to initialize ESF crashinfo data collection: [chars]

Explanation Initialization of the ESF crashinfo data collection facility 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 %ESF_CRASHINFO-2-CRASHINFO_PCI_CMD_STAT: Unable to initialize crashinfo data collection PCI_CMD_STAT error indication: [hex]

Explanation Initialization of the crashinfo data collection facility failed due to a PCI_CMD_STAT error indication.

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

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

Error Message %ESF_CRASHINFO-2-CRASHINFO_UNSUPPORTED_START_STR: Unable to initialize crashinfo data collection Start string symbol not supported: [chars]

Explanation Initialization of the crashinfo data collection facility failed due to unsupported start string.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ESF_CRASHINFO-2-INIT_FAILED: Unable to create crashinfo file, subsystem not properly initialized

Explanation An attempt to produce a crashinfo prior to successful completion of subsystem initialization 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 %ESF_CRASHINFO-2-OPEN_FAILED: Unable to open crashinfo file [chars] ([dec])

Explanation Unable to open the file that was used to gather crashinfo.

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

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

Error Message %ESF_CRASHINFO-2-WRITE_FAILED: Unable to write to crashinfo file [chars]: [chars]

Explanation Unable to open the file that was used to gather crashinfo.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ESF_CRASHINFO-2-WRITING_CRASHINFO: Writing crashinfo to [chars]

Explanation Crashinfo data is written to the specified file.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ESF_DRIVER Messages

This section contains SIP-400 ESF driver messages.

Error Message %ESF_DRIVER-2-CHECKSUM_FAILURE: Loading of the CPU code on [chars] failed due to checksum error

Explanation When code is loaded onto the CPU of the ESF engine, the code is read back and a checksum is calculated. The checksum that was read before the code was loaded onto the CPU does not match the checksum that was read after the code was loaded. This condition is an indication of a failure of the Rambus RAM for the ESF engine.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ESF_DRIVER-2-FORWARDING_PROCESSOR_READ_FAILURE: Read of register address [hex] failed on [chars].

Explanation The host processor tried to read a forwarding processor register on the ESF engine. The read failed after several retries because of collisions with other accesses to that 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 that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ESF_DRIVER-2-FORWARDING_PROCESSOR_WRITE_FAILURE: Write of register address [hex] failed on [chars].

Explanation The host processor attempted to write a register on the forwarding processor for the ESF engine. The write failed after several retries because of collisions with other messages that were attempting to access that 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 that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ESF_DRIVER-2-PCI_BUS_ERROR: A PCI bus error occurred on [chars]:
[chars] (addr=[hex]).

Explanation The host processor communicates with the ESF engine by using a PCI interface. While a PCI transaction was being performed, the transaction failed, which caused a bus error on the host processor. The address specified in the message text is the approximate address of the PCI transaction

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

Error Message %ESF_DRIVER-2-PROD_ID_FAILURE: Retrieving the product id failed on
[chars]

Explanation The host processor could not read the product ID register of the ESF engine. This condition occurs if the ESF engine fails to initialize.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ESF_DRIVER-2-RDRAM_INIT_FAILURE: RDRAM failed to init on [chars]: condition = [chars].

Explanation During initialization of the Rambus DRAM, several waiting conditions occur while the code is polling a register to obtain a lock bit. One of the waiting conditions has exceeded the timeout period.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ESF_DRIVER-2-RDRAM_SETUP_FAILURE: The initialization of the RDRAM failed on the [chars]

Explanation The Rambus DRAM could not be 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 %ESF_DRIVER-2-SRAM_SETUP_FAILURE: The initialization of the SRAM failed on the [chars]

Explanation The SRAM could not be 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 %ESF_DRIVER-2-START_FORWARDING_PROCESSOR_FAILURE: The starting of forwarding processor failed on the [chars]

Explanation The forwarding processors of the ESF engine have to be started before processing can begin. The CPU on the ESF engine assists in the starting of the forwarding engines. The CPU reported that an error occurred while the forwarding engines were being started.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ESF_DRIVER-2-UCODE_LOAD_FAILURE: The loading of microcode failed (rc=[dec]) on [chars]

Explanation Before processing can begin, microcode has to be loaded on each forwarding processor of the ESF engine. The CPU on the ESF engine assists in the loading of the microcode. While microcode was being loaded, the CPU reported 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 %ESF_DRIVER-2-UNEXPECTED_PCI_DOORBELL_INT: Received an unexpected PCI interrupt ([dec]) from [chars] (mb0=[hex] mb1=[hex] mb2=[hex] mb3=[hex])

Explanation The CPU on the ESF engine communicates to the host processor through the PCI interface using various bits in an interrupt register. This error indicates that the host processor does not know how to interpret one of those bits.

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

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

Error Message %ESF_DRIVER-2-UNKNOWN_VENDOR_ID: The vendor id ([hex]) of [chars] does not match any known vendor id.

Explanation The vendor ID on the ESF engine does not match the vendor ID that is supplied by the manufacturer.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ESF_IPC Messages

This section contains IPX2800 IPC messages.

ESF_IPC-2

Error Message %ESF_IPC-2-BAD_HANDLER_ID: An invalid handler ID was specified: [hex]

Explanation An invalid handler ID was specified. The handler ID is required to specify which thread the IPC message is being sent to.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ESF_IPC-2-INVALID_ARGUMENT: An invalid argument was specified:
[chars]

Explanation An invalid argument was specified to one of the IPC library functions.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ESF_IPC-2-PRINT_DATA_INDICATION_FAILED: An error occurred trying to process a PRINT DATA request: [hex] ([dec]:[dec]:[dec]): [chars] ([hex] [hex] [hex])

Explanation An error occurred in processing the PRINT DATA request from 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 %ESF_IPC-2-SEND_MSG_TIMEOUT: IPC command timeout: [hex] [hex] [hex] [hex].

Explanation The thread to which an IPC command was issued did not respond in the required time period.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ESF_IPC-2-START_MSG_TIMEOUT: A timeout occurred waiting for the NP to register to support processing IPC commands.

Explanation Each network processor (NP) must register to handle processing an IPC soon after startup. If it does not register within the required time period, then initialization cannot be completed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ESF_IPC-2-UNABLE_TO_ACCESS_ESF_MEMORY: Unable to access NP memory: [chars]

Explanation An error occurred trying to access network processor (NP) 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 %ESF_IPC-2-UNABLE_TO_CREATE_MSG: Unable to create IPC message

Explanation Insufficient resources exist to create a message used for processing the requested IPC 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 %ESF_IPC-2-UNABLE_TO_SEND_MSG: Unable to send IPC message

Explanation Insufficient resources exist to send a message used for processing the requested IPC 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.

ESF_IPC-3

Error Message %ESF_IPC-3-FATAL_ERROR_MSG: Fatal Error indication from [hex] ([dec]:[dec].[dec]): [chars]

Explanation A thread has generated a fatal error indication.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ESF_IPC-3-NON_FATAL_ERROR_MSG: Error indication from [hex] ([dec]:[dec].[dec]): [chars]

Explanation A thread has generated a nonfatal error indication.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ESF_IPC-3-NON_FATAL_ERROR_MSG_ERROR: Error indication from [hex] ([dec]:[dec].[dec]): [hex] [hex] [hex]

Explanation An error occurred trying to process a nonfatal error indication from a thread running on a network 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.

ESF_IPC-6

Error Message %ESF_IPC-6-PRINT_DATA_INDICATION: Print Data indication from [chars] - [hex] ([dec]:[dec].[dec]): [chars]

Explanation A network processor thread requested the display of a particular section of memory. This is normally used for debugging.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ESF_IPC-6-STATUS_UPDATE_MSG: Status update from [hex] ([dec]:[dec].[dec]): [hex]

Explanation A thread has generated a status update indication.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ETHCNTR Messages

This section contains the Ethernet controller (ETHCNTR) error messages. These messages are a result of a failure of the switch software when trying to program the hardware. Most of these errors lead to incorrect switch behavior, and should be reported to your Cisco technical support representative.

ETHCNTR-2

Error Message %ETHCNTR-2-MOLSENDTIMEOUT: Molecule send timeout, queue [dec], molecule [hex] [hex]

Explanation An attempt to read or write one or more of the hardware settings 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.

ETHCNTR-3

Error Message %ETHCNTR-3-FLOWCONTROL_DUPLEX_ERROR: Flowcontrol will not take effect until duplex is set to auto.

Explanation Flow control cannot take effect until the duplex mode has been set to auto.

Recommended Action Set the duplex mode to auto.

Error Message %ETHCNTR-3-HALF_DUX_COLLISION_EXCEED_THRESHOLD: Collisions at [chars] exceed threshold. Considered as loop-back.

Explanation The collision at a half-duplex port has exceeded the threshold, and the port is considered to be a loopback port.

Recommended Action No action is required.

Error Message %ETHCNTR-3-MOLSENDINT: Molecule send from interrupt handler

Explanation An interrupt handler is accessing the hardware in a manner that is not permissible for an interrupt handler.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %ETHCNTR-3-NO_HARDWARE_RESOURCES: Not enough hardware resources. Shutting down [chars]

Explanation The system currently contains more VLANs and routed ports than the hardware can support.

Recommended Action Reduce the total number of VLANs and routed ports to fewer than 1,023. To maintain this configuration and connectivity across reboots, save the configuration to NVRAM.

ETHER_CFM Messages

This section contains Ethernet Connectivity Fault Manager (ETHER_CFM) messages.

ETHER_CFM-3

Error Message %ETHER_CFM-3-CROSS_CONNECTED_CSI: Service ID of received CC [chars] does not match local Service ID [chars].

Explanation For a specified service within a domain, the service ID in the continuity check (CC) message should match the locally configured service ID.

Recommended Action Verify that the service IDs are configured correctly using the **show ethernet cfm domain** command.

Error Message %ETHER_CFM-3-LR_FROM_WRONG_FP: received Loopback Reply with correct Transaction Identifier, but from a Maintenance Point different than Loopback Message's destination

Explanation An unknown destination sent a reply to a loopback message that was intended for another device.

Recommended Action Verify that the correct destination MAC address was specified in the CLI while sending the loopback message.

Error Message %ETHER_CFM-3-MEP_NOT_CONFIGURED: received CC from unconfigured remote MEP.

Explanation While performing a crosscheck, a continuity check (CC) message was received from a remote maintenance endpoint (MEP) that is not configured under the domain submode.

Recommended Action Verify whether the remote MEP should be added to the remote MEP list under the domain using the **show ethernet cfm domain** command.

Error Message %ETHER_CFM-3-RCV_LOCAL_MPID: MPID of CC matches local MPID.

Explanation The remote maintenance endpoint identifier (MPID) matches a MPID configured locally for the service.

Recommended Action Either the local MPID or remote MPID should be changed because the MPID should be unique for each service in a network.

Error Message %ETHER_CFM-3-TM_EGRESS_BOUNDRY: egress path found for TM is at a higher level than the traceroute message.

Explanation Traceroute found a domain boundary on egress because the egress port level is higher than the traceroute message level.

Recommended Action Check that the MIP level on the egress port is at an appropriate level.

ETHER_CFM-5

Error Message %ETHER_CFM-5-IGNORED_VLAN: Ignored VLAN %u in '%s'

Explanation An invalid VLAN was ignored in the configuration.

Recommended Action No action is required.

ETHER_LMI Messages

This section contains Ethernet Local Management Interface (ETHER_LMI) messages.

ETHER_LMI-6

Error Message %ETHER_LMI-6-MISMATCHED_VLAN_CONFIGURED: VLAN %s configured but not in VLAN mapping for UNI %s

Explanation VLANs are configured on the user network interface (UNI) but do not exist according to VLAN mapping received from the network by the Ethernet local management interface (LMI).

Recommended Action Verify that the configuration of VLANs on the UNI match those assigned.

Error Message %ETHER_LMI-6-MISMATCHED_VLAN_NOT_CONFIGURED: VLAN %s not configured but in VLAN mapping for UNI %s

Explanation VLAN mappings received from the network by the Ethernet local management interface (LMI) do not match those that are configured on the user network interface (UNI).

Recommended Action Verify that the configuration of VLANs on the UNI match those assigned.

ETHERNET_LACP Messages

This section contains Ethernet Link Aggregation Control Protocol (LACP) messages.

Error Message %ETHERNET_LACP-1-ISSU_NOMEMORY: Unit [dec], no memory for [chars]

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.

Error Message %ETHERNET_LACP-3-ISSU_SENDFAILED: LACP ISSU: send message failed, rc = [dec]

Explanation The sending of a message has failed. This is an informational message only.

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 %ETHERNET_LACP-4-ISSU_INCOMPATIBLE: lacp-issu-compat: returned FALSE

Explanation The ISSU compatibility matrix check has failed. This is an informational message only.

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 %ETHERNET_LACP-4-ISSU_XFORM: [chars]: failed, rc=[chars]

Explanation The ISSU transform has failed. This is an informational message only.

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 %ETHERNET_LACP-4-RF_CLIENT_BUNDLE: LACP HA: Unable initiate checkpoint bundle mode.

Explanation LACP is unable to initialize checkpoint bundle mode. This is an informational message only.

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 %ETHERNET_LACP-4-RF_CLIENT_INIT: LACP HA: Unable to initiate RF client.

Explanation LACP is unable to initialize as a RF client. This is an informational message only.

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.

ETHERNET_MLACP Messages

This section contains Ethernet Multichassis Link Aggregation Control Protocol (LACP) messages.

ETHERNET_MLACP-3

Error Message %ETHERNET_MLACP-3-PEER_ICCP_VERSION_INCOMPATIBLE: Peer ICCP version [dec] is incompatible with local ICCP version [dec].

Explanation mLACP peer is running with a different version of ICCP. Incompatible ICCP would prevent mLACP from working properly.

Recommended Action Reboot peer with identical IOS version would correct the issue. Compatible ICCP version between different IOS images can still be achieved by doing show lacp multichassis group on the both devices to check if ICCP versions are compatible. If ICCP versions are incompatible, repeat IOS image loading and CLI above until a compatible image is loaded.

Error Message %ETHERNET_MLACP-3-SYS_CFG_DUPL_ID: Remote mLACP peer has duplicate mLACP node-id [dec]

Explanation A remote mLACP peer is configured with the same mLACP node-id as this device.

Recommended Action Reconfigure the mLACP node-id to be unique between the two devices with the **mlacp node-id** configuration command. Refer to the mLACP configuration section of the Cisco IOS documentation for more information on configuring mLACP.

Error Message %ETHERNET_MLACP-3-SYS_CFG_INVALID_ID: Received invalid mLACP node-id [dec] from peer

Explanation A remote mLACP peer is configured with an invalid mLACP node-id.

Recommended Action Reconfigure the peer to send a valid mLACP node-id with the **mlacp node-id** configuration command. Refer to the mLACP configuration section of the Cisco IOS documentation for more information on configuring mLACP.

ETHERNET_MLACP-4

Error Message %ETHERNET_MLACP-4-CORE_CONNECTED: mLACP has recovered from a core isolation failure. Attempting to recover [dec] LAGs in redundancy group [int]

Explanation mLACP has recovered from core isolation and has attempted to recover the LAGs in the redundancy group.

Recommended Action This message may not require any action. However the **show lacp multi-chassis group** and **show lacp multi-chassis port-channel** commands may be used to verify the state of the mLACP port-channels. Reference the mLACP section of the IOS documentation for details on core isolation failures and related configuration commands.

Error Message %ETHERNET_MLACP-4-CORE_ISOLATION: mLACP Core isolation failure: Attempting to failover [dec] LAGs in redundancy group [int]

Explanation mLACP has detected isolation from the core and has attempted to failover.

Recommended Action Use the **show redundancy interchassis** command to determine which core facing interface has triggered the isolation failure. Correct the failure for the given interface, this will clear the mLACP core isolation failure. Reference the mLACP section of the IOS documentation for more information on core isolation failures and related configuration commands.

Error Message %ETHERNET_MLACP-4-ICRM_CLIENT_RECV_BAD_LEN: Received an mLACP TLV with bad length [dec], total message length [dec]

Explanation The mLACP TLV length is longer than the total message length.

Recommended Action Issue the **show version** command on the local and remote devices to get the versions of IOS that are running. Reference the mLACP section of the IOS documentation to verify that mLACP is compatible between the IOS versions on the two devices. If the versions are compatible and the message still appears then please contact your Cisco technical support representative. Provide the representative with the exact message being seen as well as the output of the following commands, **show version**, **show run**, **show lacp multi-chassis group**, and **show lacp multi-chassis port-channel**.

Error Message %ETHERNET_MLACP-4-ICRM_CLIENT_RECV_NO_TYPELEN: Received an mLACP TLV without a type and/or length field ([dec])

Explanation mLACP received an improperly formatted TLV from the peer. As a result the local and peer devices may have mismatched state data.

Recommended Action Issue the **show version** command on the local and remote devices to get the versions of IOS that are running. Reference the mLACP section of the IOS documentation to verify that mLACP is compatible between the IOS versions on the two devices. If the versions are compatible and the message still appears then please contact your Cisco technical support representative and provide the representative with the exact error message being seen as well as the versions of IOS from both devices.

Error Message %ETHERNET_MLACP-4-ICRM_CLIENT_RECV_REJ: Received rejected mLACP TLV from peer with message ID [dec]

Explanation A remote mLACP peer has rejected an mLACP TLV.

Recommended Action Issue the **show version** command on the local and remote devices to get the versions of IOS that are running. Reference the mLACP section of the IOS documentation to verify that mLACP is compatible between the IOS versions on the two devices. If the versions are compatible and the message still appears then please contact your Cisco technical support representative and provide the representative with the exact error message being seen as well as the versions of IOS from both devices.

Error Message %ETHERNET_MLACP-4-PEER_DISCONNECT: An mLACP peer has disconnected from redundancy group [int], attempting to reconnect

Explanation mLACP has detected that a peer device from the specified redundancy group has disconnected. mLACP will attempt to reconnect to the device until successful.

Recommended Action This message is typically caused by a configuration event on the peer router, and so no action may be necessary. However if this message is unexpected then issue the **show redundancy interchassis** command on both the local and peer mLACP devices to determine which peer member IP has lost communication. Use this information to further debug the network communication issue, and re-enable communication with the peer. Reference the mLACP section of the IOS documentation for more information on peer down failures.

Error Message %ETHERNET_MLACP-4-PEER_DOWN: mLACP Peer down failure: Attempting to make [dec] local LAGs active in redundancy group [int]

Explanation mLACP has detected a peer down failure and has attempted to make the local port-channels become active.

Recommended Action The peer down failure should be corrected by re-enabling communication with the peer mLACP device. Use the **show redundancy interchassis** command on both the local and peer mLACP devices to determine which peer member IP has lost communication. Use this information to further debug the network communication issue, and re-enable communication with the peer. Reference the mLACP section of the IOS documentation for more information on peer down failures.

Error Message %ETHERNET_MLACP-4-PEER_RECONNECT_FAILED: The attempt to reconnect to the peer in redundancy group [int] has failed

Explanation After an mLACP peer device disconnected, an attempt was made to reconnect, however that attempt has failed.

Recommended Action To reinitialize the connection, unconfigure **mlacp interchassis group** from the port-channel, and then reconfigure it. After doing that, issue **show redundancy interchassis** to get the peer member IP connection status and the mLACP connection state. If the peer member IP connection status is not CONNECTED then there is a more basic communication issue that needs to be fixed. Otherwise if the peer member IP is CONNECTED but the mLACP state is not CONNECTED, then there could be a software issue. In that case collect the output of **show redundancy interchassis**, **show lacp multi-chassis group**, and **show lacp multi-chassis port-channel**. Then please contact your Cisco technical support representative and provide the collected information.

Error Message %ETHERNET_MLACP-4-PEER_UP: mLACP has recovered from a peer down failure in redundancy group [int]

Explanation mLACP is now in communication with the peer device, and has recovered from a previous peer down failure.

Recommended Action This message may not require any action. However the **show lacp multi-chassis group** and **show lacp multi-chassis port-channel** commands may be used to verify the state of the mLACP port-channels. Reference the mLACP section of the IOS documentation for details on peer down failures and related configuration commands.

ETHERNET_MLACP-6

Error Message %ETHERNET_MLACP-6-PEER_CONNECT: mLACP peer is now connected in redundancy group [int]

Explanation This message indicates that the local mLACP device is now connected to a peer device in the specified redundancy group.

Recommended Action No action is required. To view the peer information the command **show lacp multi-chassis port-channel** or **show lacp multi-chassis group** may be issued.

ETHERNET_OAM Messages

This section contains Ethernet Operation, Administration, and Maintenance (ETHERNET_OAM) messages.

ETHERNET_OAM-2

Error Message %ETHERNET_OAM-2-CRIT_ERR: The Ethernet OAM protocol has encountered the critical error: [chars].

Explanation The protocol has encountered a critical error as specified 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ETHERNET_OAM-3

Error Message %ETHERNET_OAM-3-LOOPBACK_ERROR: Loopback operation on interface [chars] has encountered an error([chars]).

Explanation Because of the specified error, the loopback operation has ended abnormally.

Recommended Action No action is required.

ETHERNET_OAM-5

Error Message %ETHERNET_OAM-5-EVENTTLV: [chars] is received from the remote client on interface [chars].

Explanation An event TLV is received from the remote OAM client, which detected errors in receiving frames from this local interface.

Recommended Action No action is required.

Error Message %ETHERNET_OAM-5-LINK_MONITOR: [chars] detected over the last [chars] on interface [chars].

Explanation A monitored error has been detected to have crossed the user-specified threshold.

Recommended Action No action is required.

Error Message %ETHERNET_OAM-5-LINK_MONITOR_HT_CROSS: High threshold was crossed on Port Channel [chars]'s last operational member port [chars]. Interface [chars] is kept online.

Explanation A monitored error has been detected to have crossed the user-specified threshold.

Recommended Action No action is required.

ETHERNET_OAM-6

Error Message %ETHERNET_OAM-6-ENTER_SESSION: The client on interface [chars] has entered the OAM session.

Explanation Ethernet OAM client on the specified interface has detected a remote client and has entered the OAM session.

Recommended Action No action is required.

Error Message %ETHERNET_OAM-6-EXIT_SESSION: The client on interface [chars] has left the OAM session.

Explanation Ethernet OAM client on the specified interface has experienced some state change.

Recommended Action No action is required.

Error Message %ETHERNET_OAM-6-LINK_TIMEOUT: The client on interface [chars] has timed out and exited the OAM session.

Explanation The Ethernet OAM client on the specified interface has not received any OAMPDUs in the number of seconds for timeout that were configured by the user. The client has exited the OAM session.

Recommended Action No action is required.

Error Message %ETHERNET_OAM-6-LOOPBACK: Interface [chars] has [chars] the [chars] loopback mode.

Explanation The specified interface has entered or exited loopback mode because of protocol control or an external event, such as the interface link going down.

Recommended Action No action is required.

Error Message %ETHERNET_OAM-6-RFI: The client on interface [chars] has received a remote failure indication from its remote peer(failure reason = [chars])

Explanation The remote client indicates a Link Fault, or a Dying Gasp (an unrecoverable local failure), or a Critical Event in the OAMPDU. In the event of Link Fault, the Fnetwork administrator may consider shutting down the link.

Recommended Action In the event of a link fault, consider shutting down the link.

Error Message %ETHERNET_OAM-6-RFI_CLEAR: The client on interface %s has received a clear of remote failure indication from its remote peer(failure reason = %s action = %s)

Explanation The remote client received a message to clear a link fault, or a dying gasp (an unrecoverable local failure), or a critical event in the operations, administration, and maintenance Protocol Data Unit (OAMPDU). The error-disable state can only be cleared by entering the **shutdown** command followed by the **no shutdown** command on 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

ETHER_SERVICE Messages

This section contains Ethernet service messages.

ETHER_SERVICE-6

Error Message %ETHER_SERVICE-6-EVC_STATUS_CHANGED: status of %s changed to %s

Explanation The Ethernet virtual connection (EVC) status has changed.

Recommended Action No action is required.

Error Message %ETHER_SERVICE-6-EVC_VLAN_NOT_CONFIGURED: VLANs %s not configured at %s but is in a CEVLAN/EVC map

Explanation The specified VLANs are part of the CEVLAN/EVC map for an EVC associated with the specified interface, but the VLANs are not configured on that interface.

Recommended Action Verify the configurations of VLANs on the interface.

ETSEC Messages

This section contains messages.

ETSEC-1

Error Message %ETSEC-1-INITFAIL: PQ3/FE([dec]), Init failed, CSR[dec]=[hex]

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 %ETSEC-1-INITFAILP: PQ3/FE([dec]), Init failed at [chars]

Explanation The FEC could not allocate a I/O buffer pool.

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

Error Message %ETSEC-1-MEMERR: PQ3/FE([dec]), Memory error, CSR[dec]=[hex]

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 %ETSEC-1-SHOWFAIL: PQ3/FE([dec]), Memory error at [chars]

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

ETSEC-2

Error Message %ETSEC-2-EXCEPTION: Fatal Error, Interface [chars] not transmitting

Explanation The software detected critical error and recovery failed, resulting in system crash.

Recommended Action Collect crashinfo files, syslogs and console dumps.

Error Message %ETSEC-2-NOISL: Interface [chars] does not support ISL

Explanation The interface cannot be configured as an ISL trunk.

Recommended Action Check the configuration.

ETSEC-3

Error Message %ETSEC-3-CREATE_IBC_FAILED: Creation of etsec ibc idb failed

Explanation etsec ibc idb creation has failed

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 %ETSEC-3-INIT_IBC_FAILED: Initialization of etsec ibc failed

Explanation etsec ibc initialization has failed

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 %ETSEC-3-INIT_ICDM_FAILED: Initialization of icdm driver failed

Explanation icdm driver initialized failed for etsec ibc

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 %ETSEC-3-INIT_MAC_DRIVER_FAILED: Initialization of ethernet mac driver failed

Explanation ethernet mac driver initialized failed for etsec ibc

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 %ETSEC-3-MASKED_RCV_INTR: etsec_ibc_rcv_interrupt called while masked: [int]

Explanation etsec_ibc_rcv_interrupt called while already masked

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 %ETSEC-3-NO_BUFFER_POOLS: Initialization of private buffer pools failed

Explanation Private buffer pools were not created for etsec ibc.

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 %ETSEC-3-NO_PARTICLE: no particle available to populate the ethernet dma ring

Explanation No particle available to populate the ethernet dma ring.

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 %ETSEC-3-OVERFLO: PQ3/FE([dec]), Receive overflow

Explanation While receiving a frame, the controller chip's local buffer transmitted insufficient data because data could not be transferred to DRAM fast enough to keep pace with its input 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 %ETSEC-3-OWNERR: PQ3/FE([dec]), Buffer ownership error, pak=[hex]

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 %ETSEC-3-RECOVER_TX: Interface [chars] TX workaround invoked

Explanation The software detected the interface was not transmitting packets. The workaround patch has been invoked.

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

Error Message %ETSEC-3-RESTART: Interface [chars] Restarted Due to [chars] Error

Explanation The software detected critical error and etsec driver was restarted to restore EoBC traffic flow.

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

Error Message %ETSEC-3-RX_ADD_BUFFER_FAILED: particle not added to the ethernet dma ring

Explanation Particle not added to the Ethernet dma ring.

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 %ETSEC-3-UNDERFLO: PQ3/FE([dec]), Transmit underflow

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.

ETSEC-4

Error Message %ETSEC-4-BABBLE: PQ3/FE([dec]), Babble error, CSR[dec]=[hex]

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.

ETSEC-5

Error Message %ETSEC-5-COLL: PQ3/FE([dec]), Excessive collisions, TDR=[dec], TRC=[dec].

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 %ETSEC-5-EXCESSCOLL: PQ3/FE([dec]), Excessive collision

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 %ETSEC-5-FIFO_RECOVER: [chars] ([dec]) detected freeze, last([dec]) new([dec]) tx cntr. tx_pending ([dec]). applying patch

Explanation The interface is used for IPC/SCP communication between RP and SP. In a rare situation when fifo tx engine is stuck and requires a toggle there is no data loss when the recovery patch is executed. Patch is applicable to MPC8548 version 2.0 silicon only.

Recommended Action None - software patch will be executed.

Error Message %ETSEC-5-LATECOLL: PQ3/FE([dec]), Late collision

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 %ETSEC-5-LOSTCARR: PQ3/FE([dec]), Lost carrier. Transceiver problem?

Explanation The cable is not connected to the port.

Recommended Action Connect the cable to the port.

EVENT_TRACE Messages

This section contains event trace subsystem messages.

EVENT_TRACE-3

Error Message %EVENT_TRACE-3-GROUP_ID: Duplicate registration of group-id [dec]

Explanation Software subsystem is trying to register a group ID for an event trace that has already been used by another 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.

EXFREE Messages

This section contains external memory manage messages.

EXFREE-2

Error Message %EXFREE-2-EXMEMFREE: Free a non allocated ptr [hex] size [dec].

Explanation The system is trying to free a memory. Not all of it is marked as 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 %EXFREE-2-EXMEMINIT: EXMEM [dec]: [chars]

Explanation The requested external memory allocator failed to be initialized. The reasons are not clear.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %EXFREE-2-EXMEMLOCK: [chars] detected error ptr [hex] size [dec].

Explanation The system is attempting to lock or unlock a memory location that was either already locked or unlocked.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %EXFREE-2-EXMEMPARAM: Bad parameter ([dec]) when calling to the allocator utility

Explanation An illegal parameter was used when a call to the allocator utility was made. This condition may indicate data 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 %EXFREE-2-EXMEMRESET: EXMEM [dec]: [chars]

Explanation The requested external memory allocator failed to be reset. The reasons are not clear.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

EXFREE-4

Error Message %EXFREE-4-EXMALLOCFAIL: External memory allocation of [int] bytes failed from EXMEM [dec]

Explanation The requested memory allocation is not available from the specified memory pool. The current system configuration, network environment, or possibly a software error might have exhausted or fragmented the router's 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.

EXPRESS_SETUP Messages

This section contains Express Setup messages.

EXPRESS_SETUP-3

Error Message %EXPRESS_SETUP-3-UNABLE_TO_RESET_CONFIG: [chars]

Explanation The system is unable to reset the 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.

EXPRESS_SETUP-6

Error Message %EXPRESS_SETUP-6-CONFIG_IS_RESET: [chars]

Explanation The configuration is reset and the system will now reboot.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %EXPRESS_SETUP-6-MODE_ENTERED:

Explanation Express setup mode is now active.

Recommended Action No action is required.

Error Message %EXPRESS_SETUP-6-MODE_EXITED:

Explanation Express setup mode is no longer active.

Recommended Action No action is required.

FABRIC Messages

This section contains Fabric (FABRIC) messages.

FABRIC-3

Error Message %FABRIC-3-DISABLE_FAB: The fabric manager disabled active fabric in slot [dec] due to the error ([dec]) on this channel (FPOE [dec]) connected to slot [dec]

Explanation The firmware detected a severe fabric error and reported the error to the fabric manager. The manager has disabled the active fabric.

Recommended Action The Fabric Manager will automatically resynchronize the fabric channel to recover from the error. The problem may occur when the fabric card or the line card does not have good contact with backplane. You should insert the fabric and line cards firmly into the chassis.

Error Message %FABRIC-3-EM_RECOVERY_ISSU_NEGO_FAILED: Attempting EM recovery for EM type %d, but ISSU negotiation was unsuccessful/incomplete.

Explanation On a switchover, the fabric manager is trying to recover for events that were opened on the peer before the switchover, but not closed. These events are maintained by the event manager (EM). The fabric manager found that ISSU negotiation was either unsuccessful or incomplete. Because the data may not have been synchronized correctly between the active and standby devices, this is an error condition.

Recommended Action No action is required.

Error Message %FABRIC-3-ERRORS_DDRSYNC: Line card DDR channels sync error fpoe/slot [dec]/[dec].

Explanation A transmit FIFO overrun or underrun in the DDR channels has occurred. The error indicates a clock mismatch. If this condition is persistent, the hardware is faulty.

Recommended Action The system will attempt to resynchronize the DDR channel and the fabric channel.

Error Message %FABRIC-3-LOST_SYNC: [chars] endpoint of fpoe:[dec] lost Sync. to [chars] fabric,#[dec] times recovered success, trying to recover now!

Explanation The endpoint has lost synchronization with the fabric and is trying to recover.

Recommended Action No action is required.

FABRIC-4

Error Message %FABRIC-4-DISABLE_FAB: Please disable fabric service: active sup [dec] (error [dec])

Explanation All supervisor engine fabric channels have errors.

Recommended Action Disable fabric services for the switch. Disable power for external switch fabric modules. Disable fabric service for internal switch fabric modules, but keep the supervisor engines powered on.

Error Message %FABRIC-4-LINECARDMODE_CFG_MISMATCH: Service module in the slot [dec] cannot pass traffic to the distributed etherchannel configured.

Explanation Because of the hardware limitation of the service module in the slot specified, traffic from these modules cannot pass through the distributed EtherChannel as configured.

Recommended Action Force the service modules switching mode to bus mode by entering the **fabric switching-mode force busmode** command, or change the channel configuration so that the affected modules do not need to pass traffic through the EtherChannel.

Error Message %FABRIC-4-SERVICEMOD_CHANGE_BUSMODE: The switching mode of service module in slot [dec] can be changed to its default as the distributed etherchannel config is removed.

Explanation The switching mode of the service modules can be reverted to the default by entering the **no fabric switching-mode force busmode** command.

Recommended Action Restore the default by entering the **no fabric switching-mode force busmode** command.

Error Message %FABRIC-4-SUP_SWITCHOVER: Supervisor switchover from slot [dec] (error [dec])

Explanation The active supervisor engine fabric channel has errors.

Recommended Action A switchover to the redundant supervisor engine occurs automatically.

FABRIC-5

Error Message %FABRIC-5-CANNOT_CLEAR_BLOCK: The fabric in slot [dec] cannot support clear-block feature.

Explanation A user enabled the clear-block mechanism, but the fabric in the specified slot cannot support the feature.

Recommended Action No action is required.

Error Message %FABRIC-5-CANNOT_SUPPORT_FP_INVERSION: The module you have installed in slot [dec] is running an older revision of firmware/software which may cause inconsistent system behavior. Please refer to the release notes for a minimum recommended software release for mentioned module.

Explanation The specified module can not support FP bit inversion with the current software release. The fabric clear block will disregard the COS setting for this module.

Recommended Action No action is required.

Error Message %FABRIC-5-CLEAR_BLOCK: Clear block option is [chars] for the fabric in slot [dec].

Explanation The fabric manager has changed the status of the clear-block mechanism for all fabric channels. The status (on or off) is indicated in the message.

Recommended Action No action is required.

Error Message %FABRIC-5-ERRORS_BUFFER: In fabric slot [dec], memory buffer for fpoe/slot [dec]/[dec] is full.

Explanation Either the buffer size is less than the packet size or the uplink buffer cannot respond to flow control from the fabric.

Recommended Action Examine the fabric memory configuration.

Error Message %FABRIC-5-ERRORS_TIMEOUT: Time out for input from fpoe/slot [dec]/[dec] to slot [dec].

Explanation A timeout in the fabric input buffer occurred because of a problem from the destination slot. The transient error is observed when the module is removed. If the error is persistent, the module local bus might be locked.

Recommended Action Reset the module in the destination slot if the error is persistent.

Error Message %FABRIC-5-FABRIC_FAILOVER: The fabric in slot [dec] has failed over due to fabric errors on slot [dec]. Fabric in slot [dec] is now the current active fabric.

Explanation The Switch Fabric Module in the specified slot failed over and active supervisor switch to former standby supervisor.

Error Message No action is required.%FABRIC-5-LINECARDMODE_BUS_FORCED: The switching mode of module in slot [dec] is forced to bus-mode.

Explanation The **fabric switching-mode force busmode** command has been applied.

Recommended Action No action is required.

Error Message %FABRIC-5-NOT_ALLOWED: Power not allowed to module [dec] : [chars] .

Explanation Certain types of linecards is not given power for some reason. Detailed reason is given in the message body.

Recommended Action No action is required.

FABRIC-6

Error Message %FABRIC-6-TIMEOUT_ERR: Fabric in slot [dec] reported timeout error for channel [dec] (Module [dec], fabric connection [dec])

Explanation Firmware code on the fabric detected that the input or output buffer was not moving. To recover from this condition, the system will automatically resynchronize the fabric channel.

Recommended Action The system automatically recovers from this condition by doing a fabric channel resynchronization. If the system experiences this condition persistently, directly connect to the console of the fabric and the module to determine if any errors are being reported by the firmware. Also, reseal and reset the module.

FABRIC_INTF_ASIC Messages

This section contains switch fabric interface ASIC (FABRIC_INTF_ASIC) messages.

FABRIC_INTF_ASIC-4

Error Message %FABRIC_INTF_ASIC-4-DEV_CONFIG_FAIL: The Switch Fabric interface ASIC configuration failed

Explanation The switch fabric interface ASIC could not be configured.

Recommended Action If the switch fabric is inactive (down), this message can be expected. If the module comes online and traffic processing resumes, ignore this message. 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. On the Route Processor, capture the **show logging** and **show version** commands.

Error Message %FABRIC_INTF_ASIC-4-FABRICCRCERRS: [dec] Fabric CRC error events in 100ms period

Explanation The switch fabric interface encountered more CRC error events than the supervisor engine CRC error threshold allows.

Recommended Action The line card has notified the supervisor engine and the error has been logged. No action is required from the user.

FABRIC_INTF_ASIC-5

Error Message %FABRIC_INTF_ASIC-5-CHAN_LINK_SPEED_OOB: Array access bounds violated, channel_num=[int], link_num=[int], speed=[int]

Explanation Cisco IOS code has attempted to access an internal array with an invalid index for SSA channel number or link number or speed.

Recommended Action No action is required if there is no system impact. If traffic stops or linecard fails, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %FABRIC_INTF_ASIC-5-DEV_INIT_FAILURE: The Switch Fabric interface ASIC initialization failed

Explanation The switch fabric interface ASIC was not successfully 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 %FABRIC_INTF_ASIC-5-FABRICDOWN_CRCERRS: [dec] Fabric CRC error events in 100ms period

Explanation The switch fabric interface encountered more CRC errors than the maximum configured threshold. However, the reason for this error is that the switch fabric is inactive (down). The line card has notified the supervisor engine of this condition and the error has been logged.

Recommended Action This message indicates normal system operation. No action is required.

Error Message %FABRIC_INTF_ASIC-5-FABRICDOWN_SYNCERRS: [dec] Fabric sync error events in 100ms period

Explanation The switch fabric interface encountered more synchronization errors than the maximum configured threshold. However, the reason for this error is that the switch fabric is inactive (down).

Recommended Action This message indicates normal system operation. No action is required.

Error Message %FABRIC_INTF_ASIC-5-FABRICSYNC_DONE: Fabric sync on [chars] channel done.

Explanation The switch fabric interface ASIC was resynchronized.

Recommended Action No action is required.

Error Message %FABRIC_INTF_ASIC-5-FABRICSYNC_REQ: Fabric sync requested on [chars] channel ([dec])

Explanation The line card has requested that the supervisor engine resynchronize its fabric interface ASIC.

Recommended Action No action is required.

Error Message %FABRIC_INTF_ASIC-5-NOFABRICPROCESS: The Switch Fabric interface fabric process could not be created

Explanation The switch fabric interface does not have a link process running; the system failed to create this process. This module will not support the fabric 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 %FABRIC_INTF_ASIC-5-NULL_DEV_OBJECT: The Switch Fabric interface device object pointer is set to NULL

Explanation The memory location of the switch fabric interface device object is invalid. The switch fabric interface 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.

Error Message %FABRIC_INTF_ASIC-5-SMB_ACCESSERROR: The Module Switch Fabric interface ASIC cannot be accessed

Explanation The switch fabric interface ASIC access (read or write) failed. The serial bus that connected to the switch fabric interface ASIC on this module is not functioning 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

FABRIC_SP

Error Message %FABRIC-SP-5-CLEAR_BLOCK: Clear block option is [chars] for the fabric in slot [dec].

Explanation The fabric manager has changed the status of the clear-block mechanism for all fabric channels. The status (on or off) is indicated in the message.

Recommended Action No action is required.

Error Message %FABRIC-SP-5-FABRIC_MODULE_ACTIVE: The Switch Fabric Module in slot [dec] became active

Explanation The Switch Fabric Module in the specified slot is active as the switching fabric.

Recommended Action No action is required.

FIB Messages

This section contains Forwarding Information Base (FIB) messages.

FIB-2

Error Message %FIB-2-FIBFEATSEINIT: Error initializing CEF repop feature session queue

Explanation Initialization of a CEF feature session queue 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.

Error Message %FIB-2-FIBRETRY_EXCEEDED: CEF table download to slot [dec] not performed as IPC port did not come up

Explanation The FIB could not be fully downloaded. As a result of this condition, hardware switching might not be functional on the module.

Recommended Action Reset the module to overcome this condition.

Error Message %FIB-2-HW_IF_INDEX_ILLEGAL: Attempt to create CEF interface for [chars] with illegal index: [dec]

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 %FIB-2-IF_NUMBER_ILLEGAL: Attempt to create CEF interface for [chars] with illegal if_number: [dec]

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.

FIB-3

Error Message %FIB-3-FIBSBNOFN: Missing [chars] subblock [chars] function for [chars]

Explanation Functions for distributing this subblock are missing from the image.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %FIB-3-MAC_ACCT: [chars]: [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 %FIB-3-PREC_ACCT: [chars]: [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.

FIB-4

Error Message %FIB-3-FIB_STATS_ERROR: Internal Error - type [dec], slot [dec], total_len [dec], msg_len [dec], seg_len [dec]

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 %FIB-4-FIBNULLHWIDB: Missing hwidb for fibhwidb [chars] (ifindex [dec])

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 %FIB-4-FIBNULLIDB: Missing idb for fibidb [chars] (if_number [dec]).

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 %FIB-4-FIBRETRY_WARNING: IPC port for slot [dec] to become available for CEF table download (retried [dec] times)

Explanation The FIB table failed to download for the number of times specified in the message.

Recommended Action If the FIB table is successfully downloaded in a subsequent retry, no action is required. If the operation is not successful, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %FIB-4-FIBXDRINV : Invalid format. [chars]

Explanation Because the VLAN interface was deleted while still in the administrative up state, the HSRP MAC address remains in the adjacency table. This message is not sent if the VLAN interface is first put into an administrative down state before being deleted.

Recommended Action No action is required.

FIB-6

Error Message %FIB-6-FIBLCTUNDELSEQ: Update received on a linecard for a deleted tunnel([chars]) - ignored.

Explanation An update was received on a line card for a tunnel that has already been deleted. The update was ignored.

Recommended Action No action is required.

FILESYS Messages

This section contains fileSYS messages.

FILESYS-3

Error Message %FILESYS-3-RUNNING_SYNC_FAILED: The active is unable to synchronize the running configuration to standby, so standby will be reloaded

Explanation The active supervisor engine cannot access its running configuration to synchronize the configuration to the standby supervisor engine. This can be caused by temporary resource issues such as high CPU.

Recommended Action No action is required. This message is for informational purposes only.

FILESYS-4

Error Message %FILESYS-4-CLPDINT: Management interrupts are [chars] for pcmcia device in socket [dec]. [chars]

Explanation A faulty PCMCIA flash device might be generating spurious insert or remove interrupts continuously. The PCMCIA controller's interrupt generation will be disabled temporarily, and will be reenabled after a few seconds. If an alternate PCMCIA device is inserted while the interrupts are disabled, the alternate device may not be readable. In this case, you must remove and reinsert the PCMCIA device.

Recommended Action Replace the PCMCIA flash device.

FILESYS-5

Error Message %FILESYS-5-CFLASH: Compact flash card [chars] [chars]

Explanation A file system's status has changed.

Recommended Action Follow any instructions provided with the message.

Error Message %FILESYS-5-IFLASH : Internal Flash [chars] [chars]

Explanation A file system's status has changed. This can occur after the switch is converted from Catalyst OS software to Cisco IOS software. When you enter the **dir bootflash:** command, an unformatted flash memory returns a "bad device block info" or "invalid magic number" error message.

Recommended Action Format the flash memory using the **format** command and follow any instructions provided with the message. Otherwise, no action is required.

Error Message %FILESYS-5-UNKNDEV : Unknown device [chars] [chars]

Explanation A file system's status has changed. The flash device cannot be recognized by the switch. The 16-MB MEM-C6K-FLC16M and 24 MB MEM-C6K-FLC24M linear flash PC cards are preformatted and are ready to use, but the MEM-C6K-ATA-1-64M and 64 MB MEM-C6K-FLC64M flash PC cards are not preformatted. You must format these cards before using them to store files. In addition, the Supervisor Engine 1 and Supervisor Engine 2 do not support the same flash PC card format. To use a flash PC card with a Supervisor Engine 2, you must format the card with a Supervisor Engine 2. To use a flash PC card with a Supervisor Engine 1, you must format the card with a Supervisor Engine 1.

Recommended Action Format the flash memory using the **format** command and follow any instructions provided with the message. Otherwise, no action is required.

